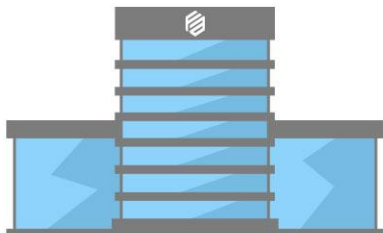




Trusted Partner in World-Class Business Process Outsourcing & Knowledge Process Outsourcing Solutions

## OUR COMPANY



FilWeb Asia, Incorporated is a world-class provider of prime business and knowledge process outsourcing (BPO/KPO) services. We focus on delivering value-added back office solutions, media platform designs, and various other offshore outsourcing solutions. Our ultimate goal is to bring long-term benefits to your organization and your markets.

### OUR MISSION

We are committed to providing best-value and customized business and knowledge process outsourcing solutions to industries across the globe. We continuously equip our people with the needed knowledge and skills for their personal and career growth while involving them in reaping the benefits of the business.

### OUR VISION

We envision ourselves as a trusted online service provider that ensures superior quality service and customer care support while continuously innovating ways to develop online business opportunities to serve more clients and to benefit our employees.

### OUR PEOPLE

Composed of an entirely Filipino workforce, FilWeb Asia takes pride in our people's English language proficiency, world-class competitiveness, diligence, and passion for excellence. We are committed to helping you succeed in your business, delivering quality services the cost-effective way, and customizing them perfectly to your needs.

# WHY CHOOSE US

We are committed to excellence.  
We have the "right" people.  
We provide precise and customized solutions.  
We value your trust.  
We are within your means.  
We produce quality and cost-effective outputs fast.  
We deliver visible and measurable results.

## WHAT WE OFFER

Virtual Assistance | Customer Service and Support | Writing and Research | Resume Writing and Career Development  
Graphic and Logo Design | Web Design and Development | Data Processing | Search Engine Marketing  
Social Media Marketing

**San Pedro Office:** Maharlika Drive, United San Pedro Subdivision, San Antonio, San Pedro City 4023, Philippines  
**Alabang Office:** Unit 1104 Entrata Urban Complex, 2609 Civic Drive, Filinvest City, Alabang, Muntinlupa City 1781 Philippines  
Philippines: +632-403-8600 | US Toll Free: 1-888-644-8302 | United Kingdom: +44 (1975) 525-002

# OUR QUALITY BPO AND KPO SERVICES



## VIRTUAL ASSISTANCE

Our experienced virtual assistants are geared toward eliminating your usual business worries while allowing you to focus on core aspects that will help make your business grow further. We have people who can effectively handle specialized virtual back office solutions that are in full compliance with our proven standards.



## CUSTOMER SERVICE AND SUPPORT

We know how much your customers mean to your business. Thus, we provide professional and people-centric customer service representatives that can help you answer vital client inquiries, take orders, process transactions, or settle minor to serious business conflicts and disputes. Our staff can attend to your clients' concerns via phone, e-mail, or live chat.



## WRITING & RESEARCH

Our highly talented team of writers, researchers, and editors boasts of more than a decade of experience in producing and delivering outstanding, purpose-targeted, and effective write-ups and tedious research processes to clients all over the globe. Our project portfolio includes grant proposals, articles, blogs, company profiles, web content, letters, essays, and marketing/publicity materials.



## DATA PROCESSING

Why waste time, money, and energy managing large volumes of data when you can simply outsource them? With FilWeb Asia, you can improve your access to data and further your operational productivities. Our data processing services include Data Mining, Data Entry or Form Filling, Data Encoding, Data Conversion, Data Capture, and Database Management.



## WEB DESIGN & DEVELOPMENT

Our expert web designers and programmers have been creating web sites for both business and organizational entities for more than 10 years already. Our focus is to help you establish a strong web presence and secure long term benefits for you and your customers.



## GRAPHIC AND LOGO DESIGN

FilWeb Asia's professional graphic and logo designers produce numerous designs that have earned quantifiable results for many businesses and organizations alike. Our team's creativity drives numerous marketing efforts in many countries that prove our potential to provide excellent yet affordable designs to whatever industry sector you belong.



## RESUME WRITING & CAREER DEVELOPMENT

FilWeb Asia takes pride in bringing you quality, effective, and customized resume writing and career development services. Regardless of your industry or location, we'll help you find a job, get hired, and grow in your dream career. We'll help you create your resume, CV, biography, application letter, social media profile, and other job application tools.



