

10 THINGS TO LOOK FOR IN AN OUTSOURCING PROVIDER IN THE PHILIPPINES



Reputation and Track Record

Do they have a good reputation? Look for companies with a proven history of delivering exceptional outsourcing services.



Industry Expertise

Do they have teams who specialize in your industry? Research allows you to determine whether they can provide what you need.



Quality of Talent

Industry knowledge is one thing, but it's another to hire skilled professionals with the right technical expertise.



Communication Skills

Do they respond to concerns promptly using language that's easy to understand? Communication skills are a must-have for them meet your business needs.



Technology and Infrastructure

How are their technological capacities? A strong IT system and solid security are vital to ensure the efficiency and safety of your outsourced tasks.



Cost Structure

Rather than solely focusing on cost, assess the value offered by outsourcing companies in terms of quality, expertise, and service provided.



Data Security and Compliance

Establish clear data retention policies to govern the storage, use, and disposal of data. Find a provider who will agree to your security terms.



Flexibility and Adaptability

Look for an outsourcing partner that can adapt to your needs, as well as to the ever-evolving business trends.



Client References and Testimonials

Request for client references and review testimonials to gain insight into the outsourcing provider's reliability and performance.



Contractual Agreements

Review contracts carefully including their service-level agreements (SLAs), to define expectations for deliverables, timelines, and performance metrics.

