



*directsourcing*solutions

# DSS Corporate Overview



**who** is direct sourcing solutions



what services do we offer

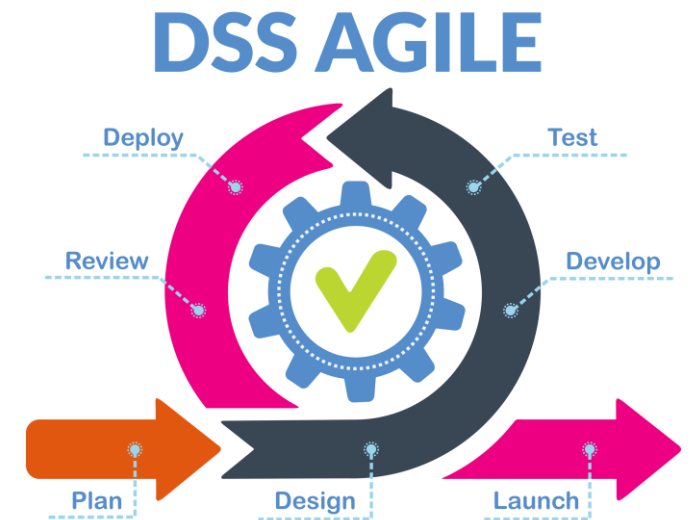
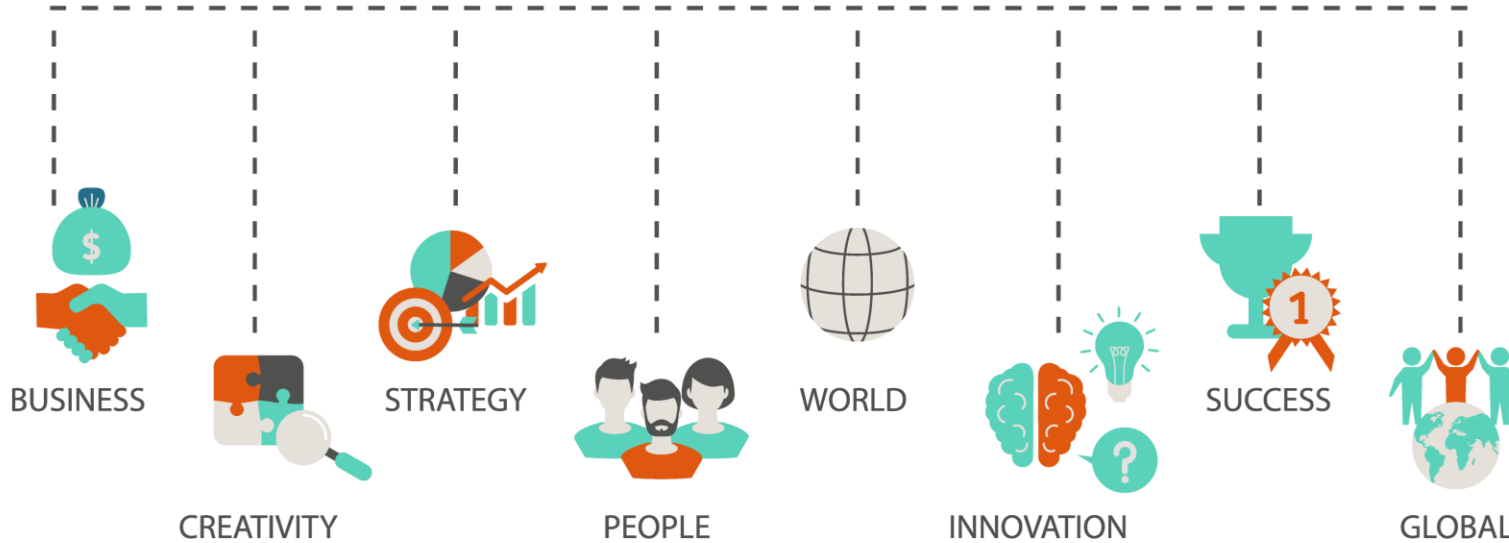


our outsourcing process

WHO IS DSS?