## SEARCH ENGINE & SOCIAL MEDIA MARKETING

Realizing the countless benefits that businesses can gain from search engines and social media sites, FilWeb Asia offers both Search Engine Marketing (SEM) and Social Media Marketing (SMM) to clients worldwide. Through our expert line of online marketing services and social media strategies, we aim to help you establish a strong web presence that can lead your business to growth and success.

## OUR APPROACH

As a reliable online service provider, FilWeb Asia operates with a customer-centric attitude and an excellence-driven mindset. Every client is important. Every delivery of service matters. This is the direction we continually tread on as we further advance in the industry and gain clients' trust. We set a strong advantage over our competitors by focusing on value through the combination of high-quality (BPO/KPO) solutions, affordability, and customer service. At FilWeb Asia, we do business with high regard for ethics, discipline, and professionalism.

Client satisfaction is paramount to us and we see this as a measurement of our service quality and industry performance, as we aim to expand our market base.

At FilWeb Asia, client experience is built on:

- Thorough understanding of the clients' projects and their unique requirements
- Customized and proven solutions
- Consistent coordination and communication with the client
- Customer-savvy sales and support people
- After-sales support

# OUR CORPORATE CAPABILITIES

## RECRUITMENT & RESOURCE PLANNING



Our Human Resources Department mainly recruits employees to respond to our growing services. Job vacancies are advertised through online job postings, newsletter distribution, poster and tarpaulin, and participation in job fairs. Depending on the position being applied for, an applicant goes through a series of interviews and practical examination.

Resource planning is integral to human resources management. We carefully focus on highly-skilled staff retention, identification of current talents to fill future managerial posts, and allocation of manpower supply for new accounts or anticipated new locations/branches. Furthermore, our strategies target visionary leadership and management, a performance-focused work environment, and results-driven people strategy.

## TRAINING & DEVELOPMENT



FilWeb Asia, Incorporated equips newly hired employees with necessary training and/or career development activities. We focus on making them reach their full potential both in their personal and professional growths. Each of our departments holds regular refresher courses and new skill development training. These are mostly facilitated by our supervisors, team leaders, and key personnel.

Twice every year, we organize leadership training activities/seminars. This is to keep our corporate direction consistent with our mission and vision. Our leadership training involves the administration personnel, department supervisors, and team leaders.

## QUALITY ASSURANCE MONITORING



Each department has a Quality Assurance Team that checks and assures excellence in every service being delivered. Employee feedbacks on work outputs, as well as updates on project guidelines and protocols are provided. Quota is also strictly set in each production team.

Depending on the employee's performance evaluation result, disciplinary action, memorandum, or notice of non-compliance for offenses is issued.

The administration and management team conducts quarterly employee performance evaluation, which serves as the basis for performance incentives, promotion, and/or salary increase.

# OUR CLIENT BASE

We serve a diverse range of BPO and KPO clients across the globe. Some of our former and existing major clients (company names withheld in compliance with our Non-Disclosure Agreement) are based in the following countries:



## RESUME WRITING COMPANY (UNITED STATES)

We have long been working with a reputable resume writing service provider in the United States. This company has a broad range of clients in the said country and accepts an average of 140 resume projects daily. The resumes are made for various job titles, levels of experience, and career goals – student, entry-level, professional, executive, military, federal, and career change. We closely comply with this company's protocols in resume writing in order to maintain the quality for which it is known. In particular, this company requires a fast turnaround time, making our resume writers fully trained in providing quality service at timed activities.

Apart from resumes, our own pool of writers also prepares various kinds of job application tools and documents such as cover letters, statements of purpose, biographies, annotated portfolios, salary reports, KSA (knowledge, skills, and abilities statements), Executive Core Qualifications, and essays.

## DESIGN SERVICES COMPANY (UNITED STATES)

This West Covina, California-based company offers a variety of services such as logo, web, stationery, flash, and many other design services. FilWeb Asia designers create projects based on client specifications. Per client request, we also coordinate with a printing company in order to fully meet the desired output for a design project. Upgraded and top-of-the-line software and tools support our capacity to provide quality design services.

The company specializes in basically every type of industry including, but not limited to animal, restaurant and food, health institution, school, religious group, fashion, entertainment, environment, sports, and transportation.

## DATA PROCESSING COMPANY (AUSTRALIA)

Based in Australia, this company offers data entry, data mining, and document conversion services. We are their production team for data mining, specifically dealing with global fashion brands. Our dedicated team of data processing staff manages a brand name database for this company so it can record, update, and retrieve key details about the fashion industry.

