



# OUTSOURCING DONE RIGHT

**Celebrating 28 years of Excellence**

A "Valued and Preferred BPO Service Provider"  
of the world's most respected organizations





# We are **OPTIMUM**

Optimum's success is founded on building a team of top-notch professionals most admired for their skills, professionalism and commitment to legendary service.

Premier service provider of

- **Business Process Outsourcing (BPO)**
- **Knowledge Process Outsourcing (KPO)**
- **Information Technology Outsourcing (ITO)**

We build scalable teams that embrace, live and breathe your culture. This enables them to deliver over and beyond agreed performance metrics.

# Our Strengths

We attract, engage, develop and retain top talents, who share our values, with a genuine desire to deliver the highest quality of service to our clients.

## Our Expertise

- Accounting and Finance
- IT Services and Support | App Development
- HR Management and Talent Acquisition
- Outbound and Inbound Call Center Services
- Research & Analytics
- Mortgage Processing
- Insurance Claims Processing
- Back office Support & Services



# Our Clients

We work with clients across a wide spectrum of industries.

Some of our clients are members of



Industry Verticals

- Financial Information and Analytics
- Industry Data Intelligence Services
- Global Exhibitions, Events & Seminars
- Media and Publishing
- Mortgage and Finance
- eCommerce and Technology
- Insurance
- Manufacturing
- Regulatory Compliance Consulting
- Investment Firms



# Our Services

Optimum Source has a Proven Track Record of building High-Performing Teams

## IT Services | App Development

- Website & App Development
- IT Project Management
- IT Professionals Placement
- Data Management and Storage
- Infrastructure Management
- Technical Support
- Report Writing

## Outbound | Inbound Call Services

- Telesales Services
- Customer Service & Support
- Accelerate Sales/ Full Sales Pipeline
- Lead Generation and Verification
- Appointments with C-Level

## Mortgage Processing

- Loan Processing and Support
- Underwriting Support
- Closing and Funding
- Post-Closing
- Quality Control & Assumptions

## Accounting and Finance

- General Accounting and Audit
- Bookkeeping & GL Maintenance
- Accounts Payables & Accounts Receivables
- Inventory Monitoring
- Benefits and Incentives Management
- Payroll Processing

## Research and Analytics

- Business & Investment Research
- Intelligence and Market Research
- Financial and Data Analysis
- Outbound Survey Services
- Legal Research & Document Review

## Insurance Claims Processing

- Claims Data Entry
- Claims Processing
- Data Analysis and Reporting
- Customer Service Management

## HR Management and Admin Support

- Human Resource Managed Services
- Recruitment Process Outsourcing
- Organizational Development
- Onboarding and Offboarding Services
- Contracts Management
- Compensation Management
- Culture Assessment & Alignment

## Talent Acquisition

- Executive and Leadership Search
- Technology Experts
- Engineers
- Managerial Positions

## Back Office Services

- Business Operations Services
- Full Administration Support
- Content Development Services
- Procurement, Logistics & Fulfillment
- Data Processing Tasks



# The Optimum Advantage

## The Power of our People

We take pride in offering the highest standard of service delivery to our clients.

- ▲ Value and Relationship-based Approach
- ▲ Quality Control with High Standards
- ▲ Scalability, Flexibility and Customized Services
- ▲ Increased Value-creation
- ▲ Fairness and Equity



**Solution Design**



**Quality and Productivity**



**Cost Efficiency**



**Account Management**



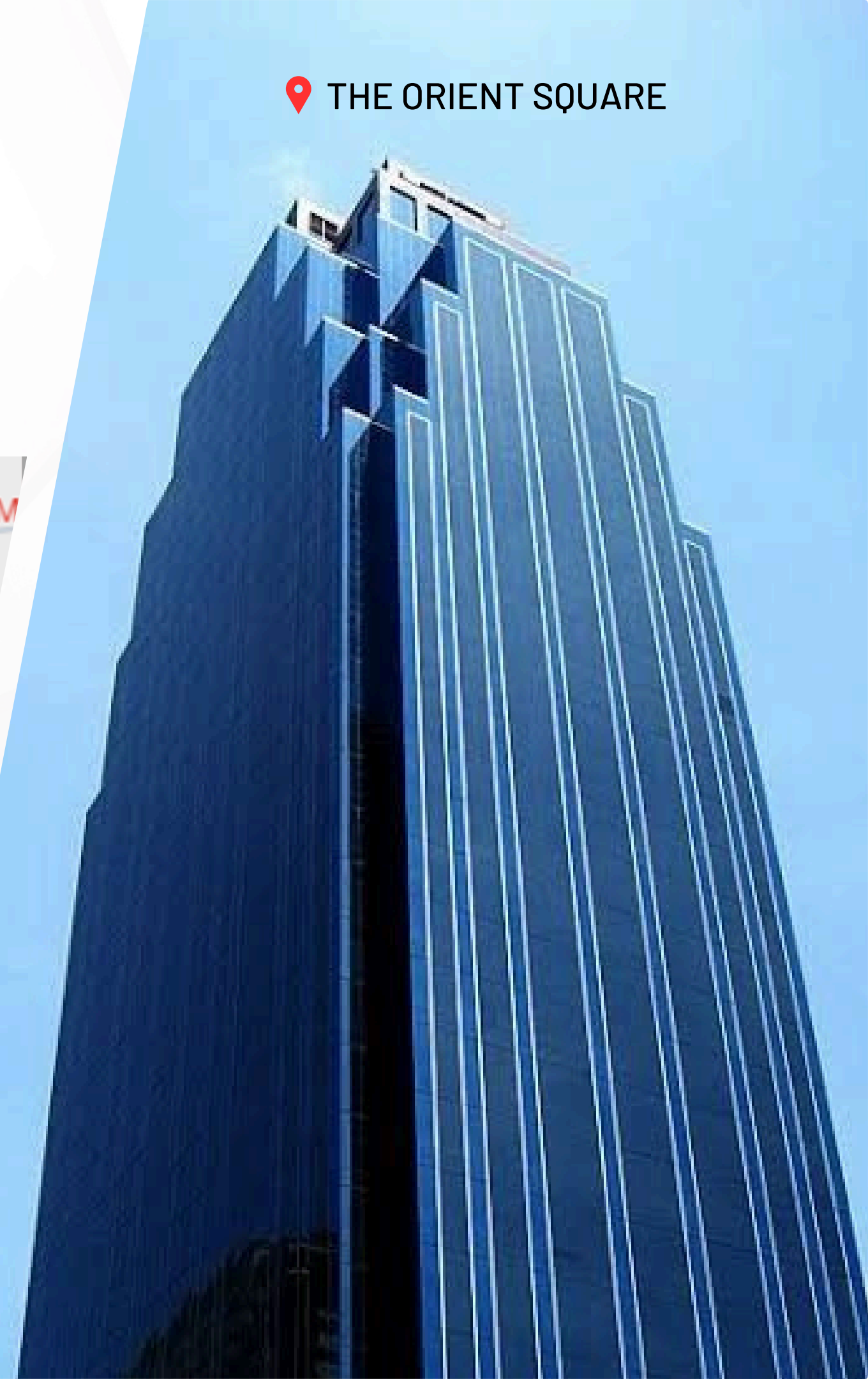
**Continuous Improvement**



**Transparency**

# Strategic Business Location

Ortigas Center in Pasig is the midpoint of Metro Manila





**When we shake your hand, we're making  
a promise towards your success.**

We look forward to being of service.

**THANK YOU.**

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**The Optimum Source Team**  
[www.optimum-source.com](http://www.optimum-source.com)