



Making Outsourcing Easy

Built by entrepreneurs, for entrepreneurs—OnSpot makes outsourcing easy. We deliver premium, done-for-you teams that cut costs by up to 70%, unlock your time, and fuel **8X business growth**. With OnSpot, **scaling isn't stressful—it's OnSpot.**

Leadership Team

Bringing Their Experiences
Handling These Brands

Emirates

dnata

IRON MOUNTAIN®

AT&T

TravelRepublic

dish
NETWORK

Virgin Australia

HRG

Expedia

flexport

CapitalOne

RoyalCaribbean
INTERNATIONAL

...and many more

OnSpot

JPMorganChase



Jake Wainberg
Founder & President



Nur Laminero
Chief Executive Officer



Alon Ben Eli
Co-Founder



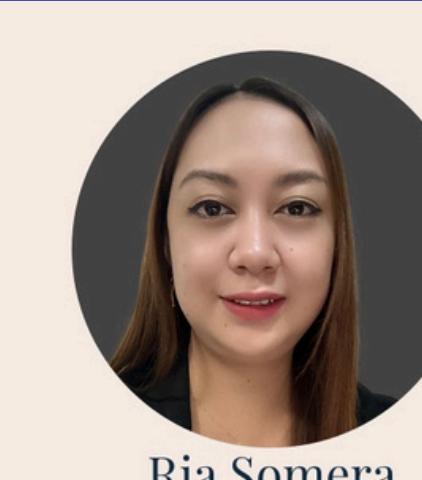
Mark Apostol
People & Workplace



Cristina Piano
Human Resources



Shane Limiac
Delivery Operations



Ria Somera
Onsite Delivery



Lady de Guzman
Remote Delivery

- **Founded 15 companies** in multiple sectors and industries across the US and Philippines.
- Handled more than **1,000 different brands** and accounts with more than 10,000 employees in the BPO industry.
- Entrepreneurs & visionaries, growth leaders, operators, people experts, tech & AI experts - **joint force for OnSpot**.

Michael F. Corbett
IAOP Founder and Chairman

"Very few business tools have the power to fundamentally transform an organization - Outsourcing is one of them."

OnSpot Service Models | Built for Scale, Not Stress

Choose the level of support that fuels your vision

RESOURCED You Manage		MANAGED (best value) We Manage Everything	ENTERPRISE Custom at Scale
Rate/FTE	Dependent of Role + \$200 for onsite	Dependent on Role + \$200 for onsite	Custom Quote
Who Its for	Founders who want cost savings and direct control	Growth-focused leaders who want KPIs delivered without micro-managing	Enterprises scaling 50+ FTEs with full customization
What You Get	Flat FTE rate - Best-in-class hires - Dedicated account manager - Standard support	<input checked="" type="checkbox"/> Everything in Resourced plus: - Dedicated team manager - We run your day-to-day ops - Process building & 24/7 support - Engagement & response management - Follow-up strategy implementation - KPI accountability	 Everything in Managed plus: - 1,000+ FTE capacity - Enterprise-level processes & reporting - dedicated campaign team, custom integrations.
Outcome	 Lower costs, more control—but you handle performance	 Hands-off growth: predictable KPIs, faster scale, less stress	 Enterprise-grade scalability with full customization
Scale Range	1-20 FTE	5-50 FTE	>50 FTE

From chaos to breakthroughs

Drowning in admin and back-office work

Endless admin and back-office tasks drain time, kill focus, and slow growth.



Burned out team, rising cost

Overloaded staff juggling multiple roles leads to burnout, lower productivity, and rising costs.



Growth stalled by hiring bottlenecks

Hiring bottlenecks stall growth, delay scaling, and drive up costs.



Unlock 8X growth potential

Unlock 8X growth potential with dedicated teams that free you to scale smarter and faster.

Up to 70% cost savings

Cut payroll expenses by up to 70% while boosting efficiency and output.

Scale a team in 21 days

Access to 50k+ pre-vetted talent pool across the Philippines.