We designate people with strong research skills for data mining outsourcing per the request of the company. We are able to maintain a pool of diligent researchers through this service that helps us prepare even more for other similar and related services in the future.

## WRITING AND RESEARCH COMPANY (US, CANADA, UK, MIDDLE EAST, AND AUSTRALIA)

This company has a comprehensive line up of research and writing services. As such, FilWeb Asia is exposed to various services that sufficiently maximize the research and writing capabilities of our people. We are fully in charge of the writing and research company's production side: grant proposals; web articles; blogs; business plans; case studies; web content; editing; web-based research; and many others. Given its many services, the company strictly requires our multitasking capabilities, with focus on both quality and quantity. For this, FilWeb Asia takes pride in keeping up with quality standards, causing us to maintain good business relationships with them over the years.

Though its main market is in the United States, the research and writing company is currently starting to venture out to other key locations such as the United Kingdom, Canada, Middle East, and Australia. We see this market expansion as a good opportunity to further grow in our services.

## CUSTOMER SERVICE / SALES AND SUPPORT

FilWeb Asia handles the sales and support aspects of the above companies through our team of customer-savvy agents. Depending on the situation, FilWeb Asia designers and writers can speak with their clients over the phone. This makes us directly responsible for coordinating with clients, right from the inquiry stage up to the after-sales customer support. We are backed by essential pieces of equipment to ensure seamless communication with our clients.



# OUR TECHNICAL ADVANTAGE

Our operation is fully supported by the most appropriate technology, with an advanced line up of tools that we completely own, not rented or leased. This enables us to serve a wide range of clients that include start-ups, small- and medium-sized businesses, and multinational corporations from all across the globe. We are focused on continuously growing our services and markets beyond the industries we are currently able to serve.

## STRATEGIC OFFICE LOCATIONS

FilWeb Asia is situated in two key and strategic locations in the Philippines:

**San Pedro City, Laguna** – The company is headquartered in a three-story office building architecturally designed with a home-comfort, stress-free ambience. It has five production areas, a conference room with modern and high-quality presentation equipment, 24/7 security system, and security cameras.

**Alabang, Muntinlupa City** – FilWeb Asia holds offices within the Entrata Urban Complex, a premier business center bordered by shopping malls, transport hubs, and prime business establishments at Filinvest Corporate City, Alabang. The company occupies three SOHO units designed with a homely and stress-free ambience and furnished with modernized office equipment, 24/7 security system, and efficient computer and technical facilities.

## DEDICATED SERVER & EFFICIENT CALL PROCESSING SYSTEM

- Intel-based server (Quad Core-Intel® Xeon)
- Internet Protocol Private Branch Exchange (IPPBX) with full inbound and outbound features
- Predictive Dialer (for optimizing and automating outbound calls, as well as maximizing and monitoring agents' efficiency)

## EQUIPPED WORKSTATIONS

Each of FilWeb Asia's workstation is armed with the following technical facilities:

- Intel-based Dual Core processor CPUs with registered and up-to-date Microsoft business software
- Sufficient RAM for all software
- 300 GB high-capacity drives
- 17" LCD monitors, at minimum

## QUALITY & FULL POWER BACKUP

Our company's Uninterruptible Power Supply (UPS) is capable of operating at 100% normal operation via our onsite backup generator.

## CLEAR, SECURED & FLEXIBLE COMMUNICATION LINES

- FilWeb Asia uses **Voice over Internet Protocol (VoIP)** to make voice communication with anyone possible from anywhere in the world. Our VoIP's 99.9% reliability largely secures our capacity to be connected with our clients anytime, all the time.

- Our VoIP tools are backed up by a **dedicated high speed Internet connectivity (fiber optic)** that guarantees the ability of our operations to run seamlessly on any single remaining fiber line at 99.9% normal operating capacity.

## SECURED NETWORK

- Our enterprise and future-ready Unified Threat Management (UTM) appliance offers unmatched throughput speeds, superior hardware, and first-rate software that ensure security, connectivity, and productivity.

FilWeb Asia deploys reliable technological equipment that allows us to deliver excellent knowledge and business process outsourcing solutions. We make sure that we take advantage of today's technological advancements, so we can give clients real-time, cost-effective, and quality BPO and KPO services wherever they may be.

At FilWeb Asia, we invest in our technological capabilities and facilities the best way we can.

