



OUTSOURCING DONE RIGHT

Celebrating 26 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 our client's culture. This will enable your Manila Team 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 success in 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
- Documentation and 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

THE ORIENT SQUARE





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

We look forward to being of service.

THANK YOU.

The Optimum Source Team

www.optimum-source.com