



**Endless Opportunities,
Perpetual Benefits,
Lifelong Partnerships.**



ISO 27001:2005
Cert No: CIP/3965/09/02/626



ISO 9001: 2008
Cert No: CIP/3719/06/02/457





Gaining a Competitive Advantage Through Outsourcing

Outsourcing has become one of the most successful tools for large corporations to remain competitive in the 21st century. The advantages, however, are no longer exclusive to these organizations.

Small and medium-sized companies can now realize the full benefits of outsourcing to gain and maintain a competitive advantage in today's business environment.

At Infnit-O, we focus on each client to develop a bespoke package of solutions tailored to the business. Whether you are a start-up or an established organization, we view your business as our business and respond immediately to all your needs.

Our management team, comprising British and Filipinos with over 20 years experience in the industry, is backed up by dedicated operating teams who work as an integrated virtual department of your business.



"Our partnership with Infinit-O has proven to be a very positive move for our company. After an extensive search for outsourcing, we found a very responsive, proactive partner in Infinit-O.

Infinit-O certainly gave us opportunities to be creative and cost effective in our operations as well as add to the efficiencies we desired. We have recently added more capabilities and expanded our programs; we increased our staff by 300% in a little over a year."

- Eileen DeCesare,
President/CEO Emeritus

PROFESSIONAL HEALTHCARE RESOURCES INC.
USA

Key Benefits

You realize a range of benefits by outsourcing with Infinit-O. We understand that your requirements are unique, and we work with you to ensure our solutions achieve your business objectives.

The growth of our current clients prove we have exceeded their expectations and we have been commended for the following:

- Cost reductions of 30%-50% through cost arbitrage savings in labor, lower personnel costs, rental rates, and shared infrastructure costs.
- Improved return on capital by eliminating additional capital investment, plus open book pricing schemes customized to fit specific requirements.
- Fast set up of teams (within 15 days) and 24 x 5 operations getting to market quicker and meeting the ever demanding client needs.
- Continuously improving customer satisfaction and performance levels by partnering with both our domain and process experts.
- Improved business controls, security of data, and more efficient processes and procedures.



"Over the course of their engagement in processing financial claims, Infnit-O has displayed remarkable professionalism and service quality in delivering value to our client.

It has a committed team which has proven itself to be very responsive to user needs and diligent in delivering good service levels and client support."

*- Mak Chee Wah,
Chief Executive Officer
MELIORIS PTE. LTD.
Singapore*

Key Difference

You need a partner who can quickly respond to your needs and turn immediate requirements into tangible results.

What You Can Expect of Us

- Be a highly responsive and personal boutique operation able to meet all your needs.
- Ensure that you maintain control over your processes through our Dedicated Operating Teams, open book pricing methodology and proven transition model.
- Build talented teams within 15 days using our proven 5-stage proprietary recruitment process and network of sources.
- Analyze, advise, and implement solutions using the combination of our Western and Asian Management team.
- Improve your performance, and guarantee that world class standards such as ISO 9001:2008, ISO 27001:2005, HIPAA, Sarbanes-Oxley, and Six Sigma are consistently maintained.

Outsourcing Partnership

You require a partner who is a domain expert and also has proven experience in outsourcing to make certain that you quickly and seamlessly realize the benefits of outsourcing.

Infnit-O specializes in the following back office processes:

Research

- *Research Services* – financial, equity, medical, scientific, social media, and market research

Finance and Accounting

- *Finance and Accounting Services* – accounts payable, accounts receivable, general accounting, and management accounting

Healthcare

- *Healthcare Services* – medical billing, medical coding, claims adjudication, practice management, and medical research

Financial Services Back Office

- *Middle and Back Office Services* – performance and risk management, daily reconciliation, settlements, and a range of other professional support services customized to your specific requirements

Contact Center

- *Voice, Email and Chat Support* – account maintenance, complaint and issue resolution, billing and payment handling, and market research



Trust Through Competencies and Capabilities

As a boutique BPO, Infnit-O ensures your access to the world's best practices that are currently available only to large multinationals.

We develop Dedicated Operating Teams (DOT's) that act and operate as if they were an internal department of your company, without the risks and costs of setting up your own office offshore.

Infnit-O has developed a four-part operations capability framework centered around PEOPLE (a highly motivated and experienced team), PROCESSES (ability to optimize business processes), TECHNOLOGY (cost effective, innovative, and scalable implementations), and SECURITY (a highly secure work environment).

People: Retaining the Best Talent

Our number one business philosophy is to invest in a superior work environment and compensation package to attract, motivate, and retain stellar performers who can help you achieve optimum business results.

- We have the advantage of a Western and Asian management team with over 20 years outsourcing domain experience; management that creates a unique, fun, rewarding, and results-oriented environment for all team members.
- We provide extensive foundation training, on an ongoing basis, for all team members. Skills include the four CS's: core skills, computer skills, communication skills, and customer service, which are critical to the success of all our clients.
- Our unique Infnit-O Value System acts as a vital mechanism to reinforce our strategic goals and values throughout the organization on a day-to-day basis, enabling all our team members to "live the values."

Processes: Consistency with Continuous Improvement

- ISO 9001:2008 certified company wide processes
- Quality Management System for continual improvement
- Six Sigma methodology for statistical-based quality improvement

Technology: Scalable, Cost Effective Solutions

- Fully redundant telecommunications infrastructure
- Windows and Linux operating platforms flexibility
- CISCO based networking infrastructure

Security: Ensuring Data Confidentiality

- ISO 27001:2005 based security policies including employees
- 24/7 building security and CCTV cameras
- Integrated 3-level access control system using biometric authentication
- Secure workstations and password control, with no removable hardware
- 128 byte encryption / 3-des VPN connections



"AltaCare relied on the experienced team of Infnit Outsourcing to manage our worldwide market research project. The project has proven cost-effective and well managed. The completed database will enable AltaCare to extend its activities worldwide. Moreover, partnering with Infnit Outsourcing allowed us to focus on core activities, resulting in immediate increase in productivity."

- Julien Tripet
International Development Officer
ALTACARE
France



Infinet-O Overview

Infinet-O was incorporated on September 15, 2005 by two veterans of the multinational outsourcing industry. Its goal was to provide opportunities for small and medium-sized companies to enjoy the benefits of outsourcing.

A dedicated team armed with a clear vision, Infinet-O has evolved into a highly specialized organization providing world-class solutions, meeting clients' demanding needs.

The Company's vision is to become the preferred and trusted partner in business process outsourcing (BPO) and knowledge process outsourcing (KPO) solutions for small and medium-sized businesses.

The strategy is to create partnerships with clients, rendering a strong combination of business consultancy, process optimization, and the latest operational techniques and technology to provide consistent maximum performance from the outsourced back office functions.

Infinet-O is proud of its long lasting business relationships with its clients and has become one of the highest quality providers of outsourcing solutions in the Philippines.

Since 2006, the Company has been certified as conforming to ISO 9001:2008 for Business Process Outsourcing Services. Our Quality Management System shows that we are continuing to improve and exceed customer satisfaction levels.

In 2009, Infinet-O also received the ISO 27001:2005 certification. Infinet-O's world-class delivery center for back office solutions was awarded the ISO 27001:2005 certification by the United Kingdom Accreditation Service, the world's leading verification, testing and certification company, through its accredited international affiliate Certification International.



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