



For Your Success

**Beepo: your  
outsourcing  
partner**

Established in 2014, Beepo has grown from a family-run business to one of Australia's most trusted outsourcing providers.

Owned and operated by Probe CX since 2019, Beepo's capabilities cover **business process outsourcing (BPO)** matched with **exceptional customer experience management and intelligent solutions** to help businesses grow sustainably.

**Probe CX** is one of Australia's fastest growing offshoring solution and customer engagement firms with over 18,000 employees across 5 countries.

At **Beepo** we don't follow a 'one-size fits all approach.' Our services are tailored to the individual needs of every organisation we work with.



# Who we are and what we do

We are on a mission to be a **market leader in providing global professional talent**. We help businesses tap into global resources to achieve their goals quickly and efficiently without sacrificing quality. Key to this is growing a community of professional, highly-educated and skilled staff over in the Philippines who understand what it means to deliver value to clients.

Beepo provides exceptional workforce support across various industries, including tech, financial services, accountancy, NDIS, real estate, and professional services. Our primary focus is to **help businesses successfully increase their margins and grow sustainably with the help of offshore staff**.

At Beepo, outsourcing is accessible for businesses of all shapes and sizes. While we do provide our services to larger companies, we also understand the challenges faced by small and medium businesses dealing with increasing labour costs. That's why we provide a wide range of **affordable offshore staffing solutions** to meet the specific needs of smaller enterprises looking to build success in domestic and international markets.

With state of the art infrastructure, facilities and technology, our teams are located in Clark in the Philippines. The Philippines is home to a highly educated population with exceptional English, so it's an ideal location for your outsourced team member(s).



# Client satisfaction is our number one priority



At Beepo, it's our top priority to ensure we're providing our clients with the best service possible.

In our recent Net Promoter Score survey, which asks clients how likely it is that they would recommend Beepo to a friend or colleague, **Beepo achieved a score of 75**. For comparison, the global benchmark in the professional services industry is 44.

Don't just take our word for it, hear what our clients have to say ...



Beepo helps my business by **providing quality resources at a reasonable cost** thereby allowing us to pursue opportunities that otherwise wouldn't have been feasible.

**Peter Williams**

Managing Director | Red Planet Software



At Yamo, we strive for our client-facing staff to build meaningful relationships with our customers. Our outsourced team member understood this from day one and in a short period of time built strong trust across our customer base - to the point where they are mentioning him by name in their requests.

**Mark Harris**

Managing Director | Yamo



With the help of an offshore team, we had a **375% increase in new business** over three years.

**Associate Director**

Professional Services Firm



At Beepo, we strongly believe in customer commitment, employee satisfaction, quality, trust and continuous improvement as we strive to be one of the leading outsourcing specialists in Australia.



### **CUSTOMER COMMITMENT**

We are committed to understanding our customers' needs and exceeding their expectations.



### **EMPLOYEE SATISFACTION**

We treat our employees like family to ensure maximum productivity and quality.



### **QUALITY**

We aim to provide the highest quality service possible through an ongoing process of evaluating our performance, quality and customer satisfaction.



### **TRUST**

We understand that offshoring can be a stressful process, so trust is at the core of our business practices.



### **CONSTANT IMPROVEMENT**

We are always looking for ways to improve our products and service so that we can deliver the best possible value to our clients.

# How we can support your business goals



Are you looking to:

- Reduce costs
- Scale and grow your business
- Improve efficiencies and quality
- Increase staff satisfaction and retention.

If you answered '**yes**' to any of the above, then Beepo can provide the support and operational assistance to help you achieve just that.



## Reduce costs

Outsourcing with Beepo can save your organisation money by having day-to-day tasks completed in a lower-cost economy, where **employment costs are up to 70% less.**

Hiring new staff is an expensive process. Many overhead costs come alongside hiring a new offshore team member(s). Beepo takes care of these costs such as recruitment, human resources, new office equipment, superannuation, payroll tax, workers compensation, IT and overall management supervision.

Apart from the engagement costs, you would only be sacrificing your time to train your new employees, which is a long-term investment for your business.



