



**INTERNATIONAL OUTSOURCING GROUP**

# Service Offering

Outsourcing of Business Functions



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# Who We Are



## About Us

At International Outsourcing Group, we specialise in providing comprehensive outsourcing services designed to streamline your business operations and optimize efficiency. Our commitment to excellence and cost-effective solutions makes us your trusted partner in achieving your business goals.

We have over a decade of experience within the outsourcing space. We ensure a simple, transparent and reliable outsourcing experience for our clients. Our goal is to form long term relationships with our clients so we can partner with them on their business journeys.

We pride ourselves on the network of talent we have established as well as the technology and operational systems we have built to provide the best solutions for our client's individual needs.

## Expertise

Our experienced team comprises experts from diverse backgrounds and skillsets including accounting, finance, management and the business world. Our clients benefit from the knowledge our team brings to the table each and every day.

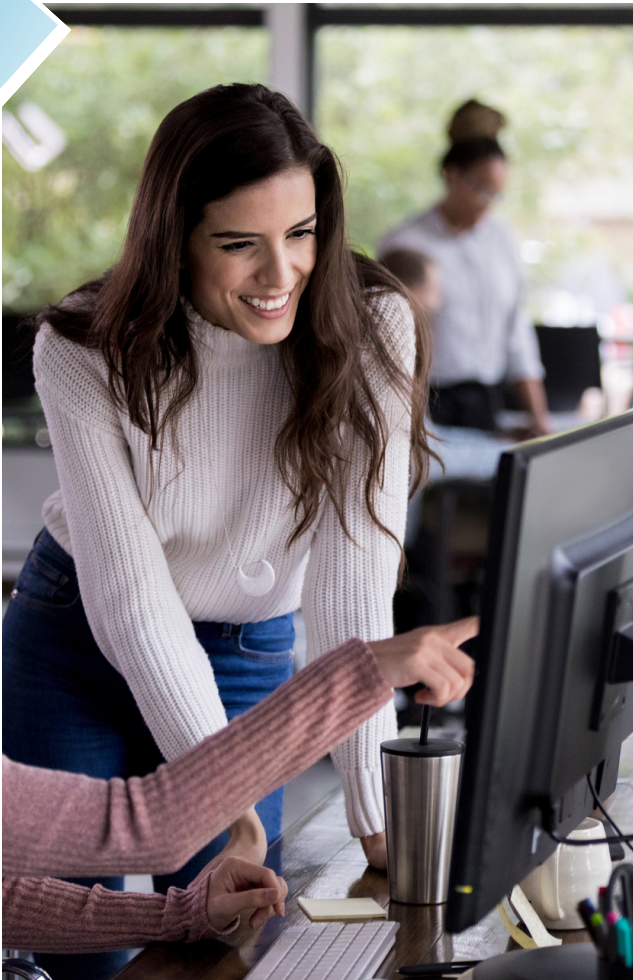
## Vision

Our vision is to become a recognized leader in providing outsourced solutions to businesses around the globe. We aim to achieve this by solidifying our reputation each week and ensuring our clients receive the highest quality, personalised service.



# Who We Help

We help businesses who have basic business functions or administrative needs. On average, 70% of a typical administrative role can be performed remotely through the use of outsourcing.



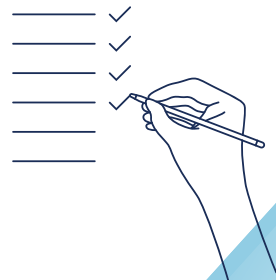
Here is a list of just some of the basic business functions or administrative tasks that we can assist our clients with:

- Bookkeeping & payroll
- Accounts receivable & accounts payable
- Marketing
- Virtual assistant
- Data entry & record keeping
- Document management and electronic filing
- Data presentation via Microsoft Office applications
- Correspondence generation
- General administrative support and basic repetitive tasks
- Scheduling or rostering

Our services are not limited to the list above. We are innovative and work with you to identify the potential for tasks to be outsourced. Every business is different.

What our clients value about our service:

1. Costs are up to 30% less than businesses are currently paying.
2. They can select how many hours they need and adjust it month to month at their leisure.
3. No set up costs or hidden additional fees - just a regular fortnightly payment.
4. Work is reviewed by a manager (typically a Chartered Accountant).
5. Our managers are their daily point of contact and seek regular feedback.
6. They can commence with as little as 1 day a week and scale as they evolve.
7. Work begins in just a week - no long engagement processes.
8. They can cancel with 30 days' notice.



# What We Offer

## ➤ Outsourced Business Functions

We understand that every business is unique, which is why we offer customisable outsourcing solutions tailored to your specific requirements. Our services cover a wide range of basic business functions, including administrative duties, allowing you to focus on core aspects of your business while we handle the rest.

Unlike most outsourcing providers, we provide a more hands on approach. We take ownership of the role and duties performed. We provide training, supervision, management and ensure tasks are completed to a high standard without your business having to do anything.



## ➤ Seamless Execution of Tasks

When you partner with us, your work will be executed with precision and professionalism. Our team is highly trained and experienced in handling a variety of tasks. We work closely with you to ensure that all deliverables are met within the agreed-upon timeframes, deadlines, and specifications.



# Benefits of Outsourcing with us



## Scalability

Scale your outsourcing requirements up or down based on your evolving business needs, without the hassle of hiring or firing employees. You can adjust our service levels on a month by month basis at no cost. Just let us know what you need and we will meet your requirements.

## Cost Savings

By outsourcing business functions to us, you can save up to around 30% of the typical full-time employee cost in Australia and reduce overhead costs for additional savings.

