



**GRUPO BPO**

MULTIPURPOSE COOPERATIVE

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# Grupo Business Process Outsourcing Multipurpose Cooperative Cooperative Profile



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## Cooperative Profile

Built as a cooperative organization since January 2016 committed to ameliorate the lifestyle of Filipinos in their opportunities for growth in working productively, Grupo BPO is a business process outsourcing company and solutions provider that aims to provide its members the equal treatment that they deserve by becoming co-owners of the business, as well as enhancing the work productivity and efficiency of the work done by our clients.

## Mission

- Provide our members continuous and progressive livelihood opportunities.
- Deliver sustainable productivity in every project, engagement, business, and the cooperative enterprise.
- Actively participate in sustainable community development and nation building.

## Vision

Grupo BPO envisions to be the country's leading and most diversified social enterprise in the business process, knowledge process, and diversified outsourcing services, owned and managed by the workers, professionals, and entrepreneurs, both local and international, bonding together in a cooperative system.



## Kay R. Quintos

### Chairperson

After serving key roles in both marketing and business development, primarily in outsourcing and industrial operations, Kay Quintos has both the knowledge and the intuition to drive productivity within the market. She has helped businesses such as Hanjin Shipping, Hyundai Merchant Marine, Virtual Logistics and Performance Services & Training Network, Inc.



## Sean Patrick Limzon

### Business Development and Marketing Communications Specialist

A graduate from the University of Asia and the Pacific under the Bachelor of Integrated Marketing Communications program, Sean Limzon has started working for Grupo BPO Service Cooperative since 2018, after his graduation. After interning as a marketing and research staff at a company specializing in artificial intelligence, Sean has discovered a new opportunity to work as a worker-member at a BPO service provider.



## Industry Head - General Manager

Erich Andea is the talent delivery lead of Grupo BPO who is responsible for filling in talent demands of the cooperative and its clients.



## Industry Head - Civil Engineering Process Outsourcing

Jan Ravanzo is GrupoBPO's industry head for Engineering Process Outsourcing. His group is responsible for delivering EPO requirements using top outsourcing technology platforms and methodologies in line with international standards.



## Kathleen Moral

### International Affairs

She's been in the company of PNI International Corp as Recruitment Operations Manager for more than 10 years with expertise in international business affairs, recruitment and deployment, and marketing.



## CAMARA, CUSTODIO & CO., CPAs

### Internal Auditors

A general professional partnership engaged in the practice of accountancy that was founded in 2013 under the leadership and vision of Mark Darwin A. Camara and Niersen C. Custodio. The founding partners are CPA-Lawyers and are both practicing lawyers and CPA's.



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## How do our clients benefit?

Our clients benefit from having cooperative workers in a cooperative in these ways:

- Our clients will see that their workers are constantly learning and growing in the workplace, not just in a subconscious way, but also through seminars, lifestyle education, skill training and drills, use of innovative technologies, gatherings, and more.
- Innovative technologies introduced within the cooperative will allow the clients to get ahead of the competition or at least be at par with the competitive market in terms of working efficiently and productively in their respective companies.
- Worker turnover and absences without acknowledgement are reduced.
- In line with the aforementioned point, members can potentially adapt to new innovative technologies introduced beforehand.
- Having a co-owner/entrepreneurial mindset instilled within the members will provide the feeling for members feel motivated to work for the organization as if the organization is his/her own.
- Cooperative workers will not feel left out in terms of successfully earning for the future, because they initially invest in the company. The CEO or chairperson of the company (whether he/she is famous or not) is not the only individual who earns the profits, but also every member benefits from the profits as well. These members share the wealth with the CEO or chairperson, as he/she is considered a co-owner of the business as well.