# GLOBAL BUSINESS PROCESS OUTSOURCING



## MEET OUR PEOPLE



**Bryan Lockyer**

CHIEF OUT-SORCERER / MANAGING DIRECTOR



**Gizelle De Guzman**

CHIEF HUMAN RESOURCES OFFICER



**Leon Gunning**

CHIEF OPERATIONS OFFICER



**Graeme Miller**

CLIENT SOLUTIONS DIRECTOR



**Eric Taylor**

CLIENT SOLUTIONS DIRECTOR



**Anthony Moore**

CLIENT DELIVERY DIRECTOR



## MEET OUR PEOPLE



**Mel Soriano**  
OPERATIONS MANAGER



**Jarrod Teo**  
CHIEF DATA SCIENTIST



**Angelo Pineda**  
ENGAGEMENT MANAGER



**Faye Bueno**  
ACCOUNT MANAGER



**Franz Sunga**  
FINANCE AND ACCOUNTING MANAGER

## OUR OFFICES



### Australia

303 Collins St  
Melbourne VIC  
3000, Australia

+61386300000



### Hong Kong

9th floor, 33 Des Voeux  
Road  
Central, Hong Kong

+852 3953 0800



### Singapore

80 Robinson Road, Unit  
#14-02  
Singapore 068898

+65 8316 1664



### New Zealand

Unit E, Building One, 5  
Ceres Court, Rosedale,  
Auckland

+64 2108367648



### United States of America

1050 Queen St.  
#100 Honolulu, HI 96814



### Philippines

8th Floor, One West Tower, Aeropark  
Campus, Clark Global City, Pampanga  
2023 Philippines

+632 672 7843



## OUR FOCUS



### our mission

To profitably grow to 1,000 headcount by 2022!



### our vision

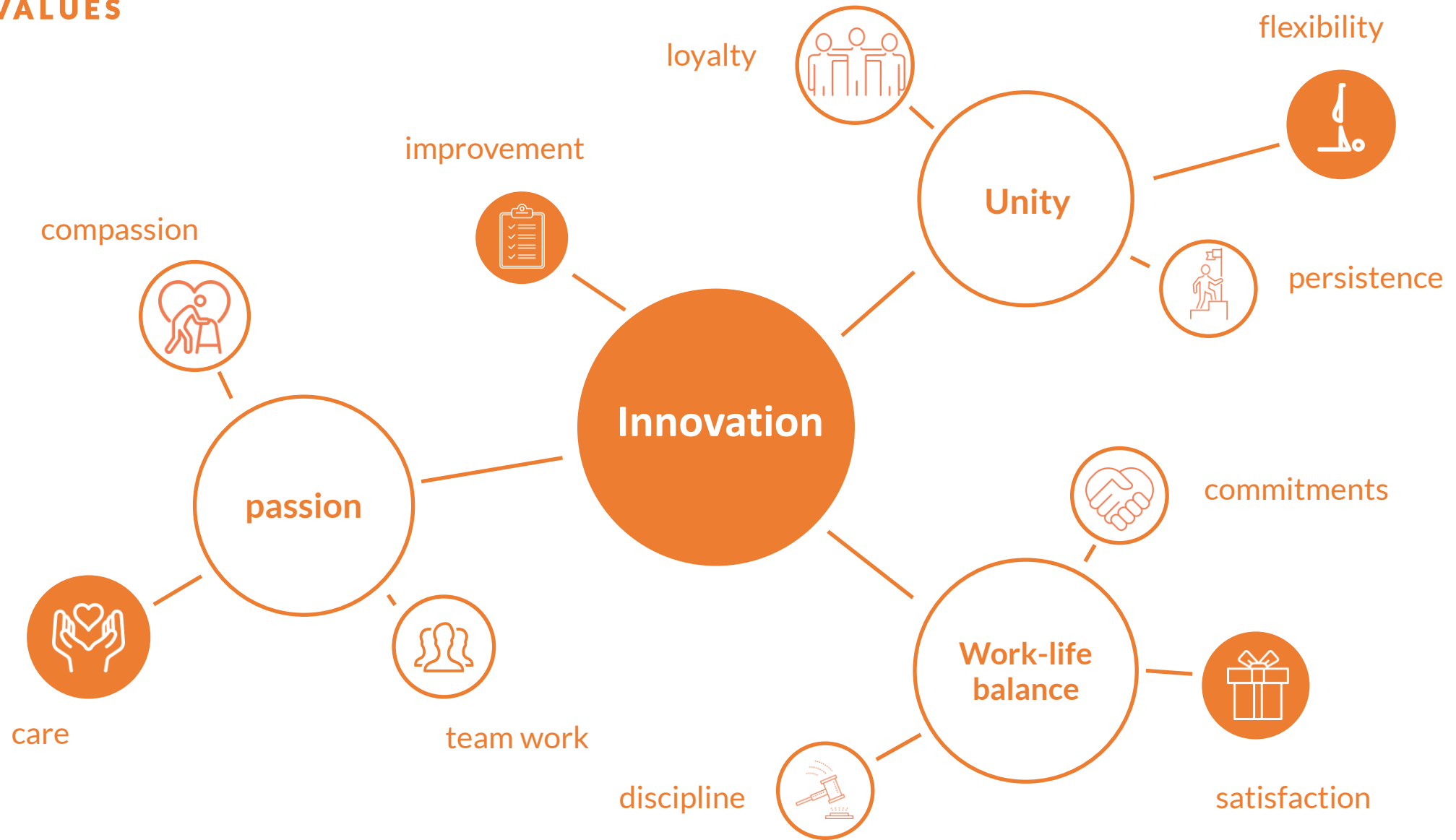
Is to be the best **Process Outsourcing** company in the world!



