



OFFSHORE OUTSOURCING:

**A VIABLE WAY TO REMAIN COMPETITIVE
IN AN INCREASINGLY AGGRESSIVE GLOBAL
ENVIRONMENT**

MARYANN FARRUGIA



OUR COMPANY



OFFSHORE
BUSINESS
PROCESSING

Offshore Business Processing is an Australian owned Business Process Outsourcing company based in Australia and the Philippines that specialises in assisting freight forwarders and customs brokers in Australia, New Zealand, USA and Europe.

Operating for 3 years and has almost 400 employees.

WHY OFFSHORE?

- ✓ Labour cost reduction of around 50 – 60%
- ✓ Productivity gain of 20 – 30 %
- ✓ More time to spend managing your business not your staff
- ✓ Allow your local staff to spend more time with your client generating additional revenue
- ✓ Your competitors are already doing it

FREIGHT FORWARDING & BROKERAGE TASKS

OPERATIONS

- Registration (Imports and Exports)
- Shipment Job
- Brokerage Job
- Cross Trade
- Compile
- FCL,LCL, FAK & BCN
- Export Bill of Lading
- Order Management
- Warehousing
- Docs Allocation
- Track and Trace
- Transshipments
- Invoicing
- Land Costings
- Compile
- Import Email Management
- Document-Chasing

ACCOUNTS

- Accounts Receivables
- Accounts Payables
- Accounts Reconciliation
- Updating Currency Exchange Rates (EDI Cargowise)
- Spot Quotes
- Quotes
- Company Tariffs
- Client Rates
- Payroll
- General Ledger Posting

TELEMARKETING/SALES

- Appointment Setting
- Sales
- Sales Support
- Customer Service

THINGS TO THINK ABOUT WHEN OFFSHORING

- Re-engineer your processes!
- Make sure you have solid SOPs
- How much experience does my BPO have in forwarding and customs?
- Where will they find my staff?
- What times and days do my staff work?
- Who will manage my staff on a day to day basis?
- Who will train my staff?
- What happens with public holidays?
- Attrition rates?
- Do your staff only work for you?
- What is the culture within the BPO?
- Visit your team every 3 – 6 months
- Are they a PEZA BPO

COSTS PER MONTH PER EMPLOYEE

Freight Operations	US\$1350 per month
Accounts Payable and Receivable	US\$1500 per month
Compiler	US\$1550 per month
Sales Support	US\$1650 per month
Classifier	US\$1750 per month
Telemarketer	US\$2000 per month



THANK YOU!

www.offshorebusinessprocessing.com