Client	Industry	Awarded Projects/Contracts
Jobs Entry Matrix Inc.	Job Application Platforms	Project Management and Shared Service
Jungle Tech Corporation	Technology Platforms	Project Management and Shared Service
Printronic Schweiz GmbH	Printing Company	Leads Generation and Marketing Offshore Service
Ricardo Asia Ltd.	Global Rails Company	Engineering Process Outsourcing
Hoerbiger KT Asia Services PTE LTD	Compression Technology and Drive Technology Companies	Sales Engineering Outsourcing Services
TR Formac PTE LTD	Plant and Distribution Center	Sales Engineering Outsourcing Services
Excellent Performance Services, Inc.	Manufacturing Company	IT Support Service
Maersk Supply Services Philippines	Global Offshore Services	Training and Development Service
Meridian Group International Inc.	IT and Financial services company	Offshore Operations Service (for USAID TB Innovations Project)
IRD Global	Research and Development company	Offshore Operations Service (for USAID TB Innovations Project)
Subway International BV	Fast food corporation	Offshore Outsourced Service
Syngenta Philippines Inc.	Leading science and agricultural technology company	Below-the-line Marketing Service, Back-office BPO Service, and Cruiser Project
Tag Robotech/TIA Consulting	Asset Tracking System	Outsourced Assets Tagging Management
Denso	Automotive Industry	Customer Service (voice and non-voice) + IT Support Service
Accenture	IT Service and Consulting	Healthcare BPO Support Service (voice and non-voice) + Talent Sourcing
Optimize X Incorporated	IT Service and Consulting	IT Front-Office and Back-Office Support
BioPrime	Agricultural company	Below-the-line Marketing Services, Back-office BPO Service
Castrol Philippines	Petroleum company	End-to-end HR Support and Back-office Services

Members of a cooperative are entitled to more privileges and benefits compared to employees of corporations. Here is a comparison table.

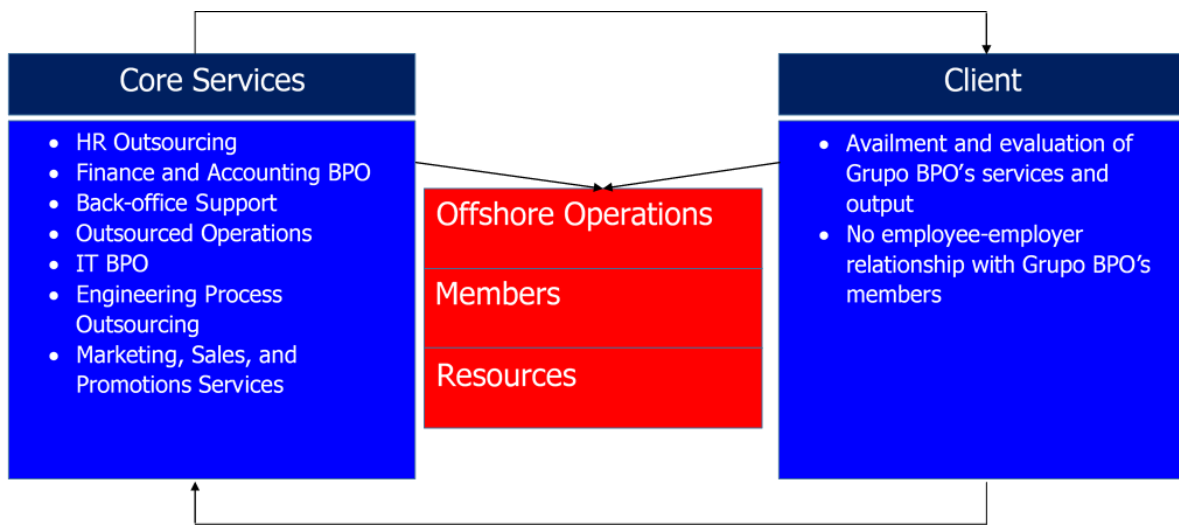
<b>COOPERATIVE</b>	<b>VS</b>	<b>CORPORATIONS</b>
<b>BENEFITS</b>		
YES	SSS, PhilHealth, and PAG-IBIG	YES
YES	Employee/Member compensation	YES
YES	Business ownership	
YES	Livelihood program	
YES	Dividend	
YES	Patronage refund	
YES	Incentive program	
YES	Hospitalization, life and accident insurance	
YES	Provident Program / Future Fund Savings and Loan Program	
YES	Education and Training	LIMITED



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As a cooperative BPO and service-providing industry, our core services will consist of offshore operations with members and resources working for our clients. Our clients only have the role of evaluating the performance of the offshore/outsourced members, given that there is no employee-employer relationship with Grupo BPO's members. Below is a diagram that illustrates how we do it:





**MARKET SMART**  
Technology-Driven Customer Support Services



**Front Office BPO -  
Marketing,  
Promotions, and  
Customer Service**



**End-to-End HR  
Consultancy Services  
or Outsourced HR**

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**Finance & Accounting  
BPO**



**Operations Support**

Visit our website for more services: <https://grupobpo.coop/services/>



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Ready to get started, or need more information?

E-mail or call us and we will contact you as soon as possible.

## Contact Us



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Kay Quintos  
CHAIRPERSON



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