

 Staff Domain

The Smart Place to Grow.





Simple. Transparent. Supportive.

Staff Domain was established by experienced business owners, with a laser focus on small to medium business needs. Our technology is on the cutting edge. Our facility is state of the art. Our recruitment, training and management methodologies are proven. Our communication with clients is in plain English. We know you wear many hats – we won't add more. Don't waste your time and money on trial and error with other companies. Trust Staff Domain. **The Smart Place to Grow.**



Arthur Leuchter, Principal
Sullivans Business Advisory Coogee



"We chose the team at Staff Domain to help us embark on this journey because of their deep understanding of accounting firms and the breadth of support services they could offer. Support and guidance was important to us as we had no previous offshoring experience. Staff Domain has delivered in spades."



The perfect offshoring partner for SMEs.

Staff Domain's outsourced teams are based in Pasig City, Manila, The Philippines. We are only interested in the best talent and like in every other part of the world – the best people take pride in their work, and work choices. Our State of the Art Facility exceeds the expectations of working professionals and ensures productivity. We have created a space where smart professionals and businesses can grow together.

Why Staff Domain is the The Smart Place to Grow

- **Talent First Mentality.**

Staff Domain was built for the best. Fast internet speeds, roomy desks, double monitors, latest Dell Business computers, full telephony and system integration with local teams, training and development programs, a positive culture and fantastic employee benefits. Good staff want to work here.

We source the best people suited to your specific brief. Rigorous interviews and tests ensure the cream rises to the top. We ensure the hired stay happy with employee benefits and ongoing training – driving retention.

- **Bespoke growth plan for your business.**

Your business is unique. We'll listen to you and find a unique solution to support your business goals. We don't expect you to have the answers – that's our job. Staff Domain will guide you on the kind of talent or role that will best fit your needs, based on our experience with the local talent market. We'll create a growth plans and outline the skills and value offshoring will bring to your business. When you're happy with it – it's time to grow!

- **Open, regular communication in a language you understand.**

We don't mean English. We mean plain English! We'll keep you abreast of your offshoring journey and team, every step of the way. We provide you with clear guidance helping you to not only find the best talent, but facilitate their induction and embed them into your team. Don't have a HR department – don't worry! We can help you set up your new team for success.

End to end services for each and every client.

Whether you're hiring one staff member or ten – Staff Domain offers an end to end offshoring solution for every small and medium business client.

That's why Staff Domain is the smart place to grow. We have every aspect of offshoring covered to ensure your journey is a success.



Perpetual access and support

- Facilities and support available 24 / 7
- Secure set up and guarded offices



Partnership

- Dedicated account manager to stay across your team and requirements
- Access to our HR team for training and development support
- Access to our management team both in Australia and the Philippines



Talent acquisition

- Job description development
- Job advertising
- CV review and interviews
- Background checks, skills & language testing
- Final interview facilitation
- Final job offer and contract management



Talent management

- Staff Domain induction
- Development and facilitation of client specific induction (as required)
- System set up
- Training and development
- Payroll processing
- KPI and performance monitoring support
- All day to day employee management is in the full control of you, the client – just as if they were in your head office



IT & T integration

- Telephony set up including Australian numbers and extensions
- High level security & privacy
- Local client server access
- Local client server access and systems set up including email
- Freedom and flexibility to use your own software, databases and licenses
- Ticketed IT support for staff and clients
- High speed internet available throughout the office for all staff



Flexible seat leasing options

- One seat to entire private rooms
- Fixed seat price model
- Brand new high quality desks with plenty of elbow room and space to facilitate double monitors and a phone
- Full facility access regardless of number of seats leased



State of the Art Facility for your employees

- One whole floor with 350 seats, medical suite and doctor, kitchen & recreational space
- State of the art technology from leading brands such as Dell, Datto, Apple, NEC and Samsung
- Spacious, ergonomic work spaces and chairs
- Two large DELL computer monitors standard for all staff
- Internet speeds of over 100Mbps



Simple, transparent pricing and billing

- One monthly, fixed facility fee per employee
- Staff salary costs presented upfront prior to recruitment and is in addition to the monthly facility fee
- Clear and transparent cost breakdown
- Australian invoices, in Australian dollars, billed each month
- No lock in contracts – 90 day notice period only



Where great talent want to work.

