



yempo

your employees offshore

INFORMATION PACK 2016

ABOUT YEMPO

Yempo - "Your Employees Offshore" - is a Western-owned offshoring company, providing flexible and low cost staffing solutions to organizations around the world.

We take the time to understand your requirements, source staff with the right skills and present them to you for you to interview. If you proceed, they work under your direction in terms of workload, but we manage all the local pastoral care, payroll, government compliance etc.

We essentially "host" your own staff and provide them with the best possible employee experience to ensure loyalty and commitment.

OUR VISION

Our vision is to deliver excellence to our clients by leveraging our cross-cultural communication and integration knowledge.

We provide robust, cost effective staffing solutions by focusing on employee empowerment, development and respect.

Michelle Fiegehen & Ian Parkin

OUR FOUNDERS



MICHELLE FIEGEHEN - CEO

Michelle Fiegehen is an Australian senior director now residing in the Philippines, overseeing and building the Yempo centre in Cebu and Manila. Her global experience has given her a strong understanding of the cultural differences between nationalities and how to effectively address them for productive and cohesive relationships.



IAN PARKIN - DIRECTOR

Ian Parkin is of English origin, now residing in Australia having lived and worked in the UK, USA and across Asia. Ian has extensive experience leading teams located across multiple time-zones and cultures as well as delivering solutions through offshore service centres.

WHY PEOPLE CHOOSE US

- ✓ Flexible Staffing Solutions
- ✓ Low Cost, High Calibre Staff Selections
- ✓ Monthly Billing in Your Currency
- ✓ Western Owned and Operated
- ✓ Our Staff Love Their Jobs

TESTIMONIAL

“ What we appreciate most in working with Yempo is the professional and collaborative relationships we have built that enable our offshore team to behave and function as if they were our own employees.

”

-Kloud Solutions

OUR PHILOSOPHIES



People Orientation

We are strongly committed to people development and providing an excellent work environment for our staff. We believe that this is key to exceptional service to our clients and minimising the cost of attrition; knowledge loss, recruitment, retraining and the impact on morale.



Country Focus

We don't believe outsourcing should be "taking jobs" from developed countries, but allows businesses to compete effectively to ensure their own survival. We encourage small businesses to use outsourcing to free-up and develop their key staff for higher productivity, profitability and fulfillment. Your staff are welcome to join Yempo on short or long term engagements to assist in integration of your new multicultural team.



Management

Our team is comprised of 50% Western management to ensure the performance and behaviours of our Filipino team meet client expectations. We have developed a program whereby young talent is available at no charge to you in order to develop future leaders in your organisation and ours.



Community

Our founders have made long-term personal philanthropic and community contributions and bring this to the organisational level with Yempo. We are currently involved in a feeding program that provides lunch to 300 school children at the Inayawan School everyday. At Christmas, we deliver food, clothing and gifts to a local orphanage.



Development

Our years of experience in the Philippines exposed us to the highly talented and motivated graduate community. Other than this, we are a meritorious organisation with promotions and leadership opportunities never based on tenure, gender, heritage or age.

“

Yempo is a values-driven business providing staff with excellent working environment and benefits.

”

Michelle Fiegehen
CEO of Yempo

“

I don't feel obligated to come to work, but rather, I find each day to be fun and exciting. I love my job!

”

Euneez Chua
Recruitment Specialist

“

Yempo has a high standard of work ethics that they provide to companies seeking offshore IT teams.

”

Service Delivery Manager

OUR SOLUTIONS

- Comprehensive recruitment to meet your needs
- You make final staffing decisions
- No long term contracts – 30 days notice
- Fixed monthly admin fee plus pass-through salary costs
- Fixed monthly costs billed in your currency
- High quality, secure and air-conditioned premises
- Furniture, IT and communications infrastructure all included
- Highly accessible local management overseeing attendance and performance
- Annual company summer outing, Christmas function, monthly achievements celebrations and social and welfare activities
- Salary, Taxation and compliance with all local employee regulations
- No exit fees for transferring staff to your own office.

YOUR BENEFITS

- ✓ Reduce Cost
- ✓ Extend Your Services
- ✓ Local Staff Fulfillment
- ✓ Simplicity
- ✓ Work Life Balance

WHATS INCLUDED

Our fixed admin fee includes the following shared equipment

- Printer
- Scanner
- Fax
- Meeting Room with audio conferencing facilities
- Quiet room for calls

Hardware

- Managed laptop or Desktop with camera and antivirus
- Headset for use with audio and video calls
- Wireless internet access

Software

- Microsoft Office 365
- Yempo Email Address
- Skype for external calls, video conferencing and messaging
- Access to Yammer and Sharepoint collaboration tools

YOUR COMMITMENT

- ✓ Identify Skills to be Sourced
- ✓ Train Your Employee
- ✓ Business as Usual

SAMPLE COSTS

At Yempo, we pass through the staff salary with no mark-up then charge a fixed monthly fee in your currency. Staff are 100% dedicated to your work but all oversight and management is done by us.

