



OUTSOURCING DONE RIGHT

Celebrating 27 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

- Delegate Sales
- 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

- Global Exhibitions, Events & Seminars
- Financial Information and Analytics
- Industry Data Intelligence Services
- 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

Outbound | Inbound Call Services

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

IT Services | App Development

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

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

Delegate Sales Management and Lead Generation

Delivering results to the most distinguished global event companies

01 We ensure your event brings in the attendance it needs to make it profitable and successful

- Execution of email campaigns to prospects
- Outgoing sales calls to prospective delegates.
- Customer Service to incoming inquiries regarding event
- Lead Generation to expand client's market reach
- Lead qualification to maintain an excellent client database

02 We create Dynamic Teams

What we do so well with hands-on approach

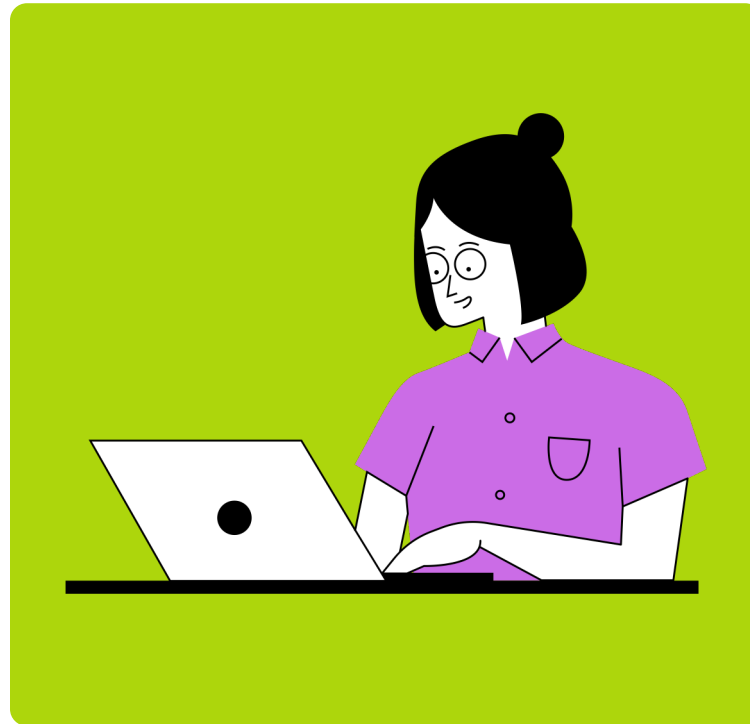
- Capable to meet KPIs and exceed delegate sales revenue targets
- Capable to interact and sell to C-level executives or senior decision-makers
- Capable to manage, service and build sustainable client relationships
- Enthusiastic, driven, determined to succeed in a competitive environment
- Credible, Positive, Creative, Analytical and a Team Player
- Results-oriented, customer-focused with strong interpersonal skills
- Excellent English communication skills, both written and spoken



We Exceed Expectations

Delegate Sales Management and Lead Generation

Sample Roles



Lead Generation

- Build a pipeline of qualified leads
- Research, track, maintain and update high-quality leads based on your criteria.
- Submission of lead reports based on your required format.

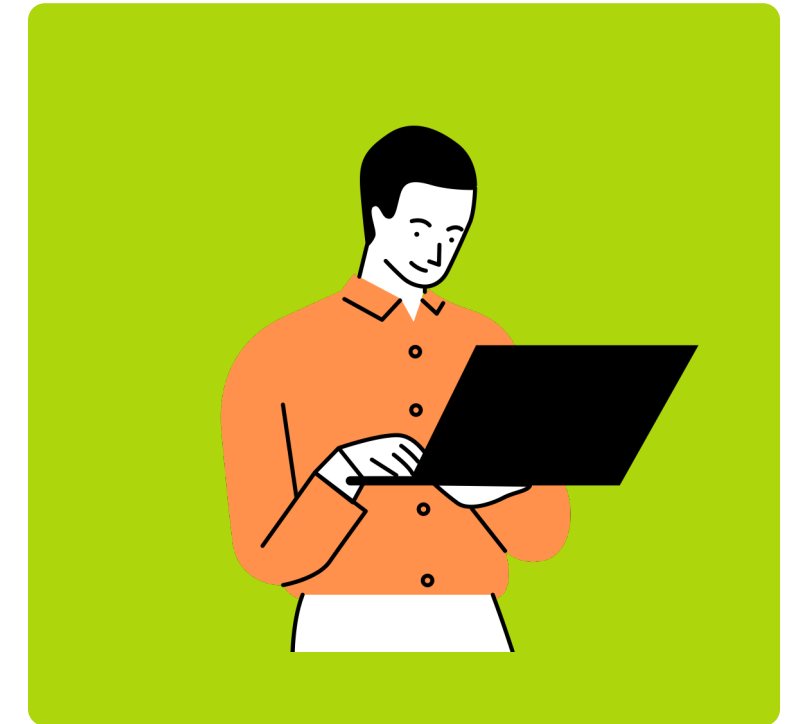
LEAD VERIFICATION

- Verify the accuracy of your prospects data, via email and/or calls, to improve your conversion and response rates.



Telesales

- Cold calling and selling to list of prospective event attendees
- Develop and execute telesales campaign for each event
- Manage basic negotiations, handle objections and close sales.
- Identify key selling points
- Get familiar with all seminars, markets, keynote speakers to discuss and explain materials to prospective clients.
- Work towards reaching a particular target
- Provide all after-sales support tasks



Customer Service

- Work with Telesales team to convert inbound sales inquiries into leads.
- Provide premium service to key event attendees and act as their main point of contact for queries.
- Respond to delegate inquiries and provide discount codes when needed
- Collaborate with other teams to optimize campaign success
- Provide assistance such as the registration process.
- Provide all after-sales support 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