### our strategy

To utilize **technology, and constant innovation** to outpace our competition and add **real value** to our clients.

# CORE VALUES



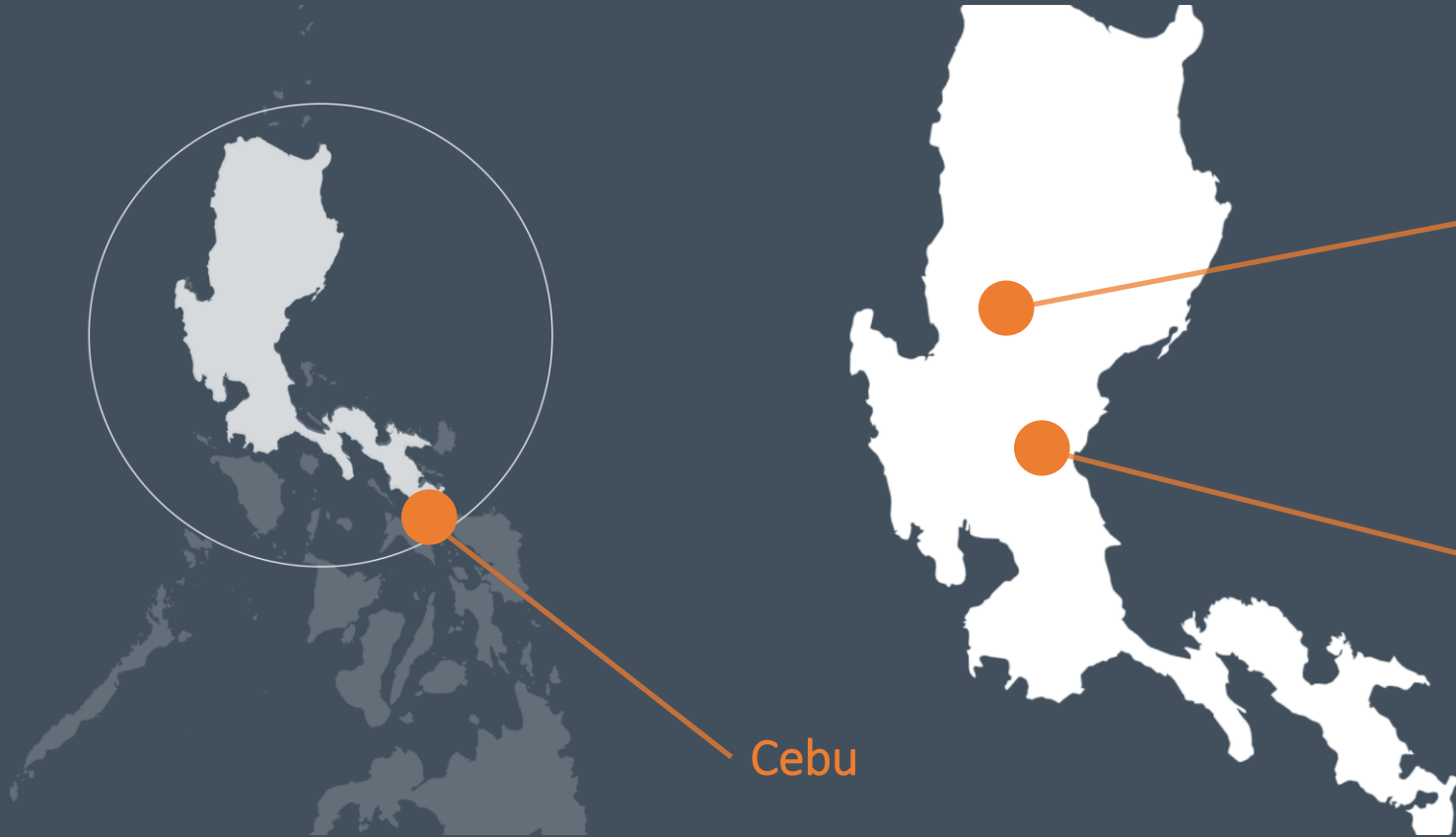




## Our Corporate Headquarters - Singapore

Award-winning Premium Serviced Office, located in OUE Downtown, in the heart of Singapore Central Business District (CBD). Strategically positioned to grow our Digital and Data Science Hub. Central location with easy access to many MRT stations, bus terminals and great restaurants and after-work spots for staff.

## OUR DELIVERY CENTRES



Cebu

### **Clark Freeport Zone (DSS office)**

Clark is served by the Clark International Airport and has the 2nd largest number of University graduates in the Philippines.

### **Manila**

Manila, the capital of the Philippines, is a densely populated bayside city on the island of Luzon.





## CLARK

2,000sqm of the most modern high tech offices available in the Clark Freeport. Bordering the Clark International Airport, we are also located next to the SCTEX with direct access to Manila and Subic.

# CLARK - CLARK GLOBAL GATEWAY







## MANILA - ROCKWELL

100 seats in perhaps the nicest building in Makati. Central location to malls, transport hubs and great restaurants and after-work spots for staff.

## AGENDA



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**what** services do we offer



our outsourcing process

## OUR SERVICES

### Market Insights

Market Insights combines market leading research and intelligence gathering which can be used to build lists, target decision makers, or even set appointments



### Virtual Assistant

A skilled remote worker who offers on-demand administrative, technical, and creative services to clients under various industries.