Sample staffing costs are below, and are all-inclusive of our fee, provision of all accommodation, furnishings, infrastructure and technology. No added extras.

	AUD	USD	GBP	EUR
Senior Administrator (Finance/HR/Executive Assistant)	\$1,815	\$1,268	£ 890	€ 1,171
Data Entry Clerk	\$1,334	\$932	£ 654	€ 861
Outbound Sales Caller	\$1,445	\$1,010	£ 709	€ 932
CPA	\$2,260	\$1,579	£ 1,108	€ 1,458
IT Professional (Engineer/Developer/Support Analyst)	\$2,631	\$1,838	£ 1,290	€ 1,697
IT Solutions Architect	\$5,225	\$3,650	£ 2,562	€ 3,371

SALARY COMPARISONS

	AUD SALARY	YEMPO COST	% SAVINGS
Technical Support Analyst	\$80,000	\$39,714	50%
Infrastructure Engineer	\$95,000	\$48,000	49%
Application Support	\$95,000	\$47,500	50%
PHP Developer	\$65,000	\$31,850	51%
Sharepoint Developer	\$75,000	\$36,750	51%

OTHER SAVINGS

Grow your team without any other overheads:

- ✓ Office Space
- ✓ IT Equipment
- ✓ Network
- ✓ Furniture
- ✓ Management

HOW MUCH

CAN YOU SAVE?

All our clients are saving a minimum of 50% on salary costs alone.

WHAT ARE THE

OTHER BENEFITS?

A number of our clients have not only been able to extend their service hours, but extend to an international client base.

STEPS TO OUTSOURCING WITH YEMPO

STEP 1

You will meet with Yempo, review the contract, sign the MSA, and provide the job specifications.

STEP 2

Yempo runs the ads, screens the applicants, and provides you with a short list of the most qualified.

STEP 3

You review the candidates, Yempo arranges the interviews, and you interview the applicants.

STEP 4

You select a suitable candidate, Yempo makes an offer, the candidate accepts the offer, Yempo sets a start date and prepares for onboarding

REQUIRED BY YOU

- ✓ Review the contract
- ✓ Evaluate screened candidates
- ✓ Interview your selections
- ✓ Select your favorite
- ✓ Train your new employee

SUCCESS STORY



[READ CASE STUDY](#)

FREQUENTLY ASKED QUESTIONS

What is offshoring? What is outsourcing? Which is Yempo?

Offshoring is where you set up your own office in a lower-cost location and manage all the intricacies of establishing and running a company in a foreign country. The staff you hire belong to your company and are subject to your company's rules and regulations as well as local government compliance. Offshoring is typically not cost effective for small businesses.

Outsourcing is where you allocate roles or tasks to a third party organization and they source the skills wherever they are best located.

Yempo offers the best of both worlds – no need for you to worry about establishing an offshore presence, but the staff we hire on your behalf are 100% dedicated to your

Am I taking jobs away from my own country? I'd prefer to support my local economy.

Many of the roles and activities that businesses choose to outsource are typically not desirable for your high cost staff to be doing, and you are paying a premium for them to undertake lower value work. In addition, outsourcing a portion of your headcount keeps your business in the game, not subject to the highly competitive activities of larger companies already benefiting from operating in low-cost locations. It also enables you to focus on building your business, which drives more income into your local economy.

Don't I need to fire staff to make offshoring pay for itself?

We don't recommend you take this approach. Once you look at the activities that some of your highly paid local staff are performing, you will realize that their time can be put to much better use performing higher value activities, making them happier, more productive, and likely to contribute to increasing your sales. When staff leave by natural attrition, you could consider replacing them in an offshore location instead of in your own office. If they don't have regular face to face contact with your customers and they are not required to be in your country for compliance purposes, their role can be considered for offshoring.

OUR OFFICES

Yempo has offices across Asia Pacific to serve you better.

Level 3 IT Centre,
Oakridge Business Park
880 A. S. Fortuna Street
Banilad, Mandaue City, 6014
Cebu, Philippines

Level 2 Pioneer House,
108 Legaspi Street
Makati City 0126
Philippines

901 Hermes Commercial Center
4 Hillwood Road
Tsim Sha Tsui, Hong Kong

Suite 264/4 Young Street
Neutral Bay, NSW 2089
Australia

CONTACT US



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