OnSpot



We make oursourcing easy!
Because We
Love the
Work You
Hate

OnSpot



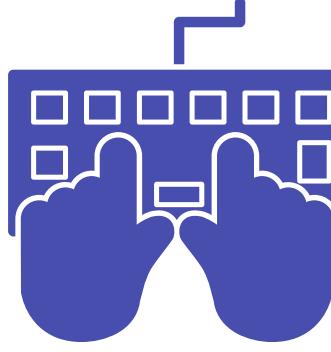
Customer
Support



Technical
Support



Back-office
Support



Data Entry
Service



Virtual
Assistant



Sales
Support

Most Common Roles Outsourced to Us

And your biggest headache is our favorite work

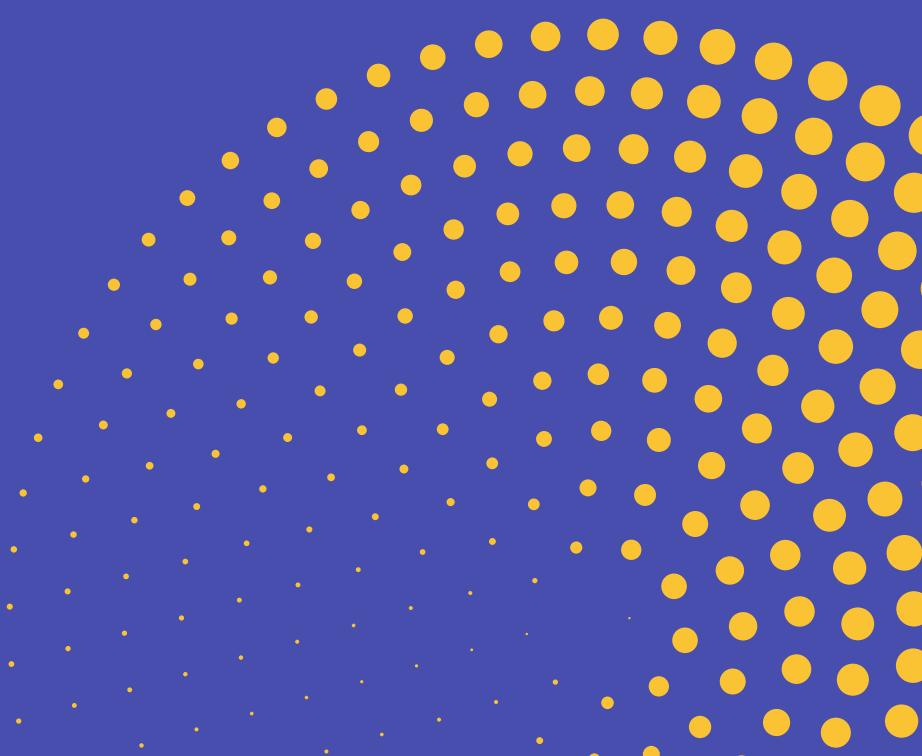




“We understand your struggle with operational costs because we've been there. To grow our New York businesses, we created OnSpot, and its success led our friends to join us in outsourcing their people needs.”

Jake Wainberg
Founder & President

OnSpot



Now here we are...

OnSpot by the Numbers

500+

Resources deployed to support clients business operations

85

Clients served across various industries and service models

\$50M

Estimated value delivered to our clients since 2021.

100+

Standard Operating Procedures built for clients

75%

Client net promoter score

85%

Employee net promoter score

15

Startup businesses founded by our leadership team

120+

Leadership team years of experience in outsourcing

Why the Philippines



70%

labor costs savings vs
US/Europe/Aus

90m

fluent english
speakers

1.8m

BPO employees
nationwide

1m

annual college
graduates

\$39b

annual outsourcing
revenue

92%

Filipinos aligned to
western culture

24/7

business operations
during calamities

90%

customer
satisfaction index

26

average age of
workforce

Our Vetted Talent Pool

- Over 50k vetted talent pool for our most common outsourced roles.
- All talents in our pool have gone through our unique **Job Success Profiling System**
- Over 50k vetted talent pool for our most common outsourced roles.
- **This is why we can start a new your new program in as little as 3 weeks from contract signing.**

Trusted by Our Clients

OnSpot

Moving Industry



Sales



Medical Tourism



Education



Freight & Logistics



...and many more

Technology



Legal



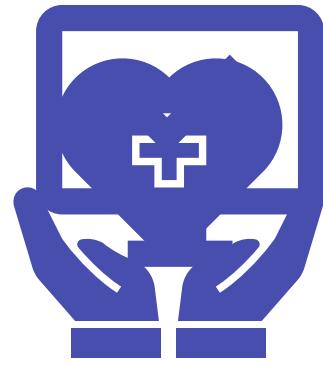
Health & Wellness



Delivering Up to 70% Payroll Cost Savings

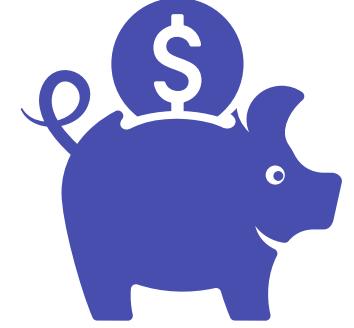


While you save on payroll cost, your team gets more out of their employment with OnSpot.



Full Benefits

Employees get full benefit package such as HMO, Insurance, Loan Facilities, Lifestyle & Wellness and more.



