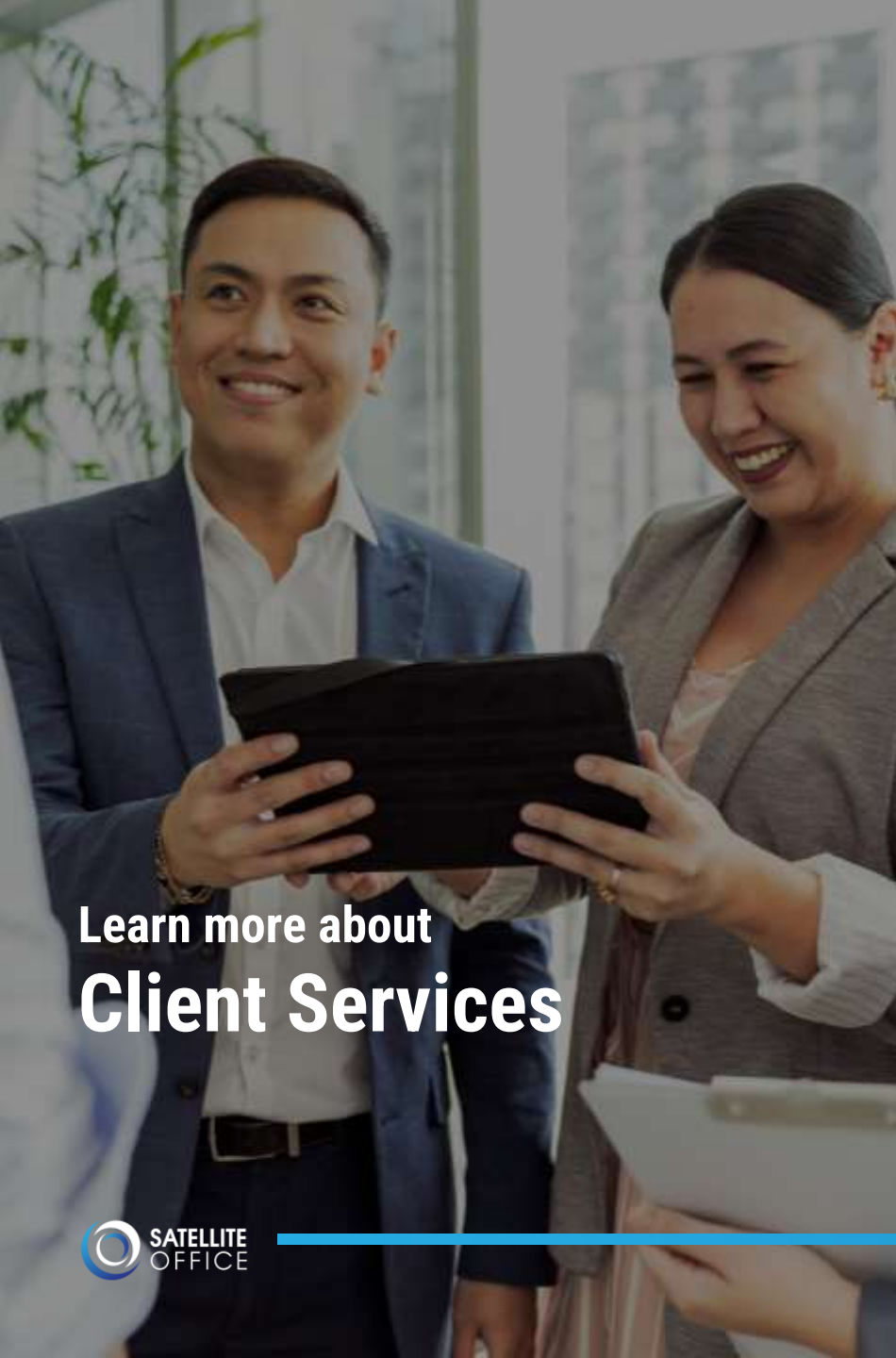




Client Services & Offices

OVERVIEW



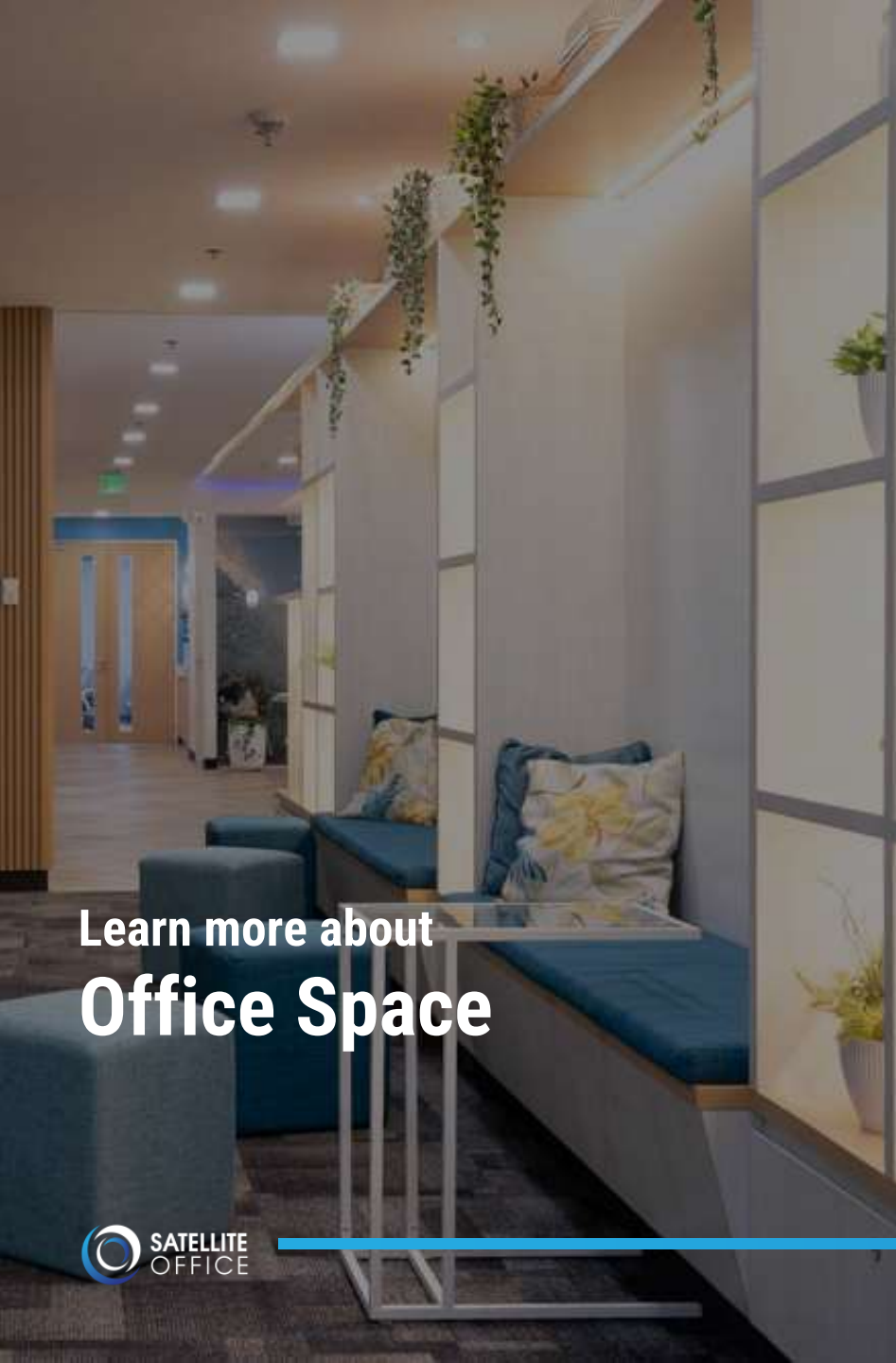


Learn more about
Client Services

Comprehensive Support Services: IT and Administrative Assistance to Enhance Your Remote Team Operations

- ✓ **PROCUREMENT, PURCHASING & ASSET MANAGEMENT.** The Client Services team takes care of managing the procurement process, inventory and maintenance of hardware, software, and other assets or materials for your remote team.
- ✓ **FACILITIES MANAGEMENT (WORK FROM OFFICE).** Our team ensures that your offshore team's office space is functional, safe, and comfortable, and support and coordination are provided to ensure that the office fit-out aligns with your branding guidelines.
- ✓ **REGULAR CLIENT COORDINATION.** We maintain open communication channels and conducting regular check-ins with the team to address their needs and concerns. Additionally, we conduct Quarterly Business Reviews (QBRs) to offer proactive advice, provide updates, and solicit feedback from the team.

- ✔ **IT AND ADMIN SUPPORT.** We provide technical assistance during your team's operational hours for any IT-related concerns, as agreed in the Service Level Agreement. This includes technical support, installation, configuration, and maintenance of technology products and services. Administrative support, on the other hand, provides on-site assistance for non-IT matters such as courier services, as needed.
- ✔ **TRAVEL, ACCOMMODATIONS AND LOGISTICS.** We assist our clients visiting their offshore team by providing complimentary airport pickup and corporate hotel rates. Moreover, we provide necessary support in the Visa application process for remote team members who will be traveling to your HQ for business purposes.