### Accounting

We have a team of accountants that can offer services ranging from basic accounting to advanced financial reporting. Leverage significant wage arbitrage by outsourcing your accounting functions to us.



### Software Development

We specialise in collaborating with clients to produce impactful digital assets. We provide web, mobile, social media and low code development.



## OutSystems developers

We have a team of almost **80** OutSystems developers and are adding more all the time. Let us help augment your team with highly trained OutSystems talent.

## .NET, Java, Mobile

Aside from OutSystems, we provide mainstream development talent in most areas normally with 2-10 years experience.



## QA and testing

Having dedicated QA can be difficult with a small team, so why not leverage our offsite resources to provide QA and have some tasks completed overnight.

## UI/UX Creative Design

Users demand high quality UI and UX. Yet, these skills are often hard to find in a development team. DSS has many graphic designers, content writers and UX specialists who can incorporate this in projects.



## SOFTWARE DEVELOPMENT

### Bug Fixing and Maintenance

Our team can deliver a wide array of bug-fixing and maintenance services which will ensure that all websites and applications developed run smoothly.

### Product Support

We believe that the key ingredient to a successful after sales business is effective product support. Our support professionals can provide top-level service to guarantee 100% customer satisfaction.



outsystems

CERTIFIED

Partner



### Helpdesk Support

Fostering good client relationship and keeping your customers happy can result from putting excellent technical support as a top priority.



