



INFINIT-0

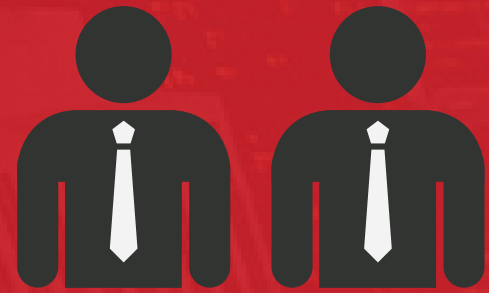
Endless Opportunities

Infinit-0



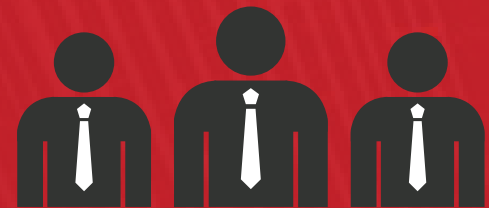
www.infinit-o.com

Introduction to Infinit-0



Incorporated in 2005
by BPO professionals

100% privately held
capital structure, no debt,
profitable since year one



Skilled and Experienced
Leadership Team

Our Customers

Small-Medium Businesses / Start-ups /
First Time Outsourcers: US, UK, Australia,
APAC, Middle East

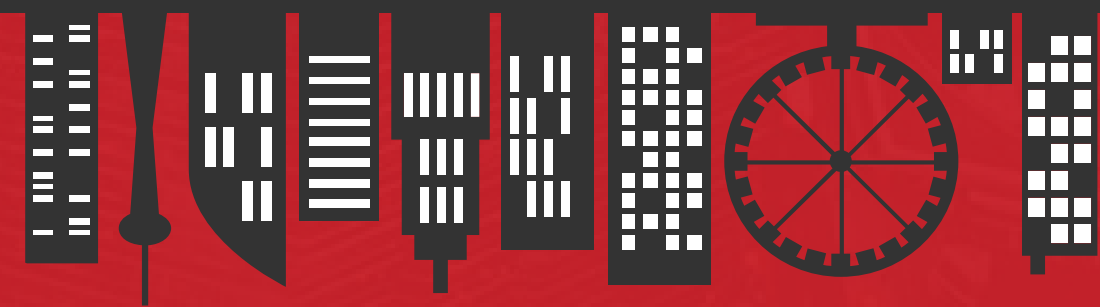
500 employees and growing
about 25% annually



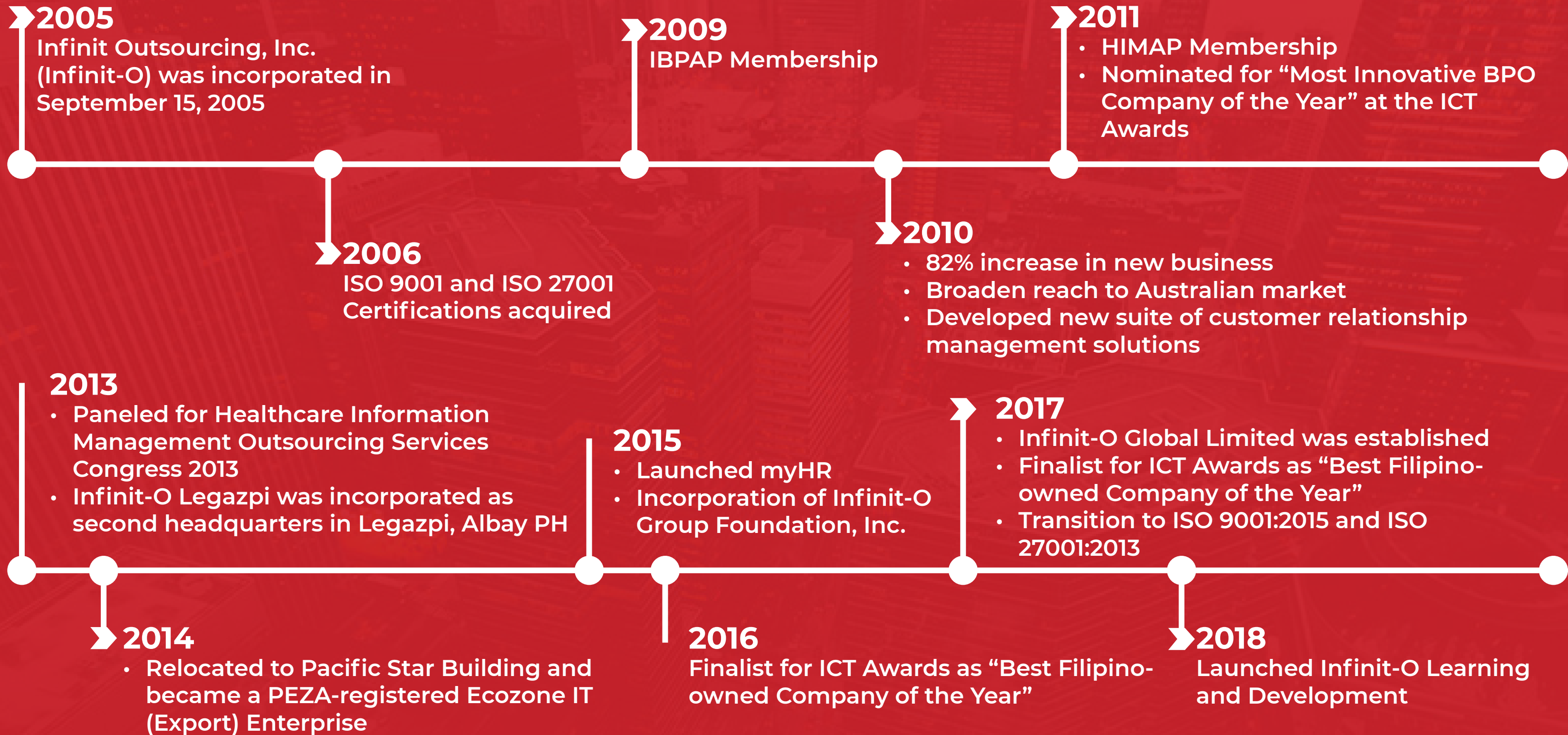
We are UP all the time!
24 x 7 x 365 operations