- ✔ **ONE OFF EVENT ORGANIZATION.** We provide assistance in booking team events, arranging lunches, and celebrating birthdays. Additionally, we help coordinating the booking of training or meeting rooms when needed for business meetings, training sessions, or planning sessions.



Learn more about
Office Space

Plug & Play office spaces in key business locations in the Philippines, designed to be flexible

Satellite Office provides you and your remote team with access to premium workspaces in key business locations in the Philippines that offer you all the flexibility you need.

Additionally, we offer training, conference, and meeting rooms, as well as break-out areas and pantry facilities for staff. To ensure that we provide the most modern and technologically advanced environment for our clients across IT and communications, the workplaces come with Tier One IT Infrastructure, 24/7 support, multiple internet redundancies, 100% backup power, PEZA registered facilities, and Dell-powered desktops.

Our serviced offices are designed to be modified according to our clients' preferences, and we encourage them to showcase their brand identity by displaying their corporate livery.


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Why Choose Satellite Office

- ✓ Officially **Great Place to Work certified** so you know your offshore team is well-taken care of.
- ✓ **Superior recruitment expertise** to source the best talent for any given role.
- ✓ **Passionate** about our people.
- ✓ **Highly experienced management** in the Philippines, US and Australia.
- ✓ **Premium office spaces** with Tier 1 IT infrastructure.

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