



# eCommerce Support

## Amplify your success by building dominance in the eCommerce landscape

Braving the global marketplace is challenging for many eCommerce businesses.

SuperStaff helps companies confront the highly competitive and fast-paced digital economy by providing end-to-end eCommerce Outsourcing Support.

# What We Can Do For You



## Customized eCommerce Platform

Capture your prospective customers with an engaging and fully functional website designed according to your specifications. Our developers and designers can build you a website with useful navigational features. They are well-versed with what's currently in demand within the eCommerce industry.



## Strong online presence

Utilize our expertise in digital marketing to increase brand awareness and loyalty. Our savvy SEO and social media engagement specialists devise the most suitable optimization strategies to make your online presence felt across various channels.



## 24/7 Customer Support

Ensure a seamless shopping experience by providing round-the-clock customer service. Our goal is to keep your customers happy by delivering outstanding eCommerce support. We have a team of experienced agents capable of resolving issues faster than expected. They are adept at using data and insights to customize the customer experience



## Increased Productivity and Cost-Efficiency

Operate a global store without the high cost of maintaining a traditional brick and mortar. By taking care of the logistics and other back-office functions, SuperStaff assumes responsibilities that would otherwise consume most of your time and resources. From conducting a weekly inventory to ensuring timely product delivery, we've got you covered.

# Our Process

SuperStaff follows the best practices in rendering eCommerce services.



## 1. Identify needs

Before we gather around the drawing board, we schedule an initial meeting to learn about the products and services you wanted to sell. We will discuss together the type of support and eCommerce platform that you will require.



## 2. Establish goals

To maximize the budget and deliver according to your timelines, we will lay out only quantifiable goals and realistic action plans. Understanding what you want to accomplish allows us to prioritize tasks accordingly.



## 3. Create scope of work

Afterward, we proceed with drafting the scope of work tailored according to the service that you require. We create different project scopes for time-bound services (such as website design and development) and recurring services (such as customer service).



## 4. Select from talent pool

The next step is to build a team that will manage your online store. We have access to world-class professionals across different fields, from web developers and content writers to accountants and customer service agents.



## 5. Train and integrate

To boost performance and ensure consistency in all aspects of operation, we oversee the team's training and onboarding. We guarantee that they know the latest trends in eCommerce and online marketing.



## 6. Manage office operations

Once your eCommerce platform is operational, we assume maintenance and management of your online store. Trust us to provide your clients with a consistent level of support from initial inquiry, inventory, and after-sales.



SUPERSTAFF  
ECOMMERCE SUPPORT

# The SuperStaff Approach

SuperStaff integrates our core values into the way we conduct our business.



## Scalable Processes

We understand the importance of flexibility in helping businesses penetrate the digital market. We empower our eCommerce clients with custom staffing and technology solutions.



## Comparative Cost Advantage

We operate as a one-stop-shop for all your eCommerce support needs. Having access to diverse talents offshore and onshore, SuperStaff has the most practical solutions for services that are up to par with global standards.



## Consistent


We operate as a one-stop-shop for all your eCommerce support needs. Having access to diverse talents offshore and onshore, SuperStaff has the most practical solutions for services that are up to par with global standards.






## Transparent

Across all departments, we promote a culture of openness and transparency. We encourage feedback and keep our lines of communication open, both for our employees and clients.



 **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