



DEDICATED OUTSOURCE STAFF

Grow your business by accessing the best people, the smartest processes and the latest technology offshore.

hammerjack

hammerjack.com.au

Introduction

Outsourcing offshore gives small and midsize businesses a competitive edge, allowing them to offer greater value and better service to their customers, without the overhead and investment associated with doing the same onshore.

The Philippines outsourcing industry is mature and accounts for around 15% of the global market.

The industry generates around US\$24 billion in revenue annually, and employs 1.3 million people. It's no surprise then, that the Philippines government is pouring funding in to infrastructure and technology across the country. With fast reliable internet in major cities and improved accessibility the Philippines remains one of the top outsourcing countries in the world.





Business Problems

High wage bill and resource costs

Lack of skilled resources in your area or industry

High fixed overheads and investment in infrastructure

Unable to scale or flex with new business opportunities

Working in the business instead of on the business, is slowing progress

Highly skilled and paid resources working on non-revenue generating, or simple tasks

Customer demand and competition is squeezing your margins



Problem Solved

1.3 million people employed and focused on working in the outsourcing industry. This is growing year on year.

Up to 70% savings on resource costs

Low risk, with short term and even no contracts

Flexibility and ability to scale on demand

No investment in infrastructure, overheads and other support

Compatible with Australian culture and time zone

University educated business professionals (qualified and career focused)



About us



Australian

owned and operated



Solutions that **support and enhance** your offshore strategy.
Not just another staffing company



24/7

Operations servicing the
U.S.A, U.K & Australia



Expertise and capability
across multiple skillsets
and industries



Australian management
based **full time** in the
Philippines



40 years

of experience, working with
some of the most recognisable
brands in the world



Solutions **purpose built**
for the small and mid-size
business market

Hammerjack has been building businesses in the Philippines for more than 10 years. With state-of-the-art facilities in Manila's Central Business District, an extensive network of high-quality, local talent and a proven operating model, we help you do better business.



Why choose hammerjack?

Our environment

Professional and unique working environment in the heart of the central business district.



Employer of choice

Committed to being an employer of choice with competitive rates of pay and great benefits.



Family

Open and engaging culture that bonds our people “our hammerjack family”
[#ichoosehammerjack](#)



Recruitment

Our recruitment team and recruitment company www.recruitday.com are experts at sourcing the best talent in the Philippines.



Experience

Matured, tried and tested operating model. We've been building successful businesses in the Philippines for the last 10 years.



Security

Information security policies and procedures ensuring your data is protected to the highest industry standards.



Innovation

Innovation is at the heart of everything we do, harnessing the latest technologies to drive collaboration and productivity.



Open door

Our house, is your house. Drop in anytime, without notice, and use the facilities as your own.





Finding a company to provide office space and recruit staff is easy. Finding a partner to help you build a team and establish your offshore operations takes “the difference”.

Choose an expert.

Not just another staffing solution



FUNDAMENTALS

Ready, Set, Go

Your Dedicated Team Basics



HAMMERJACK

Difference

Supporting you through
your offshore journey



Take your team

TO THE

NEXT LEVEL

On demand optional extras



FUNDAMENTALS

Ready, Set, Go

Your dedicated team basics



Sourcing and placing your dedicated staff



High specification PC with dual monitors, webcam and headset



Microsoft operating system and Office applications



IT Desktop and infrastructure support for you and your team



HR support and guidance



Payroll management



Full access to our state-of-the-art facilities, meeting rooms, breakout areas, coffee bar and training rooms



Genuinely engaging activities and events for you and your team

Offshoring gives you access to a richer pool of talent, ideas and knowledge. Unlock the potential and empower your organisation to achieve more with hammerjack's difference.





Supporting you through your offshore journey



Guides and webinars provide valuable insights



Customised training module about your business and your difference



Culture and communications training



Management insights through weekly and monthly reporting

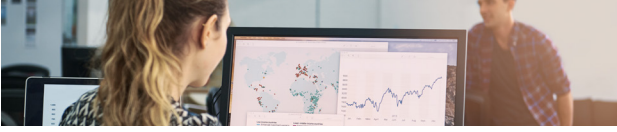


Customised scorecard enables you to drive the right behaviors, culture and high performance