## Enhanced Quality of Service



Our success depends on our ability to perform for our clients. We ensure high standards of work quality and work with you to adapt and refine the tasks we perform.

## Flexibility



We know businesses have to adapt to their conditions which is why we offer flexibility with our service. We have no long term contracts and if need be, you can cancel with only 1 months notice with no cancellation fees.

## Improved Efficiency



Our streamlined processes and best practices ensure that your tasks are completed accurately and on time, improving overall efficiency and productivity.

## Access Our Expertise



We will provide a Manager as your personal Point of Contact who will work closely with you each week to ensure the work is completed to a high standard and tailored to your needs. Our Managers only look after a limited number of clients so they have the ability to provide excellent and timely service.



# Benefits of Outsourcing with us

By utilising our outsourcing services for your business functions and tasks, there are significant cost savings available.

The Employee and Outsourced Solution Comparison:

	Employee		Outsourcing	
	Cost	Days Off Per Year	Cost	Days Off Per Year
Salary	✓			
Superannuation	✓			
Leave Entitlements	✓	30		
Public Holidays	✓	10	✓	7
Payroll Tax	✓			
General Overhead Costs	✓			
Recruitment Fees	✓			
Redundancy Costs	✓			
Christmas Closure			✓	7
Simple Fortnightly Fee			✓	
Total Days Off Per Year		40		14

Outsourcing provides an extra 26 days per year of productive work that would otherwise be lost time due to leave entitlements for employees.

# Simplicity

Our goal is to simplify your business by allowing you to focus on your core goals.

1. You select the hours that your business requires.
2. You have complete flexibility to scale the hours required up or down depending on what you think your business needs. Changes to hours required can be made on a month by month basis.
3. There is no set term contract. You can cancel with only 1 months notice.
4. We charge a simple fortnightly fee, where there are no hidden fees or setup costs.





# Cost Savings

For FY2024, the average wage cost including superannuation for a full-time administrative officer in Australia is approximately \$75,500.

Our costs are significantly less than this with discounts based on the number of hours per week you require. Our transparent fee structure ensures that you only pay for the services you need, helping you reduce overhead costs without compromising on quality.

Discounts are applied against the average administration officer wage and then your fee is prorated depending on the hours required. Here's how our discounts work:

✔ 37.5 hours and above per week

**\$27.10 per hour**

**30% Discount**

✔ 15.5 to 37 hours per week

**\$30.97 per hour**

**20% Discount**

✔ 7.5 to 15 hours per week

**\$34.85 per hour**

**10% Discount**

# Examples



Here are just some examples of why businesses have chosen to partner with us:

1

A business had 8 admin staff and 2 resigned. They were struggling to fill the vacancies and decided to outsource. We were able to complete the work, eliminating the need to hire additional staff and saved the business over \$58,000 per year.

2

A business was considering hiring a new team member due to workload increasing. They decided to outsource to us 3 days a week and avoided the need to search for a new candidate. They can now dial the hours up as workload increases.

3

A business outsourced many of the functions performed by their existing admin team which freed up their time to perform more sales calls and marketing. This led to an increase in revenue and saved costs involved with expanding their admin team.

## Example of cost savings:

A full-time administrative officer would cost a business around \$75,500 per annum including superannuation.

However, by partnering with us, the business would save themselves 30% in costs and only pay \$52,850 per annum - a saving of **\$22,650** each year.

Add to this an additional saving of **\$7,550** through the extra 26 days of work performed by our team each year instead of paid leave for an employee.

That's a total saving of **\$30,200** per annum.

# IT Security



## Education

Our IOG team are educated on the importance of IT security and how they can prevent breaches.

## Access

IOG implement a number of internal controls to ensure the safety of our client's data. This includes levels of access and permissions among our team when it comes to accessing resources.

IOG are committed to protecting the security and privacy of our client's data.

We partner with a leading IT firm within Australia who provides our team IT solutions and support.

IOG implements industry-standard security measures that are designed to protect our client's data from unauthorised access.

## Our User Responsibilities

Our IOG team have the following in place to ensure IT security:

- Antivirus products
- Multi-factor authentication
- Data tracking
- Access controls

## The Process

The IOG team are set up with a virtual desktop. This is an environment that we fully monitor.

From here, our IOG team will begin to complete tasks.

# How It Works



**Design & Development**



**Monitoring & Quality Control**

**Planning & Strategy**



**Training & Induction**



We work with you to identify tasks that can be outsourced and you select the hours you need each week (which can be adjusted on a month by month basis).


We work with you on creating an instruction manual for the tasks required.


We work with you on providing relevant IT access to our team and begin training on the tasks required.

We continually monitor the quality of work being completed and seek regular feedback.





# Steps Involved

 **Step 1:**  
We schedule a virtual meeting to confirm your goals, needs, and hours per week required to start with.

 **Planning & Strategy**

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 **Step 2:**  
Sign our service agreement and we commence the first week free to arrange IT and begin the instruction manual.

 **Design & Development**

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 **Step 3:**  
We commence work.

 **Training & Induction**

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Our onboarding process is quick and simple. We can have the process started in a week.





# Contact Us



**Address**

Level 19, 10 Eagle Street, Brisbane, QLD, 4000



**E-mail**

[admin@internationaloutsourcinggroup.com](mailto:admin@internationaloutsourcinggroup.com)



**Phone**

1300 785 709



**Website**

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

## Contact Us Today!

Unlock your business's full potential with our comprehensive outsourcing solutions.

You can focus on growing your business while we help you with cost savings, increased efficiencies and peace of mind. Contact us today to learn more about our services and how we can customise a solution tailored to your unique business needs.