Retirement Plan

Employees get access to retirement plans that leads to employment longevity with OnSpot for your benefit.

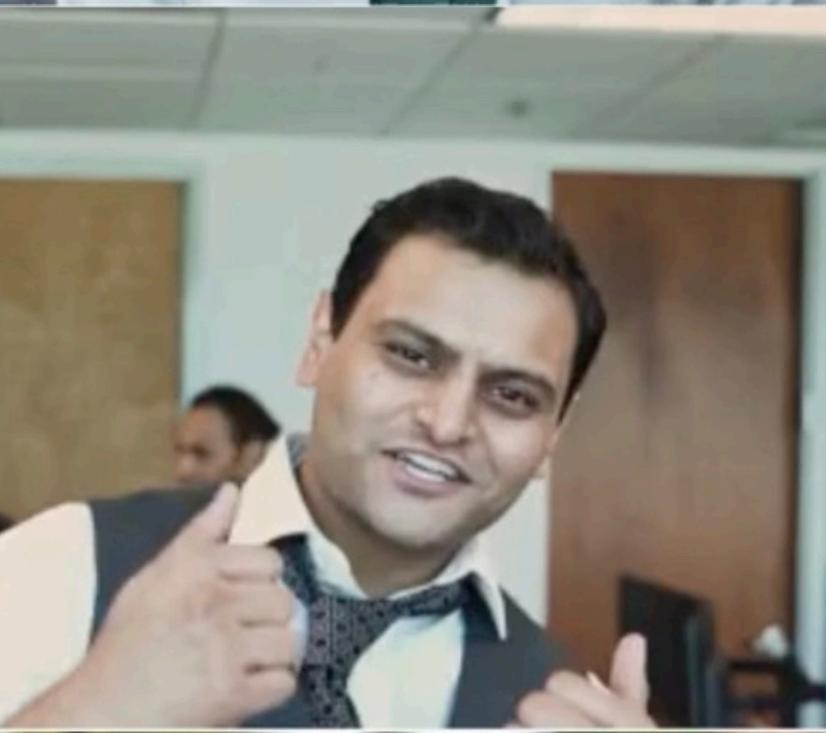
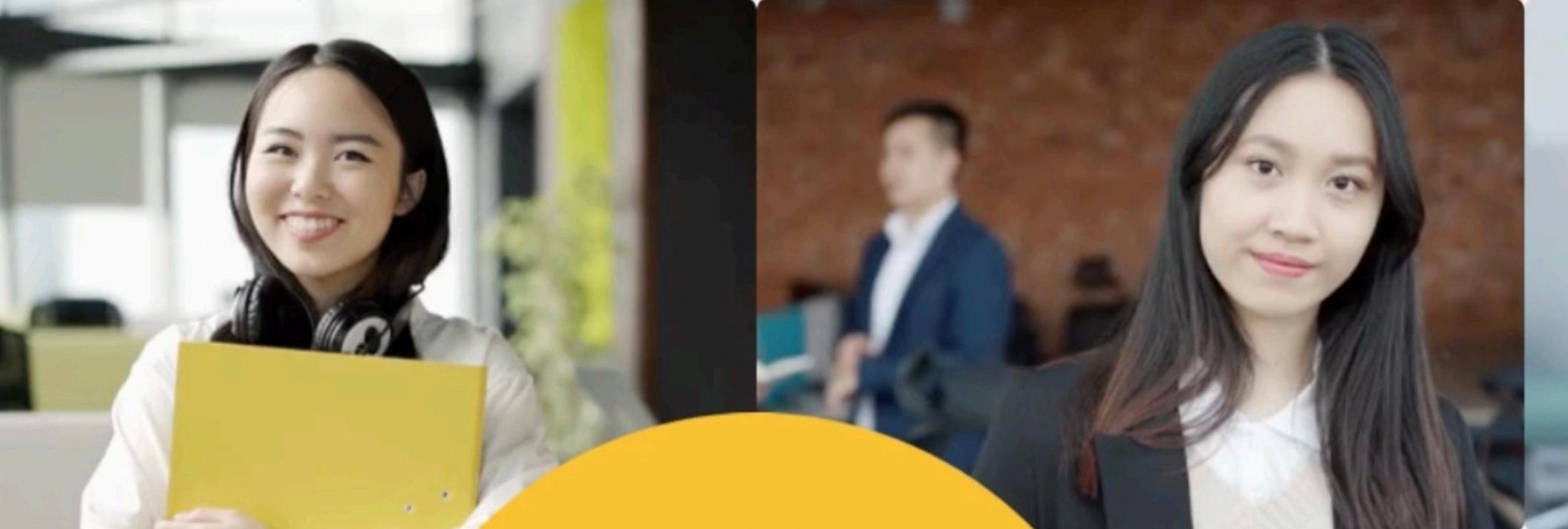


Above Market

Employees get higher than market average salaries plus performance bonuses.