Currently has two (2) locations
Makati and Legazpi, Philippines



Milestones



Leadership Team



Richard Eldridge
Chairman



Manolo Aquino
President



Patrick Keegan
President and COO



Richard Tan
SVP, CSG



Michael Gunion
VP, Sales & BD - NA

The company was founded by two veterans of the multinational outsourcing industry and is led by a management team comprising British, Americans, Chinese, Indians and Filipinos with over 90 years combined experience in the industry.

Our Passion for Success



People

- Employee Benefit Program
- 24/7 Onsite IT Support
- 24/7 Onsite HR Management
- Onsite Western Management
- IT Recruitment
- Customer Service Recruitment
- Back Office Recruitment
- Training Consultation
- Online Management System



Process

- Legal Employee Records
- Payroll Processing
- Secure Company IDs
- Performance Monitoring
- Project Management
- Process Consulting
- End-to-End Staff Security
- Metrics of Excellence
- Project-Based Support



Technology

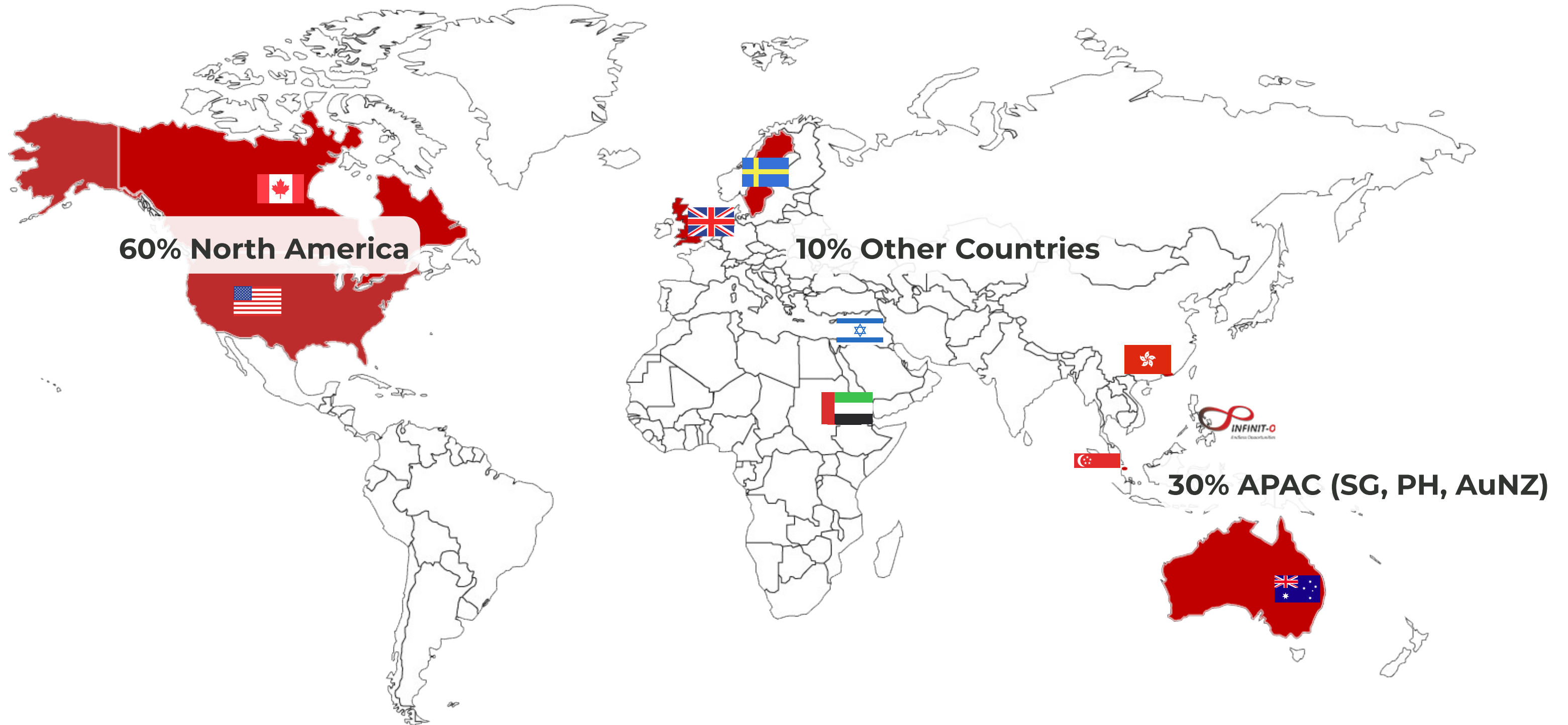
- Workstation
- Customized Workspaces
- Training Room
- Webcam and Conferencing
- Meeting Rooms
- Pantry
- Advanced Dialer System
- Copier, Scanner, Fax
- Call Monitoring & Recording
- 24/7 Facility



Security

- Secure Data Center
- Triple Redundant Internet
- Managed Firewall
- Internet Access Management
- IT and Data Security
- Secured E-mail Address
- Biometric Access & Attendance
- Cybersecurity Insurance Coverage

IO Global Footprint



Talent + Learning and Development

We take care of our talents.