Employee engagement and retention programs

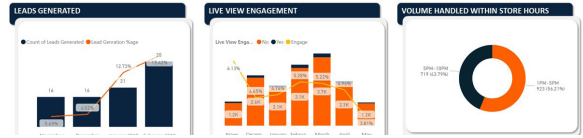
Experience the difference



Guides and webinars that provide valuable insights

Setting you and your business up for success and helping you to get more out of offshore

Assessing & choosing your team, working with Filipinos, engaging & motivating your team, driving performance & quality, managing change



Management insights through weekly and monthly reporting

Provides visibility of how your team are doing

Attendance, behaviour, engagement, job satisfaction, high's, lows and general feedback



Customised training module about your business and your difference

Talks about your business, your culture and your goals

Developed with you, facilitated by one of our qualified trainers



Customised scorecard enables you to drive the right behaviors, culture and high performance

Helps you to manage & drive your offshore team

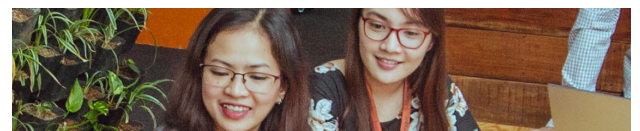
Professional scorecard tracks KPI's for greater visibility and more effective management



Classroom training

Readies your team for your business with professional skills training modules

Australian culture & lifestyles, business communication skills, customer service essentials



Employee engagement

Weekly check-in and temp check with your team, health and wellbeing programs, hobby groups, social events, and social responsibility programs



Take your team

TO THE

NEXT LEVEL

On demand optional extras

Process & Transition

Harness hammerjack's process and transition teams' years of experience and accelerate the transition of your functions by ensuring processes and changes are embedded.

✓ Change management support

✓ Your processes mapped and documented

✓ Work level instructions created

✓ Change management framework developed

✓ Quality framework created

Professional Development

Enhance your offshore capability and develop your team members, through hammerjack's professional development programs

✓ Leadership Skill sets

✓ Coaching workshops

✓ Growth Mindset

✓ Adult learning concepts

✓ Business acumen

Whatever your goals, hammerjack has the experience and a range of solutions to help you save, grow and transform your business.



