



Offshore Managed Services

Human Resources, Accounting, IT and other back office support functions are essential to the smooth running of any business. However, as businesses grow, the time and costs associated with such functions can quickly become unsustainable.

Converga offers Offshore Managed Services to enable businesses to outsource and offshore functions of their current operations. Our solutions free up businesses to focus on their core business operations, open new opportunities for growth and experience significant cost savings.

Our aim is to deliver a smooth transition between our clients onshore facilities and the offshore team, based in the Philippines. Our team works closely with our customers onshore departments, documenting existing processes and identifying areas for improvement. Services are provided in real time, during our customers standard business hours, and come with guarantees of accuracy, on-time performance and customer satisfaction.

Service areas include, but are not limited to:

FINANCE & ACCOUNTING

General Bookkeeping

Accounts Payable & Receivables

Financial Reporting

Bank Reconciliation

Credit Collection & Allocation

ADMINISTRATIVE & VIRTUAL ASSISTANCE

Data Entry & Processing

Secretarial Services

Calendar & Appointment Services

Filing & Records Management

Sales Support

HUMAN RESOURCES

Recruitment

Contract Alteration & Promotion

Benefits Administration

Payroll Processing

Employee Database Management

DIGITAL & CREATIVE

Social Media Management

Content Writing

PPC

SEO & SEM

Software Development

Graphic Design

Website Development

Video & Animation

Solution Benefits

- Flexible and customisable solutions
- Increased operational excellence
- Low cost alternative
- Highly skilled workforce
- Full visibility of performance
- Operating within clients business hours
- Comprehensive reporting

Why Converga?

With more than 20 years experience in Business Process Outsourcing and six years offshore outsourcing experience, we will help you to reduce your risk, improve your capital, and provide you with a scalable and reliable Managed Services Solution.

This is a seamless and cost effective way of expanding and achieving an efficient business operation. Imagine having an extension of your team without having to manage the team on a daily basis, capitalising on facilities and technologies. Focus only on your core functions growth.



Service Inclusions:



People

- Sourcing & Hiring
- Human Resource Management
- Training & Induction



Facility

- Professional Working Environment
- Dedicated Workstation



Technology

- Computer with Dual-screen & Peripherals
- Video Conferencing System
- Internet Access
- VoIP Phone



Professional Services & Management

- Transition / On-boarding & Account Management
- Operations Management
- Performance Management
- Quality Assurance Management
- Business Continuity Management
- Achievement of Agreed Output
- SLA's, KPI's & Metrics Design Reporting

Outsourcing in the Philippines

#1 Outsourcing destination for voice services



3RD LARGEST
ENGLISH SPEAKING COUNTRY

500,000+
COLLEGE GRADUATES
yearly with **97%** literacy rate



Our office is located in a **Grade A+ building facility in Bonifacio Global City**, the fast rising business hub and top location for BPO Companies.



Over **400 employees** and growing



We service **126 clients** across multiple industries, **24 hours a day**



Highly engaged workforce with very low attrition