IO Leaders recognize emerging talents and provide an environment that sustains them. Opportunities to cross train are provided as well as to take part in corporate projects that would showcase their talents and expertise.

Learning and development programs are future-focused as the goal is always to prepare our team members to the next level.



***LEARNING and
DEVELOPMENT***

Your pathway to success!

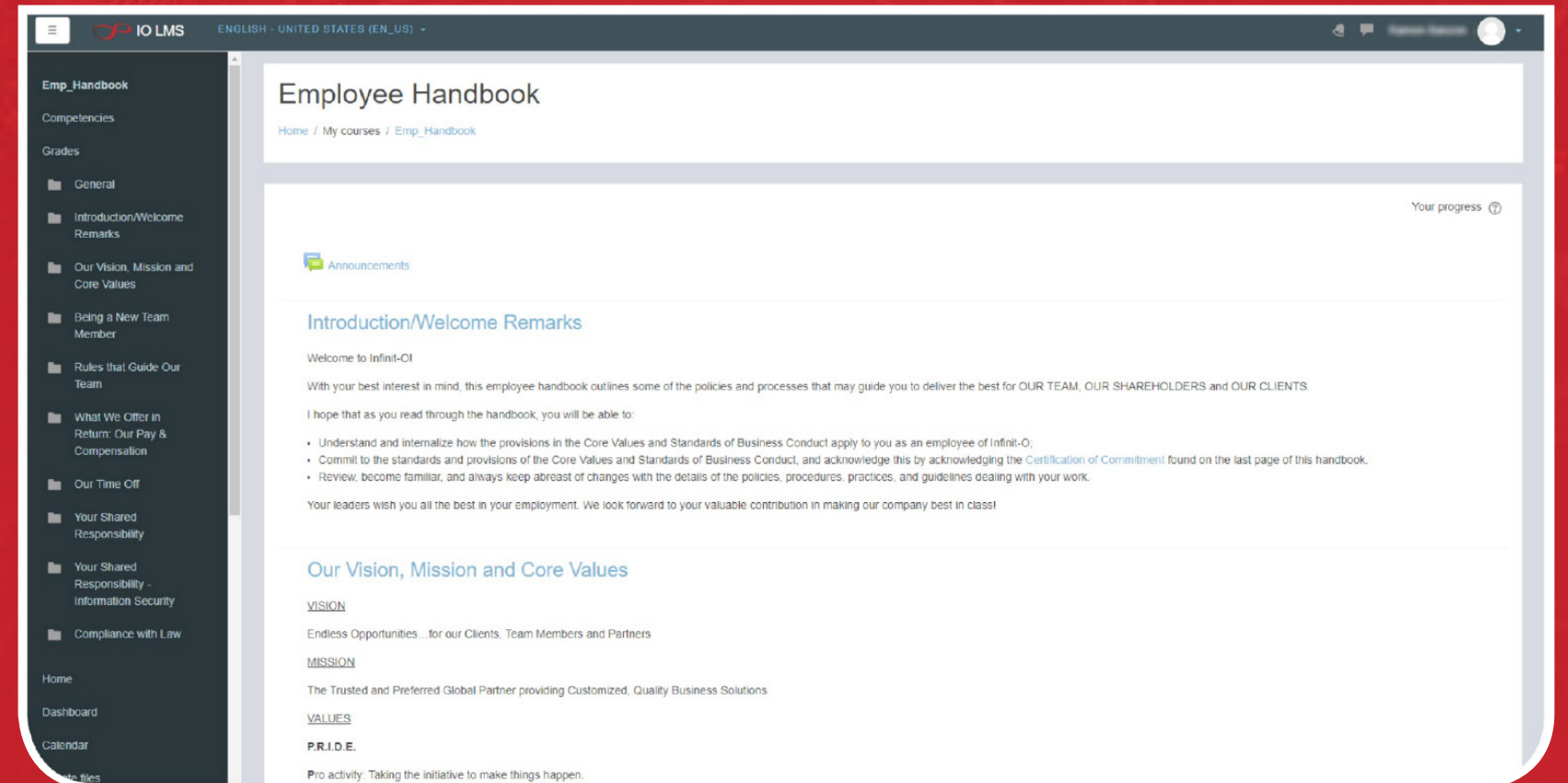


Talent + Learning and Development

Our goal is to create motivation, production for our team members at work and develop them to another level.

Our Learning Management System (LMS) is an internet-based tool called Moodle which allows us to offer courses to employees online or from their mobile devices. It allows us to offer flexible learning to our employees.