THE **OnSpot** EXPERIENCE

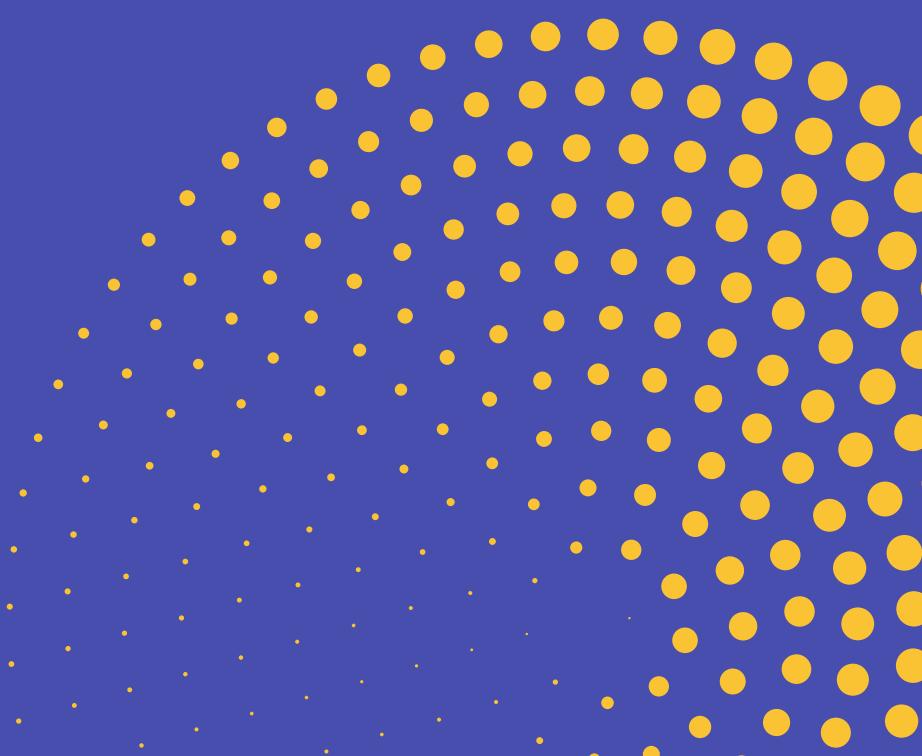




*“We turned our operational struggles into the creation of OnSpot, helping businesses like ours in New York grow and succeed with easy and efficient outsourcing solutions. Join us to experience transformative success as we **Fuel Your Vision** and run your **Lean, Mean, Engine**”*

Nur Laminero
Chief Executive Officer

OnSpot



The OnSpot Experience (4P System)

OnSpot

PHILOSOPHY

What are you doing well?

