



# Back Office Support

## Transforming the way you do business through exceptional support solutions

Most businesses spend considerable time and resources fulfilling repetitive administrative tasks that take the focus away from their core functions.

SuperStaff BPO propels businesses to growth by efficiently managing a range of back office functions, from data entry to accounting.

# What We Can Do For You



## Improved Bottom Line

Save valuable resources with our cost-effective back office outsourcing services. We help you achieve greater operational flexibility and financial freedom while you focus on your core competencies. By outsourcing back-office functions to SuperStaff BPO, you no longer need to worry about sourcing, recruiting, and overseeing full-time employees.



## Experienced Agents

Dive into our deep pool of talents who are subject-matter experts. SuperStaff BPO hires people who excel in the areas that are beyond your core functions. Whether you are looking for copywriters, accountants, or virtual assistants, we connect you with dedicated specialists in different fields.



## Customized Process

Allow us to streamline your current workflow or create one based on your goals. SuperStaff BPO understands that the support that companies need vary depending on their size and industry. Our back-office solutions are scalable according to the type and volume of tasks you need to accomplish.



## Full Suite of Support Solutions

Take advantage of our diverse expertise in various aspects of back-office support:

1. Accounting & Bookkeeping
2. Content Moderation
3. Content Writing
4. Data Entry
5. Virtual Assistants

# Our Process

SuperStaff BPO ensures that our clients receive the best results for their businesses by incorporating enhanced value-added solutions into our process.



## 1. Identify needs

SuperStaff BPO offers a wide range of back-office support services. Before establishing a workflow, we identify the activities that you need to outsource and the level of talent expertise you need.



## 2. Establish goals

Once we understand your business and the roles you need to fill, we proceed with the planning stage. Here, we set expectations about schedules, deliverables, and communication platforms.



## 3. Create scope of work

After establishing goals, we draft a work scope document that outlines the team's responsibilities. From there, we can create the Standard Operating Procedures.



## 4. Select from talent pool

Then, we proceed with assembling your back office support team. We involve you in this process and allow you to choose experts that will build your team.



## 5. Train and integrate

While we ensure that the talents we recruit have the skill sets you require, we conduct training to familiarize them with processes, guidelines, and your specifications.



## 6. Manage office operations

Once all the initial stages are complete, we assume responsibility for your daily back-office functions. We will keep you updated on our performance by sending reports and other documentation.

SUPERSTAFF  
BACK OFFICE SUPPORT

# The SuperStaff Approach

Our approach to back office operations is rooted in our desire to ensure continuous improvement to the way we do business.



## Scalable Processes

We allow you to maximize our offshore capabilities to scale the size of your back office team according to your needs and resources.



## Comparative Cost Advantage

SuperStaff BPO assists companies worldwide control expenses and reduce risks. We employ cost-effective techniques and strategies tailored to the type of tasks that you outsource.



## Consistent

To optimize your back office support teams' capabilities, we continuously provide training on the industry's best practices. We are always aware of the latest industry trends and quick to initiate the relevant training curriculum.







## Transparent

SuperStaff BPO values the trust of our clients. To ensure transparency, we give you direct access to the progress of crucial tasks, pertinent documents, and other operational aspects that directly impact your business.





 **Operational HQ:**  
Philippines  
9F 6780 Building, Ayala Ave.  
Makati, Metro Manila

 [info@superstaff.com](mailto:info@superstaff.com)  
 **USA:** 1-844-92-SUPER  
 **Sales:** (610) 421-1162

 SuperStaffPhilippines

 superstaff-bpo

 SuperStaffPH