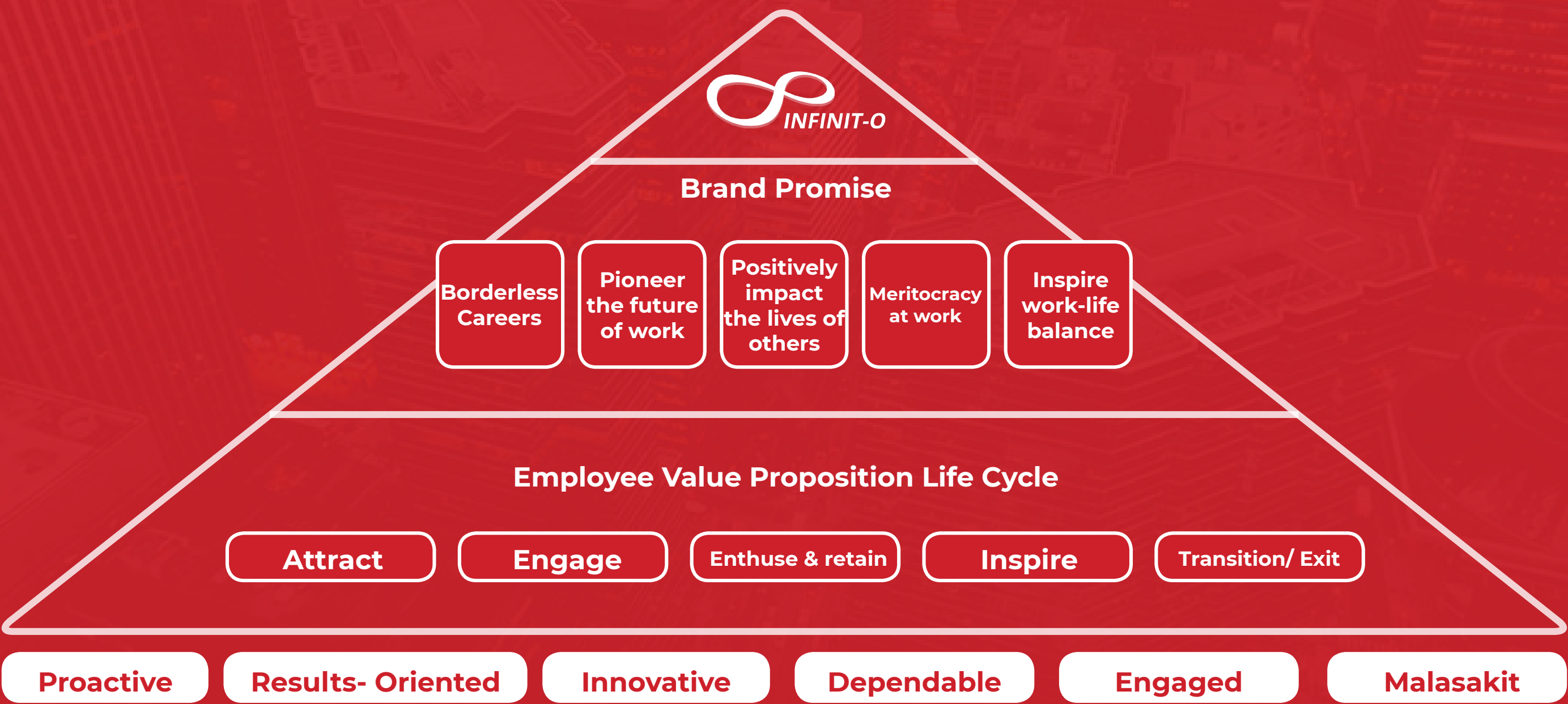
- Year-round personal development courses
- Online Learning Program
- Certification Programs for IT, Accountants, Nurses
- Six Sigma Training
- Personal Development Opportunities
- Leadership Aptitude Testing
- Annual review of competencies and individualized training plan



Employee Value Proposition

Our Employee Value Proposition highlights all company programs and initiatives that adress the rewards, the opportunity, the culture, the future of work, the lifestyle and all the endless opportunities at Infnit-O.

We hire only the best and provide our employees with the salary and benefits that are at par with the industry. Having a solid set of metrics in place, anyone who has consistently exceeded expectations are rewarded.