Pricing

Employee Salary



+

Service Fee



FUNDAMENTALS

Ready, Set, Go



HAMMERJACK

Difference

=

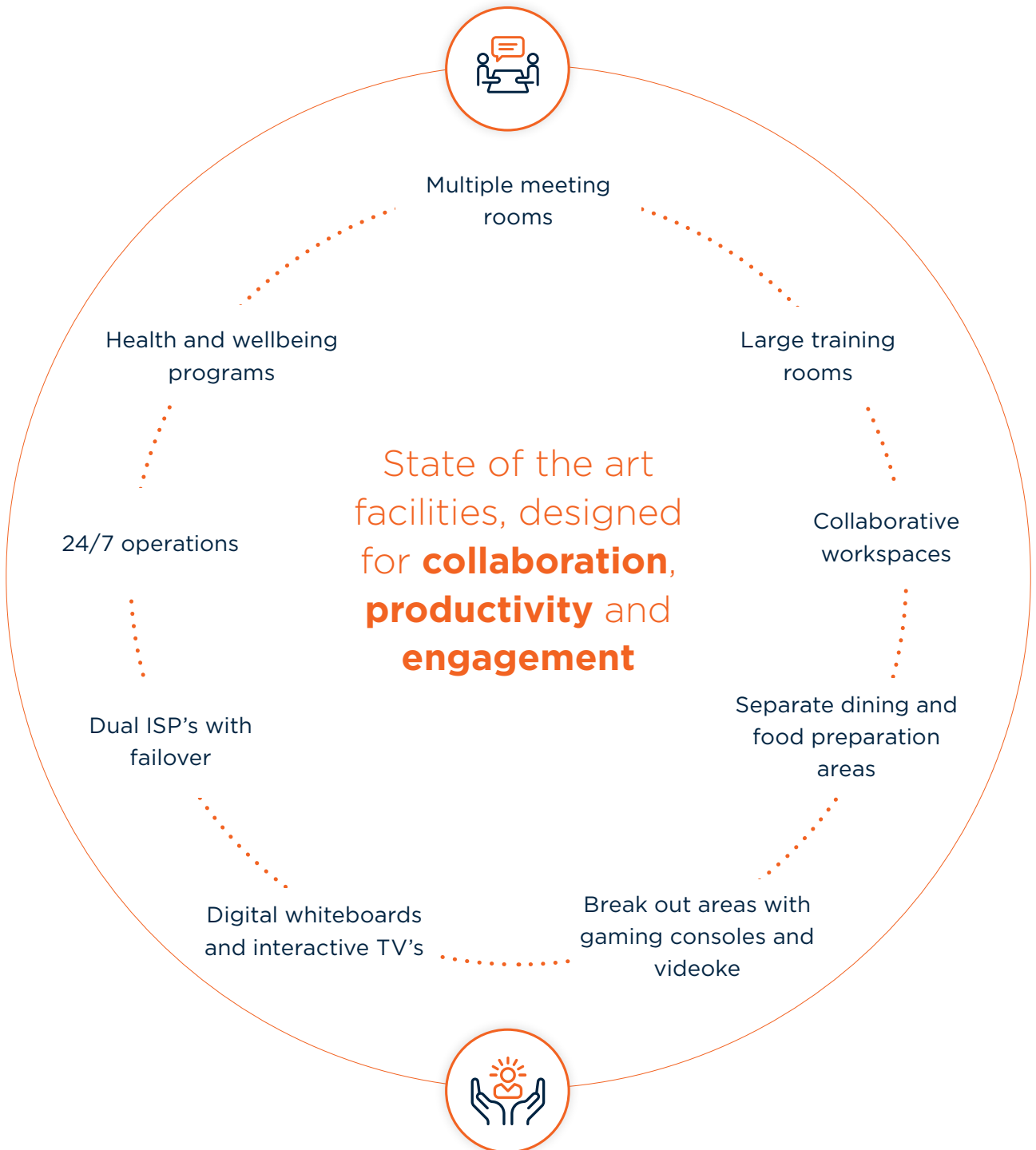
Your Monthly Investment

- ✓ All Inclusive
- ✓ Invoiced from Aus
- ✓ No hidden charges
- ✓ No Bonds

Process



Our Facilities





DEDICATED OUTSOURCE STAFF



Information Security

Policies and procedures aligned with the *Australian Privacy Act 1988* and NBD scheme/guidelines

User/role-based systems access controls access to websites, email and cloud-based platforms

CCTV and access tracking and audit

24/7 security personnel

No bags, pens, paper, phones or recording devices allowed on the production floor

Biometric access to site



**HAMMERJACK
SECURE**

Testimonials



Mark Kabbara

Group Financial Controller
Morco Fresh

“Utilising Hammerjack enabled us to identify issues within our business and streamline our internal communication processes – elevating payroll performance and enhancing our lines of communication and transparency.

“We now have a dedicated team in the Philippines and we see this as an extension of the brand, rather than a separate outsource service. It doesn’t ever feel like a company providing a service – just an extension of our team.”

“I engaged Hammerjack on behalf of a hospitality client who needed to streamline its bookkeeping services during a period of rapid growth. I have extensive experience with offshore staffing solutions and Hammerjack’s Lite Solution offered the ideal option for my client due to its shared service model.

“This solution enabled streamlining of systems, technology and processes, and offered much greater visibility of finances in real time, helping my client to make better business decisions moving forward.

“Six months in and we’re looking at moving to a fully managed staffing solution as the business continues to grow.

“Effective outsourcing needs the right systems, the right processes and the right people behind that – all of which Hammerjack has delivered.”



Tim Hoopmann

Founder and Director
Spinn Business Solutions



Joe Hart

Partner
Obsidian Advisory

“Since joining hammerjack we’ve been able to scale our business rapidly and with significant cost benefit, we wouldn’t be where we are today without the help of their team. A lot of the time businesses get to a point where they are so busy they are about to pop before hiring, staff are stressed, partners are stressed and it has to be that way because if you hire too early, profit declines, bonus’ can’t be paid and it causes other issues. Scaling our business, by way of hammerjack, has avoided this problem completely.

A big part of the success has been through the quality of candidates, hammerjack don’t just copy paste or follow a bums on seats approach, the detail in aligning with our business, our culture and our goals takes it to another level, we’re now seeing our offshore team produce better quality, more consistent work than our onshore staff. I would have no hesitation in recommending them to any business.”



hammerjack's onshore / offshore hybrid model
means you're fully supported.

Get started with hammerjack and welcome
your new team in your new office.

Phone

1300 788 451

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Website

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hammerjack

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