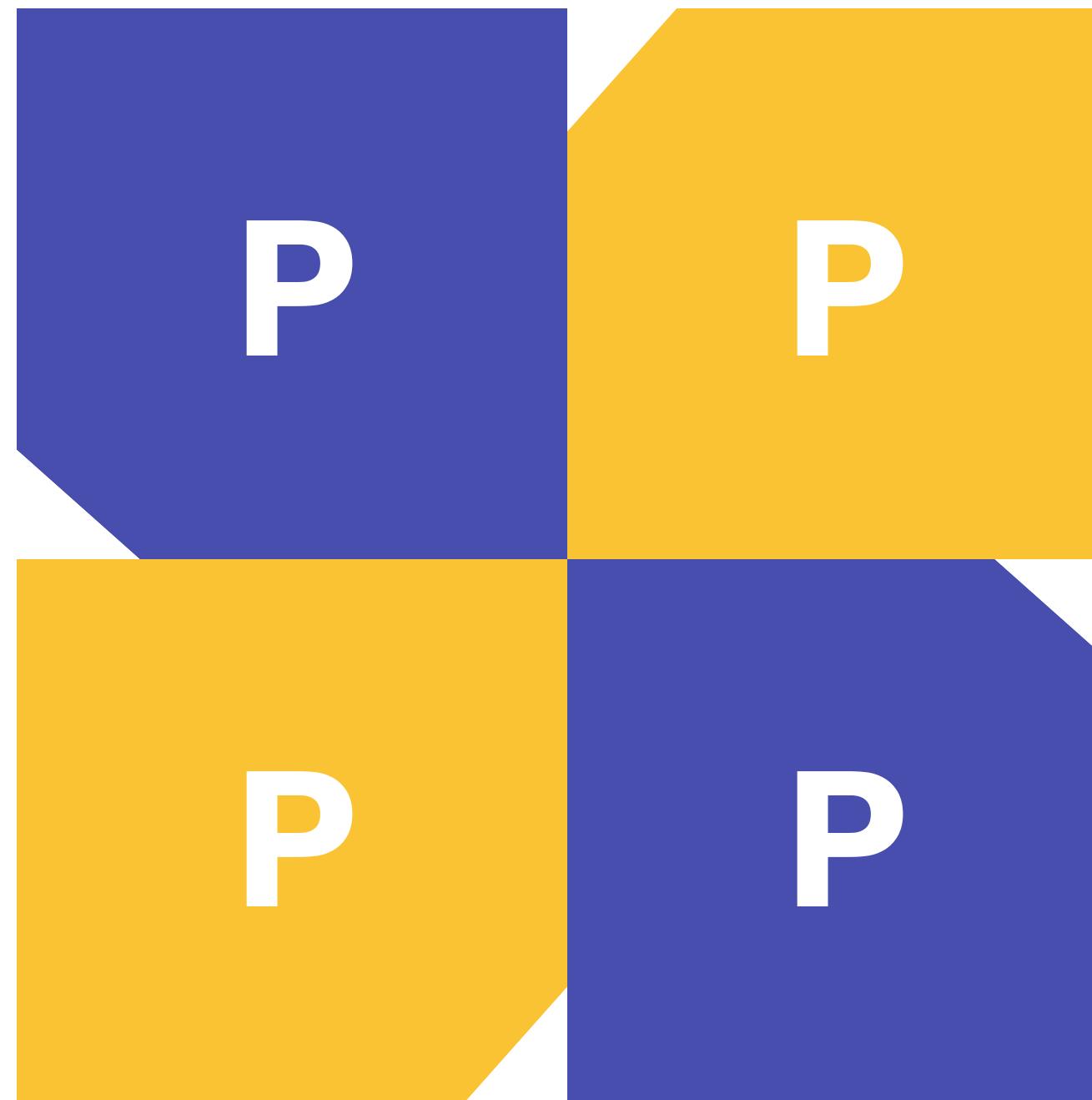
What sets you apart? What are your good qualities?

PROBLEM SOLVING

What are your goals?

Are demands shifting?

How can it be improved?



PEOPLE

Where do you need to improve?

Are resources adequate? What do others do better than you?

PROCESS

What are the blockers you're facing? What are factors outside of your control?

4-Stage Process Plan

IMPLEMENTATION

A 7-stage implementation system done for you by our implementation team.

VALUE INNOVATION

A periodic value innovation review to help you decide on next steps to grow.



BUILD YOUR TEAM

A Top Grading system designed to hire the best talents done for you by our Talent Acquisition Team.

DELIVERY OPERATIONS

A fully managed delivery operations system handled for you by our operations experts.

IMPLEMENTATION

Easy to Start

1

Stage 1 Talk to Us!

Understanding your needs
and setting up the foundation

Kick-Off Meeting
Discovery Session
Get to Know Us

Stage 2 Design Solutions

Create a customized solution
based on your requirements

Brainstorming sessions
Ideation session
Refine and finalize the
solution

Stage 4 Project Plan

Build a comprehensive
project plan for the entire
project

Define milestones
Allocate resources
Establish a timeline

Stage 6 Build Your Team

Assemble a team with the
right knowledge, skills and
attitude

Talents acquisition
Talent onboarding
Newhire training

2

3

4

5

6

7

Stage 3 Strike a Deal!

A formal agreement that
outlines the scope, costs, and
timelines

Draft a proposal
Negotiation
Sign-off

Stage 5 Design Framework

Lay the foundation for the
actual implementation of the
project

Draft the 4P framework
Iterative design sessions
Finalize the 4P framework

Stage 7 Go Live!

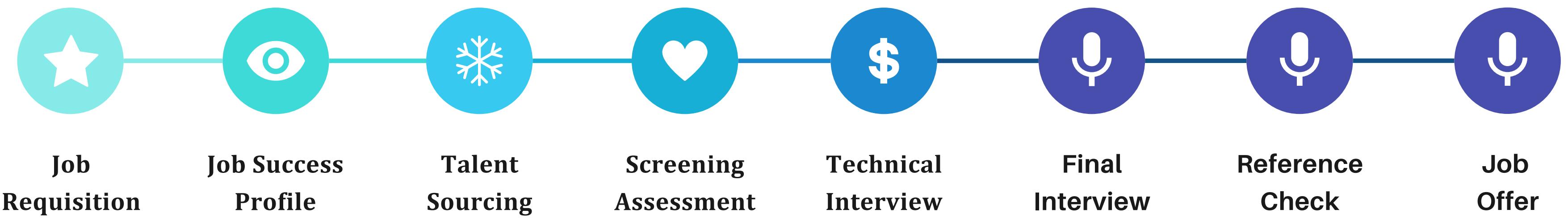
Officially launch the start of
30-60-90 days operations

User access training
Data analytics roll out
We are all set!

