PROFITMASTER
GLOBAL OUTSOURCING



YOUR
PROFESSIONAL
OUTSOURCING
SOLUTIONS
PROVIDER

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GLOBAL OUTSOURCING



ABOUT US

Our founder and Chief Executive Officer, Richard Croaker recognized early on that the professional needs of accountants in Australia are different to other businesses and financial planning staff. After considerable research on the suitability of Philippines professional and support staff, business regulations, and ethical requirements of the Australian accounting professions, it was decided to incorporate a new company through Philippines Securities and Exchange Commission. This is Profitmaster Global Outsourcing.

We provide Philippines-based remote accounting, bookkeeping, administration, finance broking, and financial planning staff who are an extension to your onshore team, dedicated to providing the services required in your business.

OUR VISION

Our vision of outsourcing is to obtain lower-cost accounting and other professional service firm resources while maintaining high service levels for Australian firms and their clients.



Our Team

Our whole business approach and high ethical standards allow us to deliver meaningful, valuable service to our clients based on their specific needs and circumstances.



Richard Croaker
Chief Executive Officer



Lino Divina
Chief Operating Officer



Delia Mackenzie
Director - Client Engagement and Growth



Liza Arcilla
HR & Admin Manager



Annalyn Bejec
Assistant Manager, Administration



Jennifer Quan
Client Experience Manager



Reynald Rivera
Company Accountant



Rolando Salas Jr.
Assistant Operations Manager



Alejandro Lomerio
Assistant Operations Manager



Mark Lee Resurreccion
IT Supervisor

BENEFITS OF OUTSOURCING SOLUTIONS AT PROFITMASTER

When stepping up to a premium service Philippines BPO like Profitmaster, our technology infrastructure fully integrates your offshore lower-cost resources with your onshore technical and management resources to create an almost seamless work environment with reduced overheads such as rent, o†ce equipment and IT. How much or how little integration is up to you.



Profitmaster provides outsourced professional services to the financial services sector throughout Australia. We specialize in providing highly skilled:

- **Accountants and Auditors**
- **Bookkeepers**
- **Financial Planning Staff**
- **Finance Broking Staff**
- **Administrative Staff**

Our Services

Profitmaster offer professional expertise in the following disciplines:

Accounting and Bookkeeping

We provide outsourced accounting, auditing, bookkeeping and taxation staff for large and small firms in Australia. Our firms include sole practitioners through multi-partner top 20 firms. By engaging offshore accountants with us, our clients can focus on the core business activities maximizing efficiency and profit.

Finance Broking

Loan processing is a time-consuming process. Accurate and timely input impacts first-time-right, which ultimately impacts the service to your clients and getting the deal done.

Profitmaster is experienced in working with lenders and brokers providing back-office services as a solution for you to save time and money. Ultimately, our service creates a simple way for you to increase settlement volume.

Financial Planning

With a team of skilled finance professionals proficient in English and with experience working with Australian clients, outsourcing financial planning services to Profitmaster can result in cost savings while maintaining high-quality services. By accessing a large talent pool at a lower cost than hiring local staff or working with Australian-based service providers, Australian firms can benefit from greater flexibility and improved efficiency. This can also enable businesses to focus on their core competencies while leaving financial planning and other tasks to our professional staff, ultimately resulting in better client outcomes.

Profitmaster offers outsourcing services for a variety of financial advisor needs, including Statement of Advice, Superannuation, Retirement Planning. conducting research, providing insurance quotes, and performing comparisons for product and advice strategies.

Administration

Clients experience a massive productivity boost and dramatically decrease costs by outsourcing personal assistant and administrative tasks to our specialized and experienced office administration staff.

We know how hard it can be to manage administrative/secretarial work, such as data entry, database management, email responding, setting appointments and online research which are essential to ensure the smooth running of your business.

These time-consuming repetitive tasks are better outsourced to our office assistants and secretaries, as you focus on the most important area of your business, which is to provide better service to gain more clients and grow your business.