Proprietary A+ Recruitment Process

**The 5-Step Comprehensive
Recruitment Process**



**Identify candidates with the right mix
of technical skills, Cultural fit and “Grit”**

1

**Human
Aspect
Assessment**

- Analytical
- Emotional
- Spiritual
- Intelligence Quotient



2

**Applicant
Credentials
Verification**

Detailed
review of work
experience



3

**3-Level
Interview
Process**

Comprehensive
independent
interviews



4

**Stringent
Reference
and
Background
checks**



5

**Robust
Onboarding
Process**

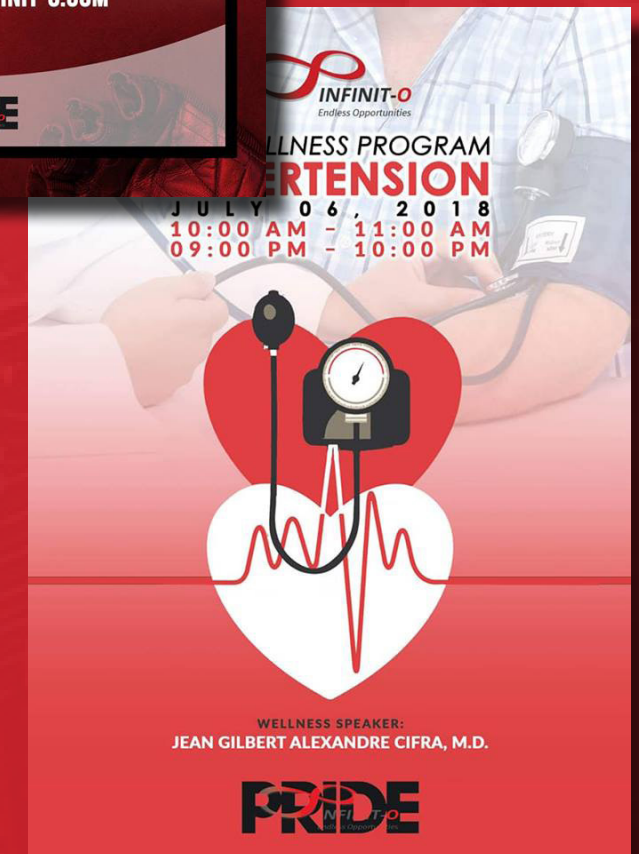
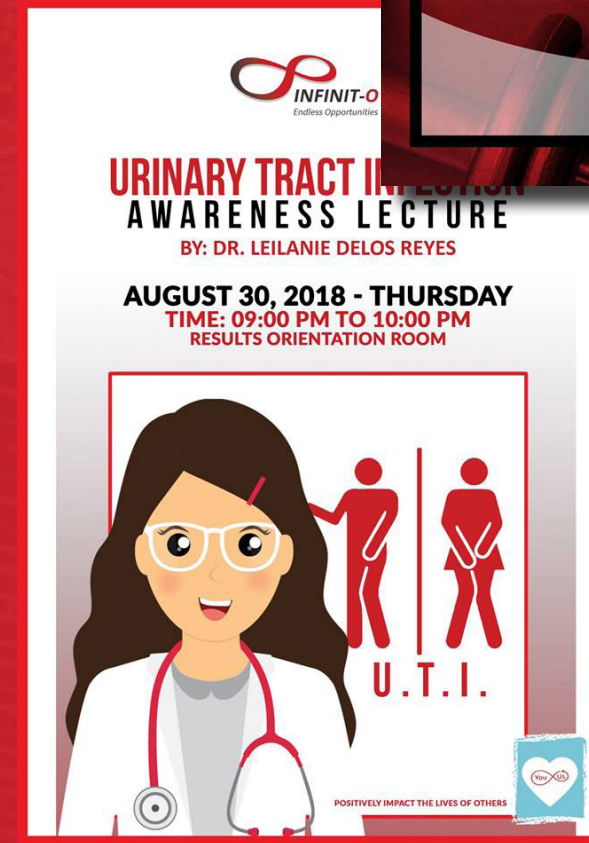
- Orientation
- Social Introduction



Employee Wellness Programs

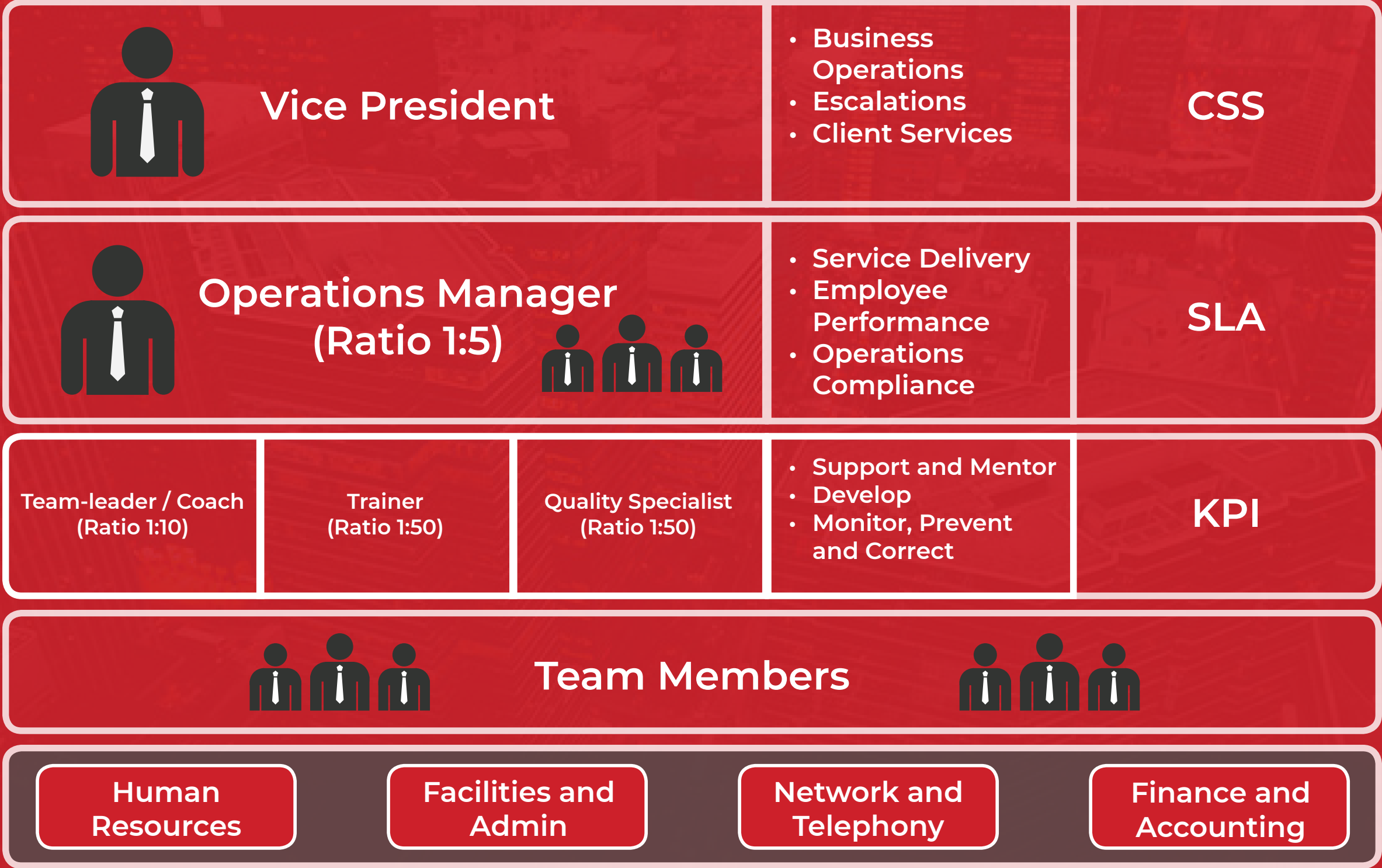
With our Wellness programs, we provide awareness activities on how to live a healthy lifestyle and we cater medical assistance for our team members and to their families.

