

# BUSINESS PROCESS OUTSOURCING



iServices International – Corporate Office  
5F Phinma Plaza, 39 Plaza Drive,  
Rockwell Center, Makati City, 1210  
Metro Manila, Philippines  
Phone: 011 (632) 7503-7316

[iservicesinternational.com](http://iservicesinternational.com)

# iServices International: Your Partner for Global Business Excellence

Established in 2012, iServices International is a registered Philippine company with American and Philippine shareholders, providing world-class logistics, accounting, and web services from our Manila service center. We are dedicated to fostering strong, lasting relationships with our clients.



## Specialized Logistics Support

We specialize in comprehensive logistics support for transportation companies, including critical documentation, traffic management, and seamless service contract and vendor management.



## Expert Accounting & Web Services

We proudly support businesses with English-speaking CPAs and professionals holding master's degrees in accounting. Our team also offers top-tier web design and development services.



## Seamless & Secure Integration

Our staff integrates seamlessly with your existing systems using secure remote access technology. Your data remains on your systems, ensuring full control, security, and access limited to designated areas.



## Committed to Talent & Trust

We attract and retain top talent through above-market compensation, healthcare benefits, 13th-month pay, and bonuses. This commitment translates to minimal turnover and long-term client contracts, built on mutual trust.



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# Comprehensive Services Tailored for Your Needs

iServices International offers a diverse portfolio of services designed to streamline your operations, enhance efficiency, and support your growth.



## Accounting & Bookkeeping

From daily transaction processing to in-depth financial analysis, our expert CPAs handle all your accounting needs with precision and integrity.



## Import/Export Documentation

Navigate the complexities of international trade with ease. We manage all essential import and export documentation, ensuring compliance and smooth operations.



## Booking & Scheduling

Delegate your booking and scheduling tasks to us, freeing up your valuable time to focus on core business activities.



## Web Design & Development

Create a powerful online presence with our professional web design and programming services, tailored to meet your business objectives.



## Email Management

Efficiently manage your communications with our comprehensive email handling services, ensuring timely responses and organized correspondence.



## Administrative Task Management

Our team can handle a wide range of administrative duties, ensuring your back-office operations run smoothly and efficiently.

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# Our Detailed Service Offerings

We provide partner-level services, allowing you to delegate critical accounting and logistics functions with confidence. Our offerings are extensive and designed to integrate seamlessly with your business.



## Accounting & Financial Support

- Full-cycle accounting: processing accounts, balancing books, and preparing financial documents.
- Data handling on your systems, in our offices, or via cloud platforms.
- Financial record analysis and reporting.
- Account setup and entry assignment.
- Recordkeeping system development and documentation.
- Accounts payable management and coding.
- Vendor and supplier communications.
- Tax return assistance.
- Payroll processing.

## Logistics & Administrative Services

- Export & import documentation.
- Carrier bookings and confidential contract data entry.
- Broker statement processing.
- Electronic file scanning, emailing, and uploading.
- Direct interface with your dedicated account manager.
- Asset tracking and inbound communication handling.
- Schedule and report preparation.
- Website programming and maintenance.

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# Unlock Your Business Potential with iServices

Partnering with iServices International offers tangible benefits that directly impact your productivity, efficiency, and bottom line.



## Increase in Productivity

Free your internal teams to focus on core competencies by offloading time-consuming tasks to our expert professionals, boosting overall productivity.

## Increase in Flexibility

Scale your operations up or down as needed without the overhead of hiring and training full-time staff, providing unparalleled operational flexibility.

## Time Efficiency

Leverage our streamlined processes and dedicated teams to complete tasks faster and more accurately, saving valuable time.

## Business Growth

Gain a competitive edge by accessing specialized skills and resources that fuel innovation and expand your market reach, driving sustainable growth.

## Reduction in Labor Cost

Significantly reduce operational expenses related to salaries, benefits, and infrastructure by utilizing our cost-effective outsourcing solutions.

## Improve Work-Life Balance

By optimizing your business processes, we help you achieve a better balance, ensuring a more sustainable and fulfilling professional and personal life.

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# Seamless Communication Channels

At iSERVICES INTERNATIONAL INC., we understand that efficient communication is the cornerstone of successful virtual collaboration. We adapt to your preferred tools to ensure constant connectivity and fluid information exchange.

## **Microsoft Teams**

Integrated collaboration for dynamic teams.

## **Slack**

Organized channels for project-specific discussions.

## **Viber**

Secure and versatile for international communications.

## **WhatsApp**

Quick and direct messaging for urgent needs.

## **Skype**

Reliable video and voice calls for face-to-face interactions.

## **Teamviewer**

Remote access and remote control software.

## **Custom Apps**

We'll use any messaging app you prefer, ensuring maximum convenience.



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# Secure Data Processing

Your data security and integrity are our top priorities. We follow stringent protocols to process your information accurately and confidentially.

01

## Initial Communication

The client initiates communication via their preferred messaging app, detailing tasks and data requirements.

02

## Data Transmission

Clients securely send data (spreadsheets, PDFs) via email for processing, ensuring all sensitive information is handled with care.

03

## Client System Processing

Our Virtual Assistants process data directly within the client's system using secure web-based screen sharing apps such as TeamViewer or GoToMyPC. This ensures data remains within your environment.

04

## ISERVICES System Processing

Alternatively, we install your client-specific system on a dedicated ISERVICES machine, processing data in a controlled and secure environment.



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# Delivering Processed Data

Once processed, your data is returned through secure and convenient channels, ensuring timely and accurate delivery.



## Via Email

Processed data can be securely transmitted back to you via email, maintaining confidentiality and accessibility.

## Client's Machine

We can save the processed data directly onto your designated machine via secure remote access, integrating seamlessly into your workflow.

## Cloud Storage

For enhanced flexibility, data can be uploaded to your preferred cloud storage platform, accessible from anywhere.

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