

**BRISTON OUTSOURCING SERVICE SOLUTIONS**

Suite 3B, Level 3  
2 Murrajong Rd  
Springwood, Qld, 4127



## Company Details

Company Details	<b>Legal Name of Company</b> BRISTON TRAINING AND DEVELOPMENT PTY LTDasdfsdf		
	<b>Head Office</b> Building 1, Level 3, 2-14 Murrajong Road, Springwood, QLD, 4127		
	<b>Trading Name</b> BRISTON OUTSOURCING SERVICE SOLUTIONS (BOSS)		
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## Company Overview

Briston Outsourcing Service Solutions (BOSS), is an Australian owned and operated company providing managed capability outsourcing services to clients across Australia. Our company specializes in identify existing or emerging capabilities within organizations and establishing low cost, fully integrated outsourced services to reduce your cost baseline and increase your scope of operations. We have the knowledge, skills and resources to provide your company with access to an inexpensive, highly proficient, global workforce that will allow you to compete effectively in any market.

Our primary aim is to reduce the risk that clients face when stepping into the world of outsourcing by ensuring that we provide detailed analysis, and full capability management services. This is done by following a simple process:



1. Conduct a detailed analysis of your requirements to identify what capabilities are available for you to outsource, what systems and processes you have in place, and what modifications and support training you need to get moving.
2. Establish the recruiting requirements for your new team members in the Philippines, then recruit, induct and train your new team.
3. Manage minor modifications within your organisation to allow you to effectively integrate your new capability. This may include introduction of new cloud based IT and communications systems, development of new SOPs, and training of your existing team to work cohesively with your new team members.
4. Provide ongoing performance management of your new team on the ground in our Manila office through detailed training, development, and management by our Australian management staff. We are one of the few BPOs to provide qualified Australian training and management staff in our Manila office working hand in hand with your Philippines staff to guarantee you get the capability that you need.

### So why use us?

We can offer a number of advantages over other providers in this field:

- We are Australian owned and operated so you can have one of our staff meet you in your office at any time to work through any issues or requirements you may have.
- Our Manila office is managed by a highly qualified team of Australian staff with experience in training, management, project management and solutions engineering.
- ? We are also a Registered Training Organization (RTO) with experience in organizational analysis, development of competency based training programs, and in people and performance management. We guarantee that your new capability will meet your requirements and that your organization will be ready to use them effectively in a fully integrated operations model.

We may not always be the cheapest outsourcing option available to you, but we will ALWAYS be the most effective and reliable!

### SMT Waste Brokers – Service Options

Based on our discussion 28 May 14, you identified the following points:

- That you are currently using a number of freelancers to support your organization in areas such as web design, SEO and bookkeeping.
- You currently use cloud-based systems to support these areas and are actively using Skype as a communication system.
- That you currently need to increase your capability through outsourcing in the following broad areas:
  - **Administration (Virtual Assistant).** Primary tasks being email management, schedule management, database administration, and miscellaneous administrative tasks.
  - **Marketing.** Requirement for outbound sales calls based on prepared scripts, lead generation and appointment scheduling. Likely requirement for email marketing and potential development of marketing resource materials.
  - **Bookkeeping.** Management of company financial records in Xero, preparation, distribution and follow up of invoices.

### Recommendations and Cost Estimate

In our cost calculations, we estimate based on either a full time basis using an annual salary, or casual basis where services are invoiced against either hourly, or daily rates. Annual costs are invariably lower as they allow us to provide you with a dedicated asset without the requirement for coordinating workloads and scheduling multiple clients against one asset. We do however realize that this is not feasible for all clients, particularly with emerging capabilities, and therefore we can support through hourly/daily rates for staff which work on a project/task basis across multiple clients. Clients are welcome to switch from this option to a full time option as their capability develops without financial impact.

Our fees include all IT costs (computer with MS Office, Skype, and VOIP) and all associated wages and benefits for staff. Specific software licenses you may require can be provided but will be invoiced at cost. Of note, s

Against the requirements you have outlined for us listed above, we recommend the following:

- **Administration (Virtual Assistant).** Based on our discussion I believe you would strongly benefit from a full time VA that you can train and develop to fit your requirements. VA's are typically less expensive than other specialist roles such as IT or marketing, and if recruited carefully and progressively trained and developed, can provide significant capability enhancement. All our VAs will have a minimum of tertiary level education and will be proficient in both written and verbal English, with IT skills across the Microsoft Office Suite. Specialist requirements can be recruited should you have a particular need, such as prior employment with Australian firms, or particular IT skill sets.
  - **Full Time Cost Estimate:** \$22, 500 - \$33,800 pending experience and English proficiency.  
Lower end will be proficient and experienced, higher bracket will have significant experience, very high English skills and greater flexibility of skills. We will panel 3-5 candidates for you to interview, then will negotiate on your behalf regarding final salary and conditions.
  - **Casual Cost Estimate:** Depending on your requirements for experience/language we can provide support ranging from \$12 - \$17.50 per hour, or \$90 - \$130 per day.
- **Marketing.** During our discussion you indicated that at present you are likely to require support 2-3 days per week, or a spread of hours equivalent to that duration. Accordingly I have reflected those estimates below, however as with the VA, should you decide to grow to a full time capability down the track it will certainly reduce your rates. The capability available varies from candidates with "call centre" standard English and 3-5 yr of experience, with marketing qualifications through to senior marketing staff with 10-15 yr of experience and Australian standard English. Pending your requirements I have reflected that range below. I also recommend that we incorporate some product specific marketing tests during the recruitment phase to ensure you get the right fit.

- **Casual Cost Estimate:** From \$13 - \$19.50 per hour, or \$100 - \$150 per day.
- **Full Time Cost Estimate:** From \$26, 200 - \$37,400 per year.
- **Bookkeeping.** While we have the ability to recruit a local bookkeeper in the Philippines for you, with the estimated price likely to reflect the marketing costs above pending your experience requirements, we recommend engaging an organization for your needs rather than an individual. We currently use D&V solutions to handle our bookkeeping via Xero with their rates being \$15 per hr for the range of services you have indicated, or \$17 per hour for management accounting such as tax minimization etc. We have had few issues with the company who employ more than 30 staff, and we are able to directly assist in your relationship with them through our links to their firm and our presence on the ground in Manila. You would be allocated an individual bookkeeper available during business hours via skype, email or phone, and they would also be managed via a team leader with considerable experience. If this option does not suit, then I am happy to source a specific person for you directly.

### Confirmation of Requirements

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### Scope of Works

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### Cost Estimate

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### Conclusion

### Conclusion – Moving forward

Once you have made the decision to engage us for this project, we recommend a scope confirmation meeting to ensure that all parameters have been identified correctly, to discuss and review base materials, and to confirm design timeframes, processes and deliverables.

Should you have questions on this project or once you are ready to proceed, please feel contact me on the details below at any time. I would be happy to meet with you at your convenience should you wish to discuss the project or our capability in person.