- Medical Assistance
- HMO - Medical Insurance for Team Members upon hire (Can be extended to dependents via salary deduction)
- 2nd year Anniversary – 1 Free Dependent
- 3rd Year Anniversary – 2 Free Dependents
- Health Tips and Awareness
- Fitness and Sports Activities
- Financial Awareness sessions
- Mental health & stress management seminars



Client Management – Our Organization

Service Delivery



Solutions

Whether it be Business, Knowledge, or Recruitment Process Outsourcing (BPO, KPO, RPO), we're here to guide companies towards ENDLESS OPPORTUNITIES!

We provide customized, quality-based solutions that consistently delight our clients. We place such high importance to our performance commitments that we guarantee our work.



Finance and Accounting

We have formulated guaranteed proven solutions customized to suit your financial requirements so you can focus more on improving your business operations.



Healthcare

From medical abstraction, auditing, billing, and coding to patient services, back and middle office tasks, our healthcare professionals offer consistent high-quality support across sectors.



Customer Care

We make it easier for you to achieve and exceed customer expectations through excellent customer service and cost-efficient contact center solutions.



Research and Data

Whether it be market research, digital and social media, or data management services, we help clients transform information into insights for intelligent decisions and business advantage

Finance and Accounting Solutions

Infinet-O Accounting offers finance and accounting services that are certified by ISO, with its team of highly qualified CPAs and accounting experts. Our ultimate goal is to help our clients with their financial requirements in the most cost-efficient and secured way possible.

With years of experience in the accounting and finance industry, we have formulated processes and tools that will improve the way you do your accounting requirements. Our focus on quality and utilization of the latest technologies results in improved efficiency of these processes.

Transaction Processing

- Bookkeeping / General Accounting
- Forensic Accounting
- Fund Accounting
- Accounts Payable
- Accounts Receivable
- Tax Accounting
- Cost Accounting and Inventory
- Fixed Assets / Prepayments / Accruals

Financial and Management Reports

- Cash Management
- Financial Reporting and Monthly Package
- Lease Agreement Analysis
- Receivables Aging Report / Analysis
- Intercompany Transactions Report
- Performance Summary Report
- Management Accounting
- Financial Accounting

Trade and Position Reconciliation

- Brokerage Reconciliation
- Trade Reconciliation
- Position and Cash Reconciliation
- Daily Reconciliation
- Post Settlement Compliance Reporting
- Exception Processing
- NAV Generation and Performance
- Settlements

Mortgage Processing

- Loan Origination
- Underwriting Process
- Preparation of Amortization Schedules
- Completion

Risk Management

- Insurance Claims Processing



Healthcare Solutions

Healthcare outsourcing isn't just about medical billing and coding services from healthcare BPO companies anymore, it can refer to a myriad of different services. Infinit Healthcare's talent pool can handle claim processing services and individual functions or end-to-end processes at a fraction of the cost of an in-house staff. We can provide a dedicated team for the healthcare service you need to be done efficiently and accurately so you can never lose control of other essential business functions.

Health Informatics

Telemedicine

Revenue Cycle Management

- Claims Processing
- Eligibility Verification
- Members Services
- Medical Abstraction
- Medical Auditing
- Medical Coding
- Medical Billing
- Medical Transcription
- Patient Services

Patient Scheduling/ Patient Concierge

Order Management

Business Process Management

- Triage Nursing
- Disease Management
- Case Management
- Research & Development
- Utilization Management

Data Analytics

- Data Management
- Data Processing

Healthcare Application Support

- Technical Support
- Customer Support



Research and Data Solutions

Infinet-O Datum offers a vast range of Data and Research services tailored to fit specific client requirements. From research design to implementation, to research and management, to processing and reporting, our advanced approach helps companies and business owners to make intelligent business decisions and achieve success in their own fields. Outsourcing your Data and Market Research requirements to Infinet Datum will allow you to focus on other essential aspects of your company's growth, and rest assured that your Data and Research requirements are being managed efficiently and securely.

Market Research

- Data Collection
- Data Processing
- Survey Design and Programming
- Reporting and Insights Generation

Security Analytics

- Cybercrime Analysis
- Security Web Research

Digital Research and Social Media

- Content Source Management
- Content Enhancement
- Insights and Reporting
- Public Relations

Social Media Customer Service

- Data Analytics
- Data Analysis
- Data Entry and Coding
- Data Storage



Customer Care Solutions

Infinet-O Contact, a leading provider of contact center services, understands that a reliable team of customer service outsourcing agents is what a client needs to establish a strong bond with their customers. Every contact an agent makes can create a huge difference on a company's relationship with their customers.