We do it all for you!

Build Your Dream Team

Gets it, Wants it, Capacity to do it.



We build talent
pools everyday

OnSpot

Our Core Values



People

Centric

Beat

Yesterday

Efficient

Fast-Fast-Fast

Integrity

Matters

Extreme

Ownership

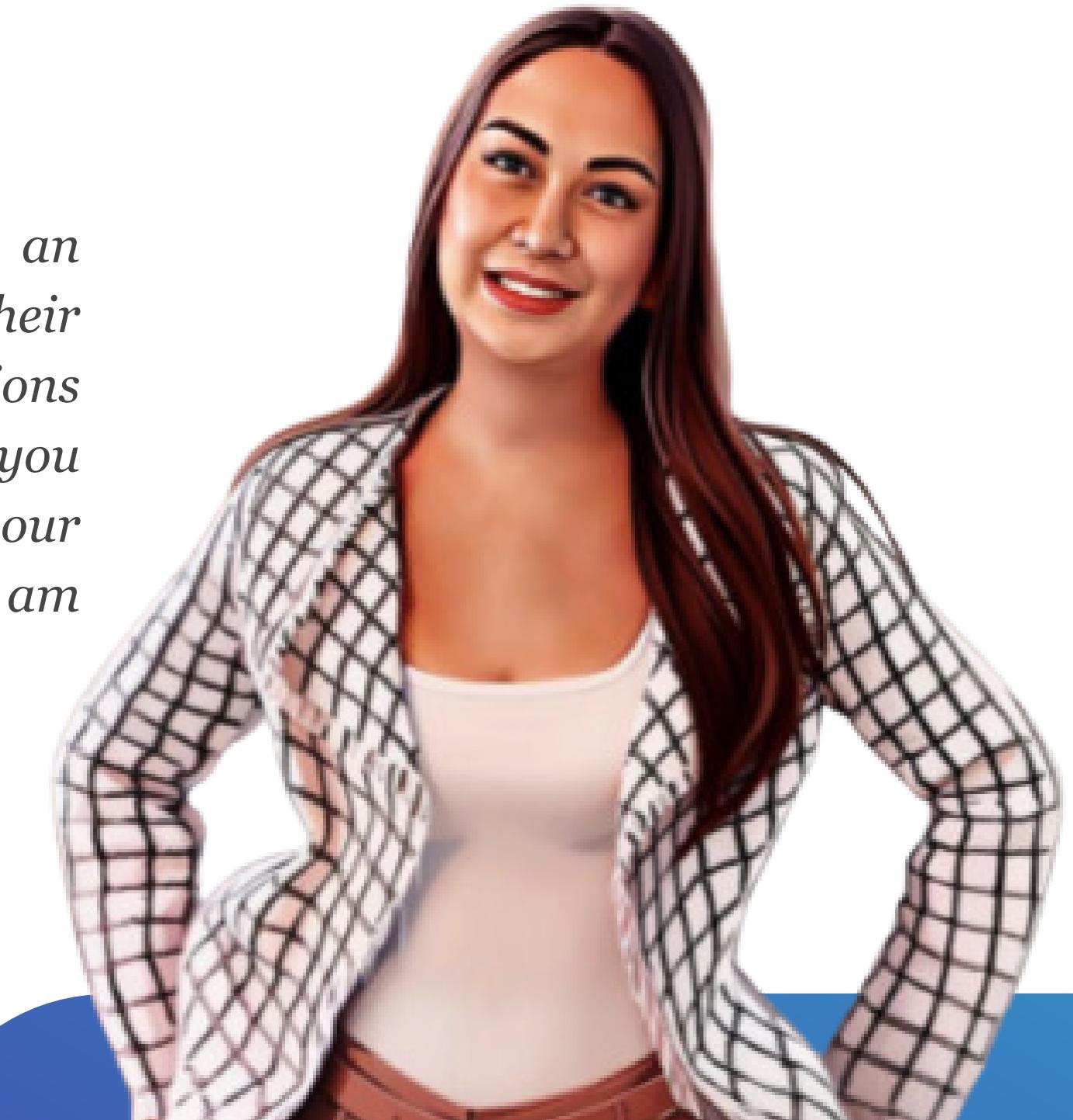
We Are

Intrapreneurs

Our People, Your People

"My name is Ria

I'm your powerhouse Delivery Manager! With impeccable style and an infectious smile, I connect deeply with people, listening attentively to their needs. My expertise in products and negotiation ensures personalized solutions and win-win outcomes. Experience my consultative approach that guides you to new heights. I thrive on challenges and set audacious goals, fueling your success. My goal is to ensure that we both succeed with our businesses. I am always delighted when I contribute to the success of my clients."