Our office occupies a full floor of the newly developed Cyberspace Gamma building in Ortigas Central Business District, Manila. It is a short walk from leading international hotels like Marco Polo and EDSA Shangri la. A great convenience for those times you need to travel to Manila and meet your offshore team in person.

Your staff will enjoy 24/7 access to public transport and the freedom to roam the nearby malls such as Robinsons Galleria or The Podium on their lunch breaks. The building has 2 levels of retail, service and dining options.

The Staff Domain office is accessible and monitored by security 24/7. It has 100% back up power (N+1 provision) for business continuity assurance. We operate under strict security systems and policies to ensure staff and IP are secured at all times.



Working with your Filipino colleagues will be easy thanks to our training room, world class collaboration set up and production spaces.

Security & Privacy.

Staff Domain takes security very seriously – and so should you.



PHYSICAL SECURITY

The Staff Domain office enjoys the most sophisticated and thorough security measures to ensure the safety of your team and business data:

- 24/7 Perimeter security guard
- CCTV surveillance monitoring around the clock
- Security inspection on entry and exit of the facility
- Personnel and data and equipment clearance protocols
- Device restrictions: no phones, personal cameras or any other unauthorised digital device permitted on the production floors
- Advanced biometrics with facial recognition technology for around the clock access



STAFF SECURITY



Staff Domain's HR team adheres to strict processes and policies that ensure all new personnel are thoroughly checked for:

- Employment records and credentials
- Criminal history
- Credit and financial integrity

PC & NETWORK SECURITY



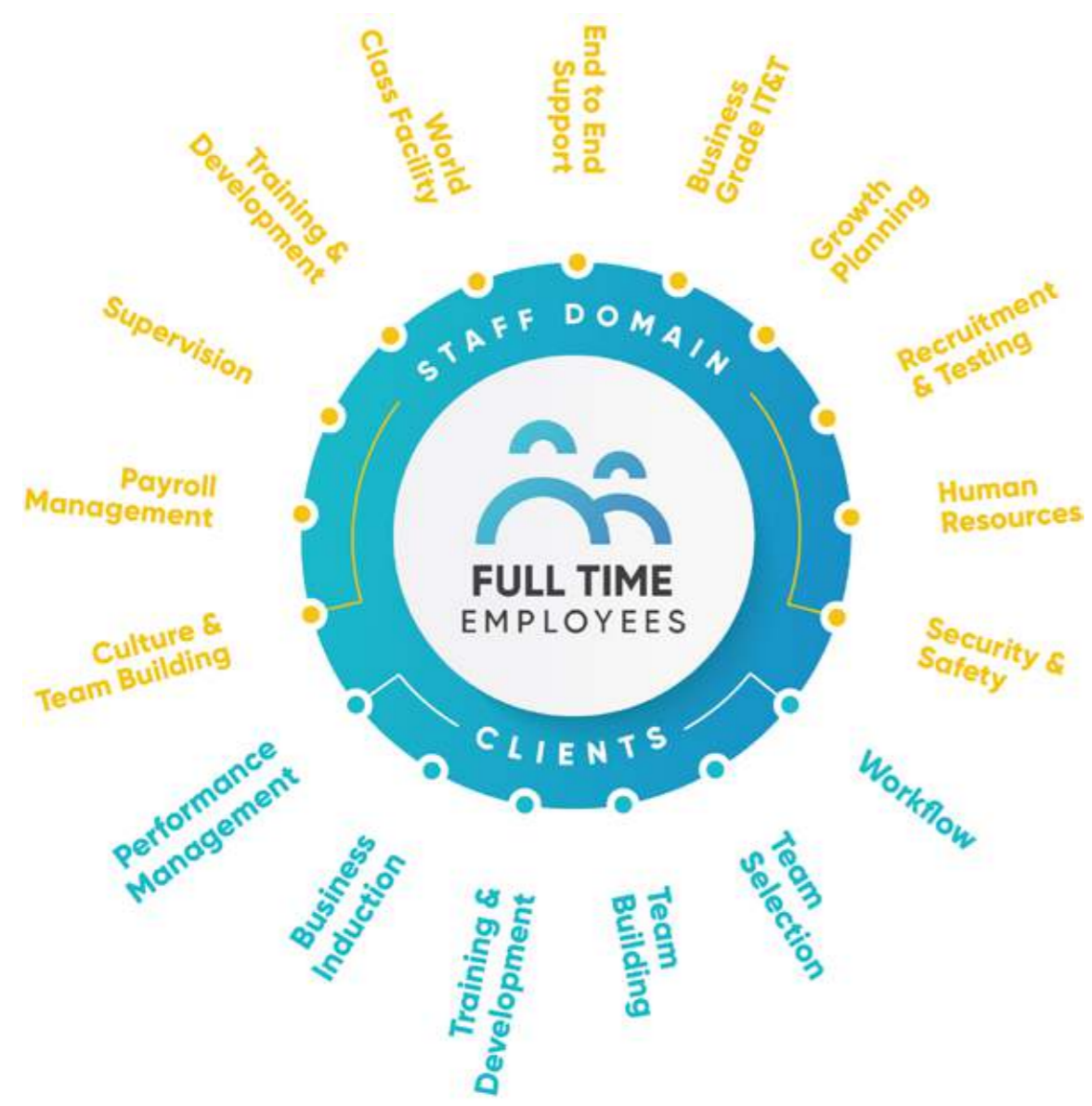
The highest level of network security is adopted to protect your business data, IP and ensure your business continuity:

- Redundant fiber optic internet links
- Redundant firewall infrastructure
- Redundant L3 and L2 switch configuration and fully-meshed access point infrastructure
- Local destruction of storage media (hard disk, SSD, CD-ROM)
- Removable media restrictions and disabled USB ports on PCs
- Secure printing
- BitLocker drive encryption

The future is bright with Staff Domain.

Great people deliver great results.

Our model centres on hiring and nurturing great offshore staff, and facilitating a world class remote business experience for you and them.



It's time to grow.

The simple path to offshoring with Staff Domain.



Find and hire the right talent	Set your team up for success	Monitor and nurture your talent
<p>Brief us on your needs and we'll write a job description for your approval.</p> <p>We recruit, screen and test candidates.</p> <p>You interview the top 3.</p> <p>You'll have a brilliant new hire quick smart!</p>	<p>Our IT Team gets your new recruit's IT & phone ready, so they can hit the ground running on day one!</p> <p>HR helps you roll out a 2-week induction plan.</p> <p>With our help your new recruit will get the best start!</p>	<p>Monthly meetings with your Staff Domain account manager.</p> <p>Probationary review.</p> <p>Annual performance review.</p> <p>Your turn to drive! Manage your employee with us right behind you.</p>

The Staff Domain Team.

Meet the Management Team.



Justin Pavsic, Managing Director

Justin is a seasoned business leader with many years of experience running his own small and medium businesses in ecommerce, property and importing. Based in Manila, Justin works closely with clients to ensure their growth plans and expectations are being exceeded.



Ben Rajah, Chief Financial Officer

Ben's 30 years of experience in finance is invaluable to the Staff Domain business, but also our customers. Based in Sydney Australia, Ben works with clients to calculate, model and measure where offshoring will have the greatest impact on their business.

Staff Domain brings business, IT, finance and ecommerce expertise to small and medium businesses embarking on an offshoring journey. Recruiting great talent is a given, but you need more from a BPO partner when setting up staff in a different continent. We've got the best people in their fields ready to work with you and plan for your unique business circumstance.



Connie Loquinario, Senior HR Specialist

With over 27 years of Human Resources experience Connie has worked for and been a consultant to large multinationals & start-up companies alike. She is available to offer you strategic advice and guidance with regards to your team growth & development strategies.



Joe Dela Paz, IT and Support Manager

An experienced IT professional, Joe brings his in-depth technical expertise in all aspects of information technology including hardware and software, IT infrastructure, IT asset management, software development, database, network security, as well as project management and implementation of new technologies.



According to our clients.



