



# **BDC**

## **OUTSOURCING**

### **COMPANY PROFILE**

**YOUR PREMIER PARTNER  
FOR BPO EXCELLENCE**





# **BDC OUTSOURCING**

Contact Us  
**1-352-282-2376**

**PO Box 773642  
Ocala, FL 34477**

More Information  
**[bdcoutsourcing.com](http://bdcoutsourcing.com)**

Send us Email  
**[admin@bdcoutsourcing.com](mailto:admin@bdcoutsourcing.com)**







# MISSION

At BDC Outsourcing, we are committed to delivering world-class Business Process Outsourcing (BPO) services while fostering employee empowerment through impact sourcing. Our mission is to provide exceptional support to our clients, leveraging cutting-edge technology and highly skilled personnel, all while making a positive social impact by empowering individuals in our community.

# VISION

BDC Outsourcing has the vision to redefine excellence in BPO services by delivering exceptional quality at a cost-effective rate. We are dedicated to a vision of net community improvement through impact sourcing, enriching the lives of individuals in our local and global communities while driving positive social change.





# CORE VALUES

## Community, Commitment, and Compassion

**Community:** At BDC Outsourcing, we believe in the power of people. Our success is intertwined with the well-being of our community.

**Commitment:** Our commitment to excellence is unwavering. We are dedicated to provide top-notch BPO services to our clients, going above and beyond to meet and exceed their expectations.

**Compassion:** Compassion is at the heart of our operations. We approach our work with empathy and understanding making a positive impact in the lives of all we serve.







## YOUR PREMIER PARTNER FOR BPO EXCELLENCE

### *Key Highlights:*

- Cost Efficient BPO Services
- Reliability & 24/7 Continuity
- On-Site Agents Only
- Outstanding Employee Experience
- Impact Sourcing: Making a Difference
- Flexibility and Scalability to Adapt Seamlessly





# ABOUT US

BDC Outsourcing is a premier offshore BPO headquartered in Ocala, Florida with delivery centers in the Philippines.

We specialize in remote workforce solutions for contact centers and comprehensive office support services.

Our skilled agents are driven by a strong sense of community, commitment, and compassion.





