





Contents

Introduction	5
Why Near-shore, Why Jamaica?	7
The 4 Y's	9
Our Leadership	11
Our Facilities	13
Our Technology	15
Our Loss Prevention Plan	17
Cost Savings & Increased Revenues	19





Introduction

Who are we?

A comprehensive, Jamaican-based, business process outsourcing (BPO) solution

What do we do?

Specialized in managing inbound and outbound sales & customer service calls, performing data entry and executing back office functions

What makes us different?

Our 4 **Y**'s



Why **Near-shore**, Why **Jamaica**?

Jamaica as Nearshore Destination the Benefits include:

- A large, educated, and trained workforce
- Strong work ethic
- Excellent communication skills
- 14,000+ workforce currently employed to Jamaica's ICT/BPO sector
- Below average attrition rates of 12%
- Proximity – closest and largest English speaking island to North America
- Just over 1 hour away from Miami with direct flights from all major gateways in USA, Canada, UK and Europe
- Cultural affinity to North American and UK markets
- Montego Bay boasts the lowest operational costs for the entire English speaking Caribbean with operational savings from 30% to 40% compared with North America

quality
reliability
integrity
4Y's
family

The 4Y's

1. **QualitY** – Our true strength is an industry leading supervisor to agent ratio of 1:12 to ensure the best quality and service standards are met. The executive team prides itself in selecting the right people for the right positions and then providing them with the highest standards of training and empowering them to work effectively on or off script
 2. **IntegritY** – Each client relationship will be independent of each other to ensure confidentiality & efficiency. Every client will be offered individual attention and the knowledge that their product is never sacrificed to make the total operation more productive and lucrative
 3. **ReliabilitY** – We ensured that our network and out telephony equipment is the best in breed, allowing us to boast a 99.99% up time. Our team is also reliable and ready to provide exemplary customer service and exceed all sales conversion needs
 4. **FamilY** – We know that the culture of an organization is important, and we pride ourselves by treating our team members and our clients like family
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Our Leadership

The accomplished Island Outsourcers management team has world-class qualifications including:

- Over 30 years of experience as a team in Inbound and Outbound Sales, Customer Service, and Data Management & Contact Center Management
- Our CEO is the Chairman of the Business Process Industry Association of Jamaica, tasked with working alongside the industry players and the Government to grow the industry. He has over 12 years in Contact Center management experience working for Sandals & Beaches Resorts where he managed over 400 employees. This was commemorated by his recent achievement where he was ranked 23rd in the Nearshore Americas: Power 50 Visionaries, Advocates and Architects in the Americas due to his role in the growth and visibility of the outsourcing industry. Mr. Epstein was also inducted as an Ambassador (ICT/BPO sector) in the Ambassadorial Corps programme at the University of the West Indies – Western Jamaica Campus. The programme seeks to foster and maintain good relations between the industry and the institution as well as promote community development through advocacy and collaboration.
- Our Director of Information Technology has worked in the ICT industry for more than a decade specifically in Systems Management, Network Management and Software Development disciplines. He currently holds many certifications including (MCSE, MCSA, MCDBA and CCNA). Formerly a member of a team of IT professionals for ACS a Xerox company, where he was directly responsible for planning and implementing technology solutions to meet the growing demands of the business
- Our VP of Business Development has over a decade's worth of extensive experience with business and brand development, successful team management, product delivery, and economic development. She also spearheads the Branson Centre of Entrepreneurship-Caribbean, a non-profit initiative of the Virgin group that gives aspiring entrepreneurs the hope, mentorship, and business skills to thrive and grow their businesses. She holds a BA in Economics (magna cum laude) and a BA in Architectural Studies (magna cum laude) from Tufts University and a Masters of Public Administration in International Development from Harvard University's Kennedy School.





Our Facilities

- Located in Montego Bay Free Zone
- 11,000 sqft with development plans in place to build-out a 20,000 sqft warehouse
- Plans to scale to a 120,000+ sq. ft. specialized contact center in the next 18 months
- Full redundancies in place for all systems
- Backup generators
- Reliable power grid shared with nearby hospital and hotels





Our Technology

Hardware

At the core of Island Outsourcers operations is its robust IT infrastructure. We take pride in delivering world class service to our client's, so it will come as no surprise that we invest in quality equipment. We carefully selected our technology to ensure that our service agreements are maintained and our expectations exceeded. We choose feature-rich hardware that has demonstrated reliability, compatibility, security and redundancy. Our hardware is manufactured by the industry elites and are backed by quick turnaround support times.

Software

IO is big on efficiency and having the right tools is essential in obtaining and maintaining optimal productivity. We invest in tools that can perform key analytics on specific KPI's that are otherwise ignored by some competitors. Our software are always up-to date increasing our immunity to known vulnerabilities.

Uptime and Business Continuity

IO fully understands the importance of uptime and business continuity and has incorporated sufficient redundancy and other measures to ensure that your business never suffers whenever there is an outage. Our infrastructure was built with redundancy at multiple layers including power, hardware, service and carrier (Voice and Data). We guarantee an uptime of 99.99% and immunity to a single failure on any subsystem.



Our Loss Prevention Plan

In our business, client confidentiality, data integrity, fraud prevention, safety of premises, and our staff is paramount. Therefore, we have put a number of measures in place to ensure that risks against these factors are mitigated.

These measures are as follows:

- CCTV (Closed Circuit Television)
 - Alarm System with 24hr monitoring of facility
 - Stringent internal security practices
 - Policies and procedures for staff
 - Robust Network Security
 - Computers that restrict the ability to download and saving information to the hard drive or any external drive (including DVD players, jump drives)
 - All written material will be shredded daily and disposed of safely
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Cost Savings & Revenue Increases

- By outsourcing your business from North America we can save you between **30% to 40%** while receiving exemplary service, tremendous added value and increased efficiencies & revenues
- To increase income generation for your firm, our services also include:
 - Robust Training & Quality Assurance to ensure the highest levels of service and sales conversion
 - Dedicated Account Manager
 - Timely and accurate reports on KPIs including live online access to dashboard reports and weekly, monthly & quarterly meetings





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