RECRUITMENT AND TRAINING

Our recruitment and training is designed to ensure that our staff can interact seamlessly with their Australian client. We provide high-quality offshore staff with up to 70% savings in labour costs. As a professional BPO, we can resource staff very quickly. Once clients have made the decision to proceed, we can have specially selected staff on board within 30 days.

The Recruitment Process



1. Formal proposal and payment of setup fee.



2. Process discovery session and information security audit.



3. Formal job description document finalised, signed off by you as per agreed requirements.



4. Recruitment process may take 3-5 weeks, can be earlier depending on the skill set of available candidates in our Recruitbank refund after 12 weeks if unsourced.



5. Skills testing, screening, and interview.



6. You choose the best candidate with our guidance.



7. Orientation, pre-employment reference and security check.



8. On-boarding and training. Regular performance assessment.



9. Warranty period of 3 months. If the candidate is not suitable, Profitmaster will find a candidate that is. There is no extra cost as this service is covered in your engagement fee.



Data Security

- Information Security Management System Framework modelled on ISO27001, the world standard on information security.
- Profitmaster complies with Australian and international privacy regulations.

Secure access control over all internet and communication service. Only authorized personnel may use the internet or have access to additional software.



Cyber Security

Computer Usage

Employees are responsible for taking good and reasonable care during their usage of the company's computer, and they are not allowed to use it for personal business at any time.

Email Usage and Forwarding

Email is to be used for company business only. Confidential information must not be shared outside of the company without authorization at all times. Personal business communication is strictly prohibited.

Internet Usage

Employees may only access the internet during office hours for intended and authorized company business only.

Installation of free instant messaging and accessing of social media accounts are not permitted unless required for the daily operations of duties and approved by the Employer.



Password Protection

Passwords set-up by IT Department are unable to be changed. Individual systems are randomly monitored.

Software Access Procedure

Software needed to function must be authorized by client and installed by IT Department.

Unauthorized Devices

Employees are not allowed to bring in (or plug in to the company's internal network), personal devices and gadgets that could compromise the company's security and data integrity. Such devices/gadgets include (but not limited to):

- Personal Laptops
- Tablets
- USB Thumb drives /sticks

PEOPLE & CULTURE

At Profitmaster Global Outsourcing, we believe that success happens when creativity, inclusivity, and teamwork fosters within the workplace. That is why as much as we value our clients, we also do the same for our team members.









PRICING AND PRICES

Our pricing model is designed to ensure that our staff are correctly compensated, and our clients have the best HR management using the latest technology available to meet your needs.

Total Monthly Investment

Your service fee covers:

VARIABLE

- Salary
- Statutory and company entitlements

FIXED

- Management fee
- Office subscription

Management Fee

The management fee is AUD$655.00 per month. This includes operations supervision, HR management, IT support, payroll, and direct access to your account executive.

Office Subscription

Monthly office subscription AUD$1,072.00 per month. This Includes the use of a dedicated work area, all network and utility costs, computer equipment hire (incorporating a standard hardware and software configuration), employee timekeeping and monitoring software, advanced data security, Team Pass password protection, bio-metric office security, and access to CCTV monitors.



Contract Terms

Our contract term is 24 months and is renewable after that time; however, the agreement may be terminated after the first six months from the commencement date. We also charge a once-off setup fee of AUD $2,800.00 for the first staff member, AUD $2,380.00 for the second staff member, and AUD $2,100.00 for the third and each subsequent staff member. This fee must be paid before recruitment commences and covers support with your offshoring strategy, recruitment, pre-hire capability and psychometric behavioural assessments, staff induction, equipment and communications setup and testing, security and health clearances, and a three-month staff replacement guarantee.

Three Month Staff Replacement Guarantee

We understand how important it is to have the right team in place. To support this, we offer a three-month staff replacement guarantee from the employee's commencement date. If the staff member is not the right fit or resigns within this period, we will provide a replacement at no additional cost. This is part of our commitment to helping you build a stable and effective team.



FOR MORE INFORMATION CONTACT US AT:

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Website: https://www.profitmaster.com.au/

Build *STRATEGY* • Build *CONFIDENCE* • Build *BUSINESS*

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