### Virtual PMO (Project Management Office) Services

involves a team of experienced PMO Professionals who have the latest tools and templates which they utilize to carry out PMO consulting and other functions remotely and on-demand for our global customers and improve the efficiency of every project organization.

- Strategic Planning
- Portfolio/Project Analysis, Planning, Development, and Evaluation
- Risk Analysts
- Management Reporting



#### Available Virtual PMO Roles:

- Program and Project Managers
- Scheduler, and Managers
- Financial Manager
- Risk Analyst/Manager
- Program/Project Scheduler
- PMO Analyst
- Change Managers



### Save time and free your mind!

How much time and resource is spent looking after your accounts? Probably more than you would wish– but again, the solution could lie offshore. Our CPAs (Certified Practising Accountant) and qualified accountants can help with:

- ✓ Bookkeeping
- ✓ Invoicing customers
- ✓ Paying bills
- ✓ Cash flow reporting, profit and loss statements, and balance sheets
- ✓ Chasing unpaid debts
- ✓ Payroll
- ✓ Financial planning and forecasting
- ✓ Management accounting
- ✓ Reconciling receipts



## VIRTUAL ASSISTANTS

- ▶ Virtual Assistants are professionals who can assist you with virtually anything! They play a vital role in helping businesses achieve their maximum potential. By assisting with non-core tasks, they can contribute to the smooth running of various business functions and allow business leaders to focus on growing their business

### VA Tasks

#### General Admin Functions



- Data management
- Email management
- Transcription
- Data entry
- Travel management
- Documentation
- Client database management
- Project support
- Research
- Reporting
- Phone calls
- Customer service

#### Accounting



- Invoicing
- Cashflow reporting
- Payroll
- Reconciliation
- Accounting Reports
- General Accounting

#### Recruitment



- General Recruitment
- Headhunting
- Conduct interviews
- Reference checks
- CV preparation
- Reports