Inbound Call Center

- Customer Care
- Technical Support
- Orders Processing
- Phone Support
- Email Support
- Live Chat
- Social Media

Outbound Call Center

- Customer Satisfaction Survey
- Market Research / Business Intelligence
- Lead Qualification and Generation
- Performance Reviews and Quality Assurance
- Customer Retention
- Sales Calls

Social Media Customer Service

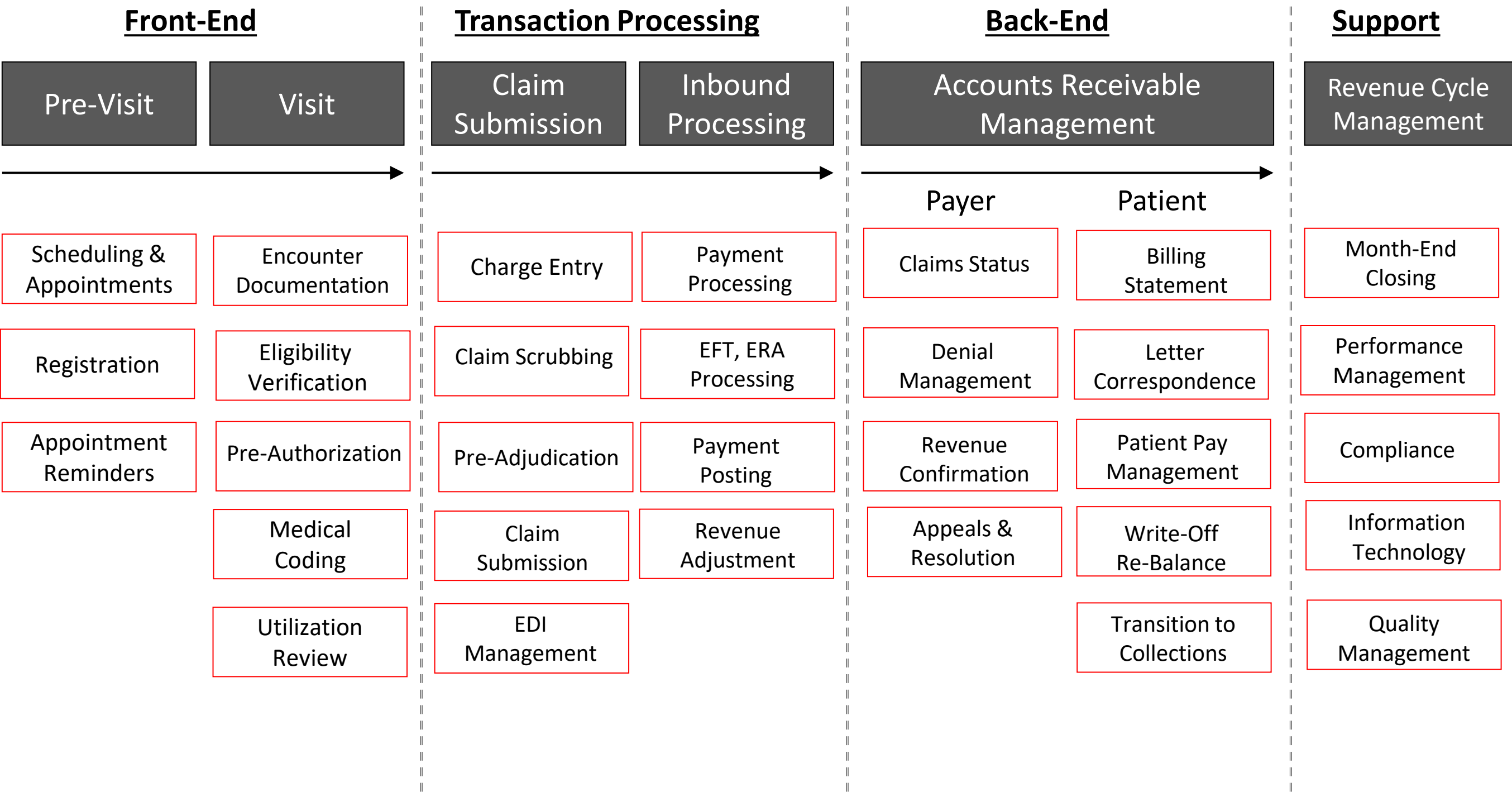
- Social Media Presence and Reputation Management
- Social Media Analytics
- Social Media Customer Service and Brand Care



Healthcare Solutions



Revenue Cycle Management



Licensed Nurses, Medical Coders, Patient Services/Contact Center Associates, Junior-Senior Accountants, other back office staff

Healthcare Solutions



Solutions	Payer Services	Provider Services	SAAS	Pharma
	<i>Insurance carriers, other third-party payers, or health plan sponsors</i>	<i>Hospital, clinic, health care professional, or group of health care professionals who provide a service to patients.</i>	<i>Companies whose offerings revolve around a software as a service platform</i>	<i>Pharmaceutical or drug manufacturing & clinical research organizations.</i>
Claims Processing	X	X		
Eligibility Verification	X	X		
Technical Support			X	
Customer/Patient Services			X	X
Member Services (Contact Center)	X		X	X
Medical Claims		X		
Medical Billing		X		
Clinical Review		X		
Logistics				
Finance and Accounting	X	X		
Medical Coding/Compliance	X	X		

Philippine Nurse Resources

Philippines has a high number of underutilized/underemployed registered nurses

- Estimated 500,000 registered nurses who are working both in the government and private hospitals
- 40% spread across 11 major specializations (below)
- 20% general practice
- 20% no hands-on experience/unemployed
- 10% call center/BPO
- 10% other industries