"I didn't set out on this journey to cut costs. It was to find stable, great talent that I couldn't find anywhere else. I tried local recruitment, local outsourcing and a raft of offshoring options. I now have a stable, talented team generating quality leads at literally a fraction of the cost had I have done it here. I only wish I had found Staff Domain earlier!"

Tamer Ali

Business Owner
Optus Business Centre
Liverpool NSW, Australia



OPTUS *yes*



"When I was introduced to Staff Domain, I was still skeptical at first. However, once their friendly and helpful team explained the process, their range of services and demonstrated how hassle-free it all would be for me, I decided to proceed. The thing I love about working with Staff Domain is that rather than being assigned one of many assistants who are already working in the agency, their HR team actually interviews and recruits on my behalf. I would definitely recommend Staff Domain to any business owner looking to expand their team or grow their business."

Michelle Chui

Owner & Founder
Domin8 Marketing



DOMIN8

FAQ.

What happens if we start the recruitment process, but I don't find the right person?

With a talent pool of millions of qualified, experienced Filipinos that have worked for foreign businesses like yours, and a mature, thriving BPO market in the Philippines – that's unlikely. We won't stop until we find you the right fit for your business.

What if the person I thought was right, doesn't work out?

Despite all the tests, screening and interviews this can happen on the rare occasion – just like it can in Australia or New Zealand. For whatever reason – if your new hire isn't performing as expected or required, Staff Domain will replace them for you at no extra cost within the first 6 months of their hire.

I don't have a HR team or formal induction process mapped out. Can you help?

You're in luck. Our management team has inducted hundreds of people in their own prior businesses and at Staff Domain. We also have some of the country's leading HR talent on our team to help guide you through the process. It's all part of our end to end service for each and every client.

I've heard offshoring is very difficult and not as easy as it seems. What if I don't enjoy the experience?

Staff Domain's customer centric model is laser focused on small to medium business. We understand the sector and challenges business owners face with limited resources. That's why Staff Domain is the smart place for a business like yours, to grow! We don't lock you in to a minimum term contract. If you're not satisfied with your experience with us, you can simply terminate your contract with 90 days notice.

How do I know my staff are actually working?

The same way you know your staff are working in your local office – they're hitting their KPIs, delivering on their outcomes and doing a good job. With remote workers, it's best to focus on the outcomes, their general performance and responsiveness day to day.

When you focus on outcomes, you build a trusted relationship with your employee which contributes to their loyalty and tenure.

For those employers that may not yet be comfortable with today's remote working model, we do have advanced biometrics so we can always tell when the staff are onsite. Staff Domain also does have software that can be installed upon request, that monitors everything done on that PC. If you insist on this approach, we recommend you do it for a very short period of time and move to a trust and outcome based model as soon as possible.

Are there any lock-in contracts?

No you are not required to stay with us for any length of time. You're free to leave whenever the service stops providing value (although we work hard to exceed your expectations so you never will!). All that is required is the 90 day notice period.

Can we have a part time employee?

Staff Domain only offers full time employees.

What can I expect to pay?

You can expect a recruitment advertising fee upfront. Once your new hire starts, you will receive a monthly invoice for each month's salary cost (with no mark-up) and our facility fee. Contact us to discuss your specific scenario.

Who manages my staff?

You will fully manage your team day to day, just as you would your team locally. They adhere to your policies and guidelines. We provide the facility, HR support and payroll, operations, IT & facilities support - but they work on the task and duties that you assign to them.

Ready to grow?

There's one smart place for small and medium businesses to grow. That's Staff Domain.

Ready to start your outsourcing experience in the smartest and simplest way possible?
Your next steps are easy:

- Contact us to brief us on your needs
- Receive your own growth plan including recommended job descriptions
- Start the search for your next talented team member!



The smart place to grow.

AUSTRALIA

43/52 Parramatta Road
Homebush
NSW 2140
Australia

HONG KONG

Suite 2
Level 12A
Enterprise Building
228-238 Queen's Road Central
Hong Kong

PHILIPPINES

Level 36
Cyberscape Gamma
Topaz & Ruby Roads
Ortigas Center
Pasig City
Philippines