## Improve efficiencies, quality and staff satisfaction

Our Beepo team will help you identify roles that would be best suited to send to an offshore employee. That way, your local team can focus on what they do best and what motivates them, while your offshore team member(s) appreciates the opportunity to support your business.

This combination improves productivity across the board and, in the long run, can also help increase efficiencies and job satisfaction for employees.



## Scale and grow your business

One of the many reasons organisations struggle to grow is a lack of funds to invest in additional resources to support growth objectives. Businesses often don't have the time to recruit a new employee to leverage potential growth opportunities.

Beepo can have your outsourced team member(s) set up in as little as six to eight weeks.

By hiring an offshore team member(s) with Beepo, you will free up funds that can be used to reinvest back into the growth of your business. With the additional support of an offshore team member(s), you can increase the capacity for your organisation to take on more work.



# Roles you can outsource with Beepo

Here at Beepo, we take the time to understand the hardships our clients face when recruiting hard-working, dedicated staff. This makes us adept at finding and recruiting the best of the best candidates in the Philippines for organisations around the world.

The following are examples of roles that are outsourced frequently with great success and an overview of what each role would be responsible for:



## Technical support

- Desktop support specialists: maintain an organisation's computer hardware and software systems
- IT helpdesk specialists: troubleshoot and provide technical support to customers or clients experiencing hardware, application and software issues
- QA testers: analyse and review new software or existing programs for any defects
- Systems administrators: ensure that computer systems are up-to-date, configured correctly and reliable for the users.



## Business services

- Administrative assistants: perform all day-to-day administrative functions
- Executive assistants: ensure that senior managers and executive level staff "keep moving efficiently"
- Virtual assistants: provide support services to organisations from a remote location
- Data analysts: collect, analyse and organise relevant data to assist with decision making.



## Customer support

- Chat management: manage the live chat functions on your website or other social messaging platforms
- Customer service representatives: interact with customers to handle queries, complaints, process order requests while providing information on products and services of an organisation
- Inbound and outbound sales support: provide administrative support to outbound and inbound sales representatives who contact potential prospects and existing customers to sell new or existing products and services.



### Digital marketing

- Digital marketing specialists: plan and develop marketing campaigns through online, digitised content focusing on techniques that boost engagement and brand visibility
- SEO and SEM specialists: review and edit websites to achieve higher search engine rankings
- Social media specialists: monitor and create content to ensure an organisation has a notable presence across relevant social media platforms



### Finance

- Bookkeepers: document accurate records of financial transactions and assist in the production of financial statements for an organisation
- Accountants: analyse and report in preparation of financial statements and tax returns for an organisation
- Financial analysts: examine and interpret the financial data of an organisation
- Procurement officers: research products and services from existing and potential suppliers on behalf of internal business units
- Tax advisors: provide organisations with expert financial advice and guidance regarding tax accounting and tax law.



### Human Resources

- HR specialists: responsible for the entire lifecycle of managing employees from job advertisements and onboarding through to management, administration and termination
- Talent acquisition specialists: source candidates using various channels, plan interviews with hiring managers and coordinate selection procedures and criteria.



### Web development

- Database administrators: control and maintain an organisation's database management systems
- Java, .NET, PHP, WordPress and web developers: create, develop and implement software or web applications for an organisation's project and internal requirements
- Web designers: design the layout, usability and visual appearance of a website.

# READY TO TAKE YOUR BUSINESS TO THE NEXT LEVEL?

Beepo works with many organisations to supercharge their growth and performance objectives through the provision of Philippines-based talent to their resourcing model.

Contact us for a **free business consultation** today.

## In this consultation we will discuss:

- Whether your business is outsourcing ready
- How outsourcing with us will impact your bottom line and margins
- Potential roles that would be best suited to outsource based on the individual needs of your business
- How we can customise our outsourcing solution to your business objectives.



[www.beepo.com.au](http://www.beepo.com.au)



1300 553 080



[info@beepo.com.au](mailto:info@beepo.com.au)