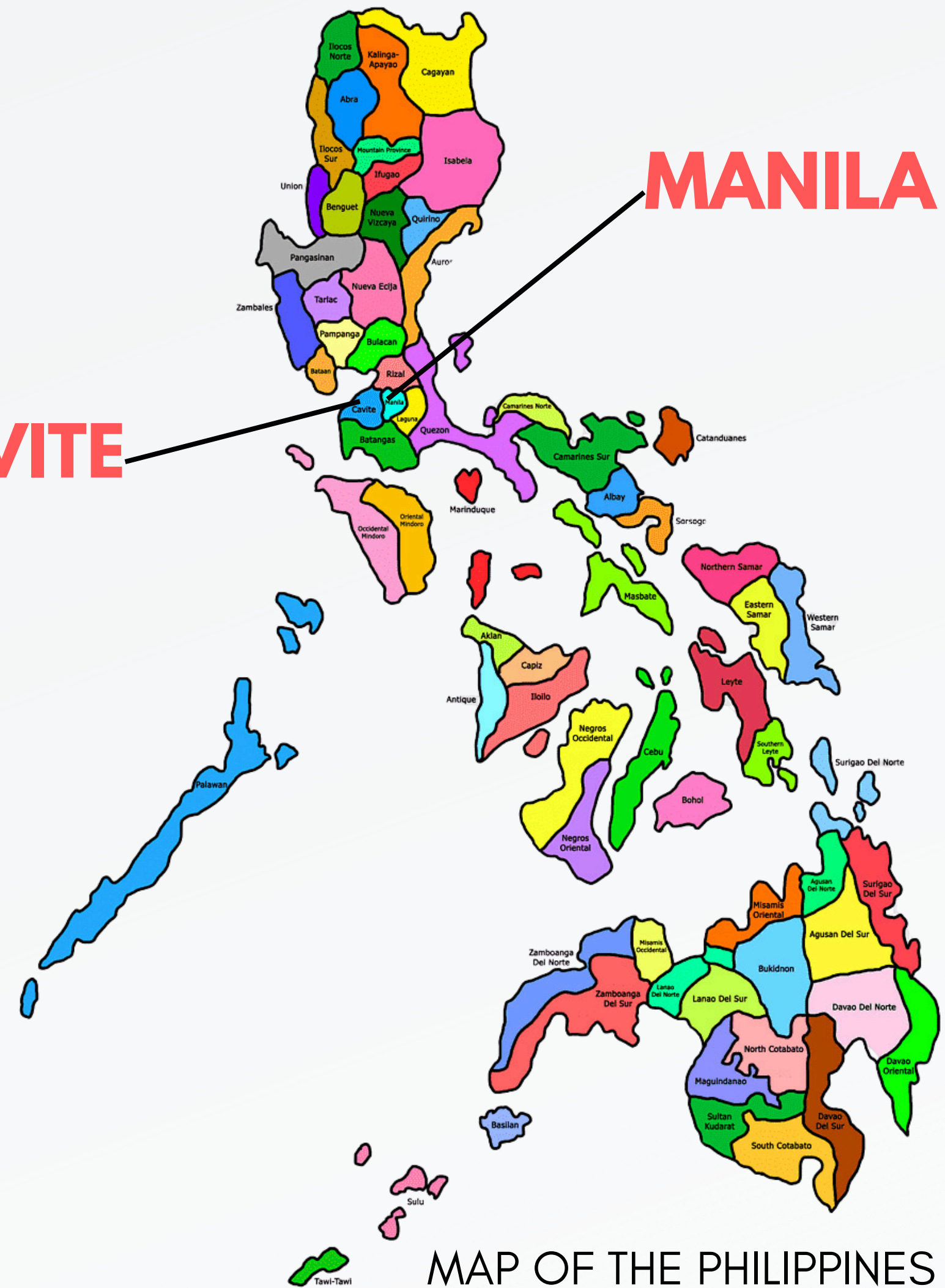
# LOCATION

BDC Outsourcing operates offshore brick-and-mortar facilities located in Cavite, Philippines.

Cavite is located south of Manila and has a rich BPO culture.

CAVITE

MANILA



MAP OF THE PHILIPPINES



# SITE

- 150 Active Seats
- Up to 600 Seats Capacity
- Brick-and-Mortar Facilities
- Cement Poured Structure
- Sound and Weather Proof
- 24-Hour Continuity Crew
- High-Speed Fiber Internet
- CCTV Monitored





# TECH AND UTILITY SPECIFICS

BDC Outsourcing features state-of-the-art infrastructure with advanced technology. All facilities have triple redundant high-speed fiber internet, backup generators, and a 24-hour maintenance crew to ensure uninterrupted services and continuity.







# ACCESS TO TRANSPORTATION

- 95% of our agents live within walking distance of the facility.
- Tricycle service is available 24/7.
- Jeepney, Taxi, & Ride Share are available throughout the area.
- Long distance Van and Bus Terminals are nearby.





# CLIENT VERTICALS

- 24 Hour Transportation Dispatch
- Automotive Manufacturing Recalls
- Automotive Service Center Support
- E-Commerce Support
- Retail Manufacturing Support
- Pest Control Customer Support
- Medical Clinic Customer Support





# RECRUITMENT

The Philippines has a vast and long-standing BPO culture. Cavite has thousands of experienced BPO agents living in the local area. BDC Outsourcing is able to recruit 50 to 100 agents per week.







# OUR LEADERS



**Nathan Muniz**

Owner

18 Years In  
Business

University of  
Hawaii



**Amy Barba**

Co-Founder

Chief Human  
Resources  
Officer

Olivarez College



**Vivian Villaruel**

General Manager

23 Years Management  
Cebu Pacific Airlines

Polytechnic University  
of the Philippines



**Jim Trimboli**

CFO

30 Years CPA  
Experience

Gonzaga  
University



# MANAGEMENT STAFF



**Ric  
Bulandos**  
Chief  
Technology  
Officer



**Arlyn Joy  
Legaspi**  
Chief  
Marketing  
Officer



**Candida  
Remollo**  
Chief  
Customer  
Officer



**Mary  
Gonzaga**  
Team Leader



**Maria  
De Jesus**  
Team Leader



**Charwin  
Gaylawan**  
Team Leader



# HUMAN RESOURCE PROCEDURES

1. Identify job roles.
2. Focus on community impact by tapping into the local BPO talent pool.
3. Advertise job openings.
4. Streamline application process.
5. Interview prospective employees.
6. Shortlist prospective employees based on talent and experience.
7. Offer competitive Compensation & Benefits.
8. On boarding & introductory training.
9. Provide ongoing support and development.
10. Monitor recruitment success.



**Amy Barba**  
Chief HR Officer



**Vivian Villaruel**  
General Manager







# GROWTH

BDC Outsourcing has the current real state footprint to expand operations up to a 600-seat capacity. As your business partner, we are fully equipped to scale alongside you, ensuring seamless continuity and unwavering support.





# EMPLOYEE EXPERIENCE



At BDC Outsourcing, most of the employees live within walking distance of the company's contact center. Our agents are not only co-workers they are also neighbors who grew up together.





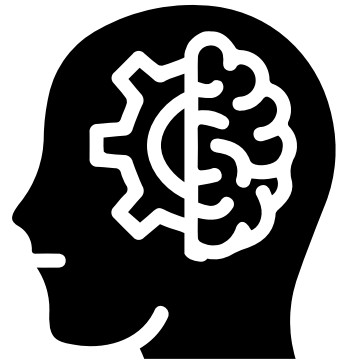
# IMPACT SOURCING

BDC Outsourcing is committed to providing local employment opportunities & contributing to net community improvement.





# COST-EFFECTIVE



Outsourcing BPO operations with BDC Outsourcing can be a very cost-effective solution as compared to maintaining an in-house team.



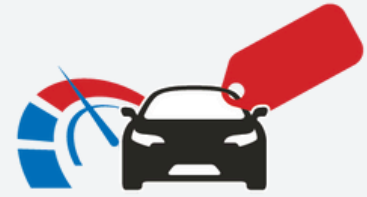
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