Tribe Benefits



- Loan facilities
- Life Insurance
- Retirement Plans
- Financial Wellness Programs
- Top Notch HMO
- Above Market Remuneration
- Performance Incentives
- Sales Commission
- Profit Sharing
- Lifestyle Benefits Access
- Career Development Programs
- Entrepreneurial Path Programs
- And more on the works...



People Metrics



22%

Annual
Attrition Rate

75%

Employee Net
Promoter
Score

3

Weeks of hiring
timeline for
entry level roles

80%

New hire as
employee
referrals



Our Site



Clark Site

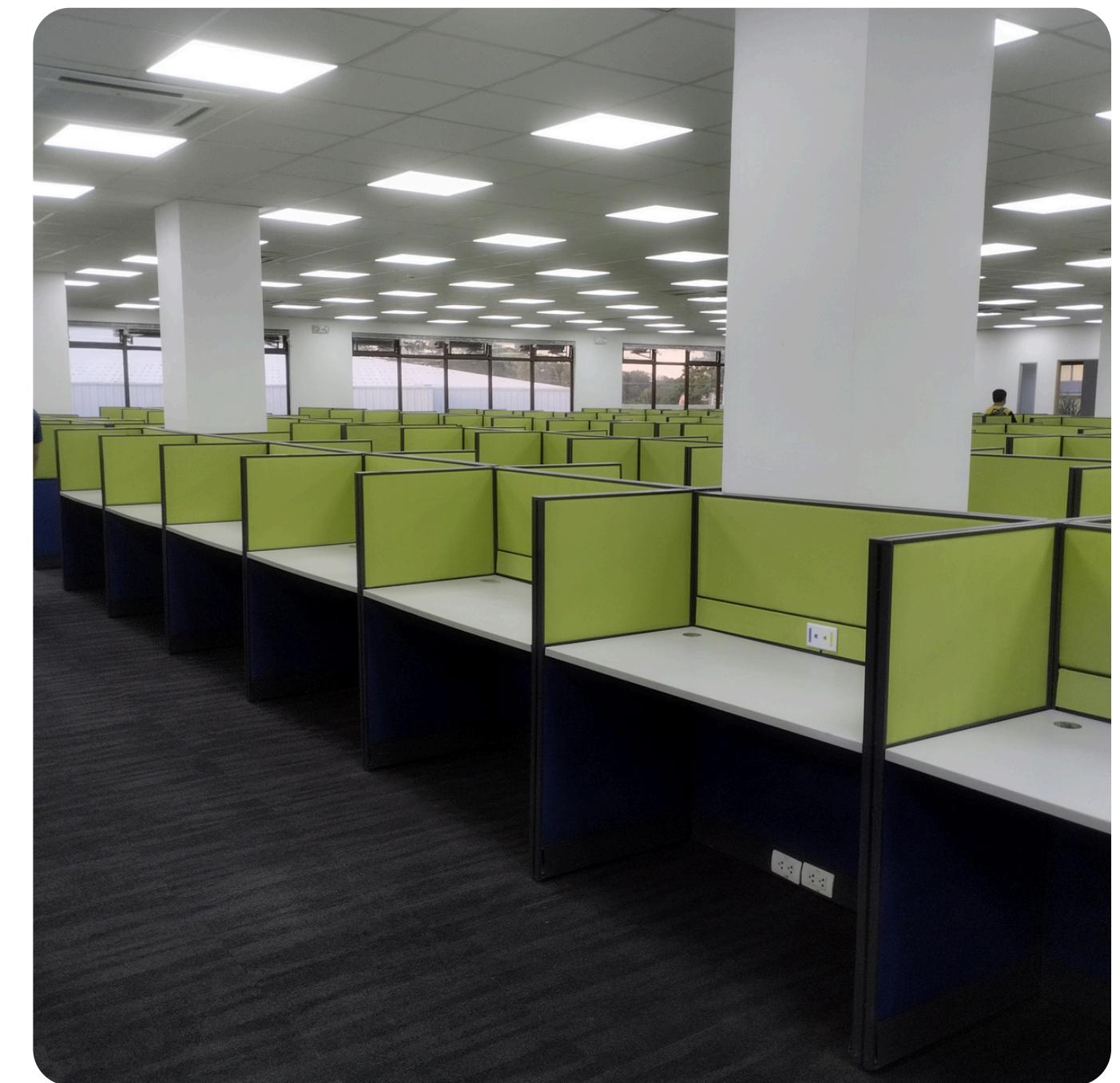
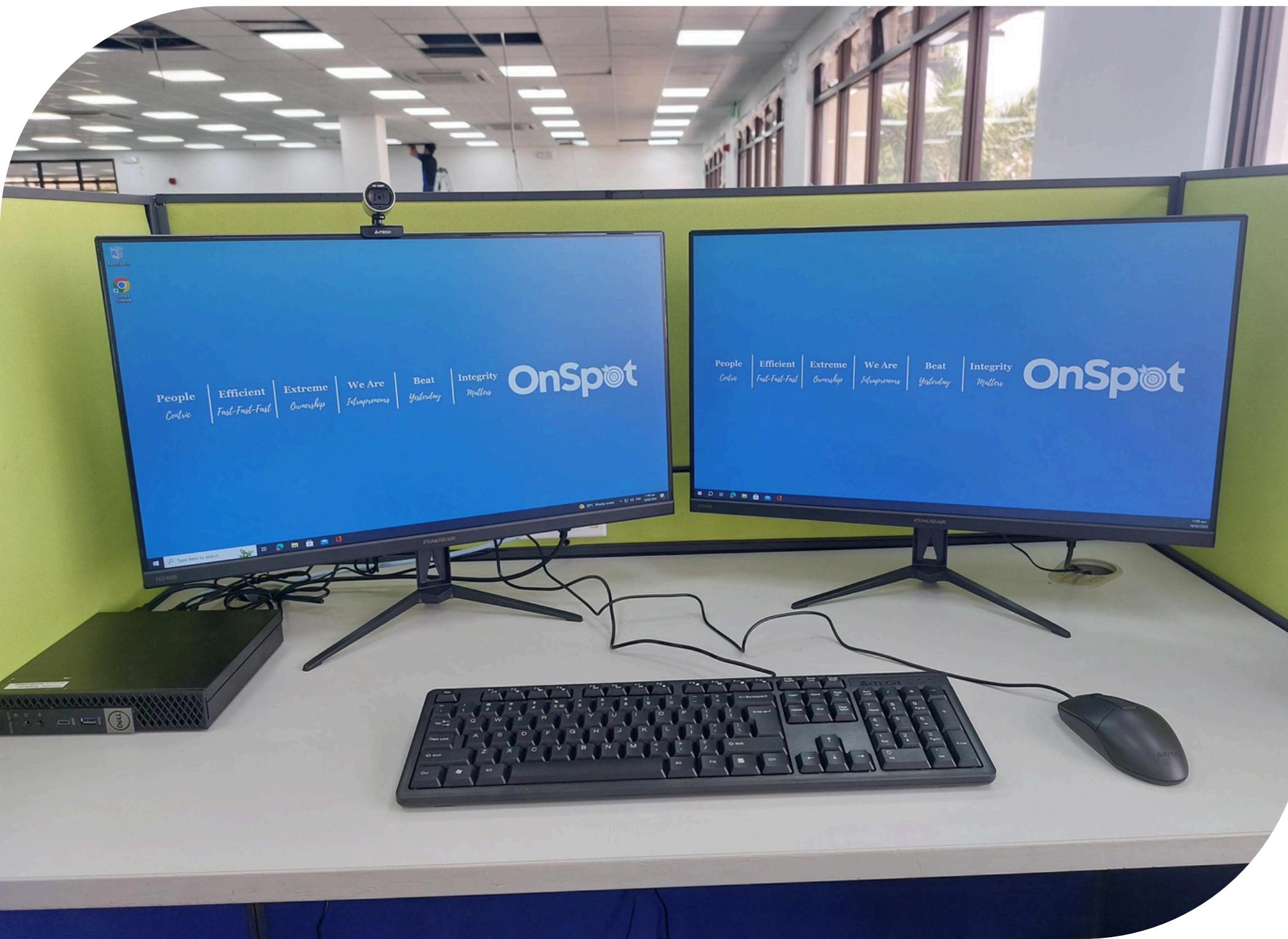
Scalable seat capacity
24/7 operations
ISO 270001 certified
Typhoon and flood free
Company transportation





Our Site

Remote First with capabilities to spin sites in agile manner



Business Continuity



The business of our clients is our main priority. We ensure that we are prepared for any possible issue that will arise. Apart from making sure that we have back up system when it comes to workforce, we have partnered with some of the outstanding co-working spaces in our vicinity and our remote staff to ensure seem less operation 24/7.



Lee Kuan Yew
Singapore Former Prime Minister

"If you deprive yourself of outsourcing and your competitors do not, you're putting yourself out of business."



Ready to Partner with Us?



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<https://www.onspotglobal.com/contact-8>