# directsourcing solutions

VOLUME



STATS



**BIG**  
DATA

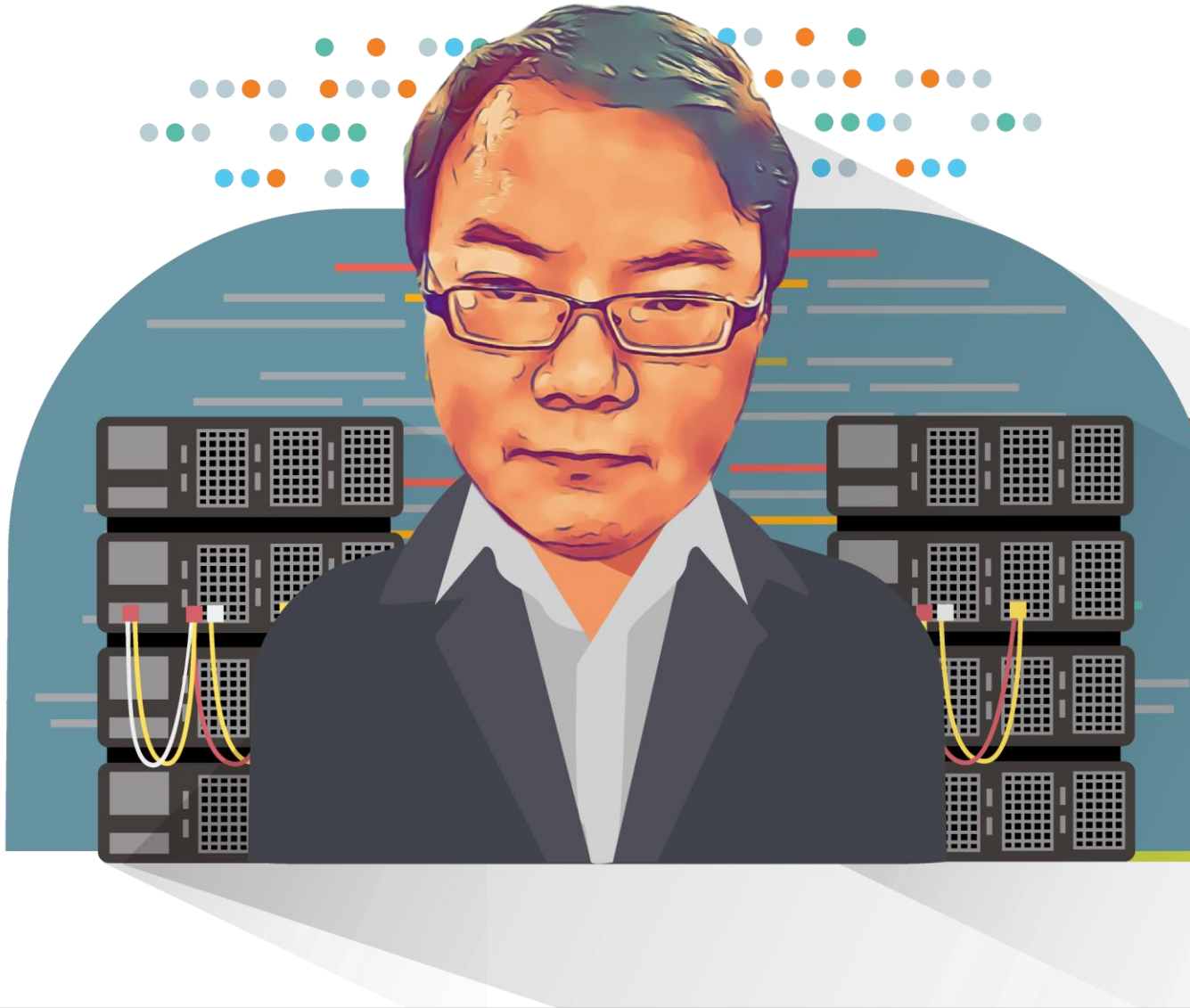
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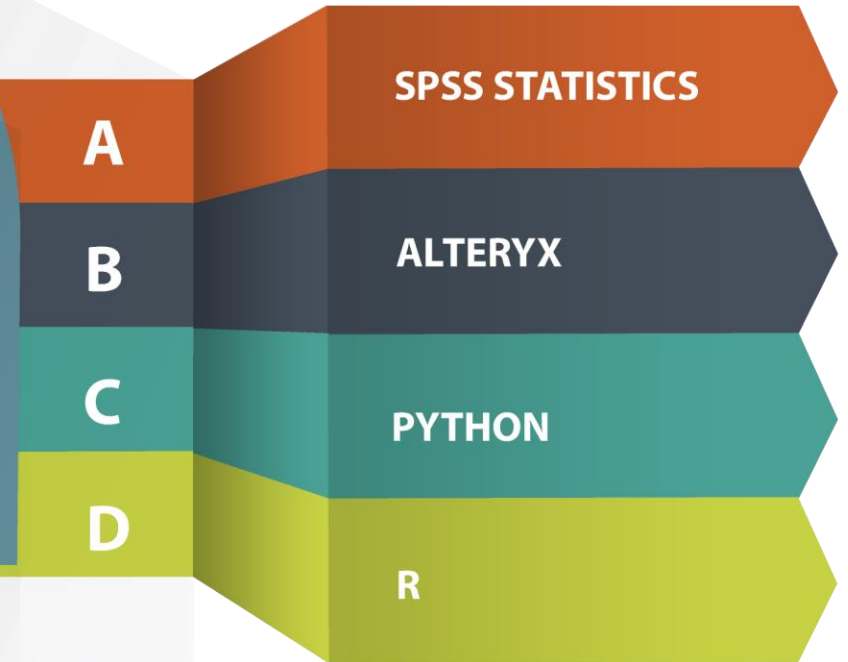
EMAIL



# Jarrold Teo - Chief Data Scientist



14 years machine learning experience. IBM SPSS Stat and Data trainer for 3 years. Multiple machine learning model's live with fortune 500 companies. E-Commerce machine learning experience with Rakuten, consumer models built for Samsung, Starhub and Nielsen. Built many products for e-commerce, Hotel Ai and Consumer prediction models.





## RECENT PROJECTS



SINGAPORE NAVY



TARAD.com



Ministry of Community Development,  
Youth and Sports



People's Association



## AGENDA



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# Outsourcing Process





**that's it!**

and any questions if you have them?

Contact [graeme.miller@dss.asia](mailto:graeme.miller@dss.asia)



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**THANK YOU!**