Eleven most common specializations

- Critical care
- Gerontology
- Mother and child care
- Operating room
- Infection control
- Oncology
- Emergency care
- Renal
- Cardiovascular

Japan Healthcare Industry

Strengths

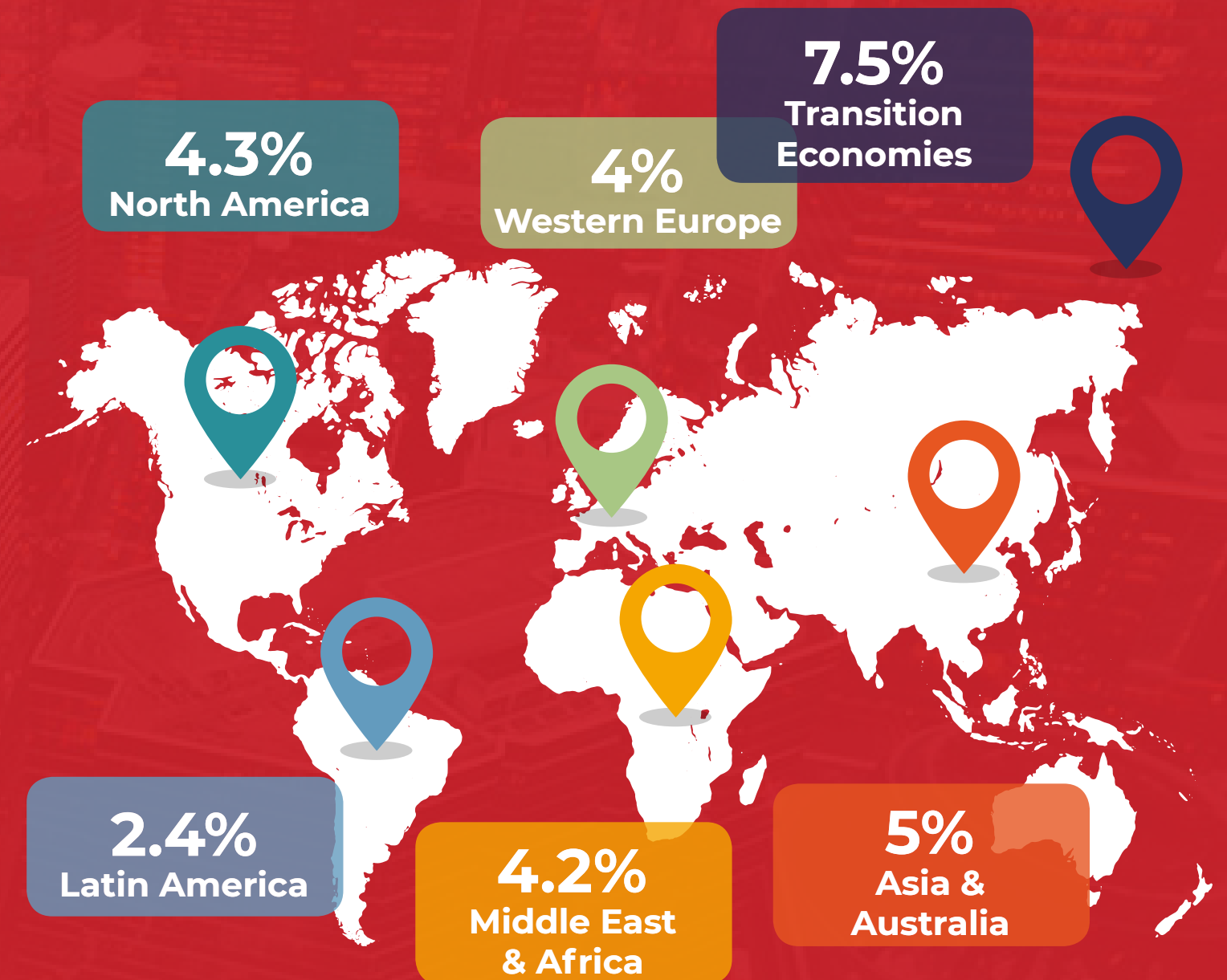
- One of the largest export markets for the Healthcare Tech industry.
- 81.7% of the population is connected to the Internet due to a highly developed, technologically advanced infrastructure (3G and 4G systems and high-speed broadband Internet widely available).
- Strong presence of smartphone and wearable devices in all segments of the population

Insights

Market for healthcare equipment is expected to grow 55.2% (1.66 billion USD) and the healthcare service system is expected to grow by 34.4% (4.41 billion USD) by 2020, wherein IT will play a key role.

Market View

Due to Japan's growing healthcare industry, medical market opens for foreign devices and solutions. Specifically, for new tech solutions (cyber security, Big Data Analysis, cost control, efficiency, lack of skilled human resources, etc.) in order to boost domestic economy.



Client Testimonials

“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, PHRI

“Infinit-O’s management team is very responsive and supportive of our company initiatives. They relate to our culture and do their best to ensure success.”

- Michael Cofer, Director, Commercial Operations, LPC

“Infinit-O consistently provides outsourcing data in media formats that are constantly changing. The Infinit-O team constantly impresses me with their talent, diligence, and sheer output at a stellar error rate. Their work is always well above expected standards. I love visiting their two offices because their enthusiasm for the work is infectious.”

- Jennifer Ruegg, VP for Operations, Media Radar

Certifications



ISO 9001:2015 – Quality Management Systems (QMS) Certification

ISO 27001:2013 – Information Security Management Systems (ISMS) Certification



Health Insurance Portability and Accountability Act (HIPAA) Compliance



Healthcare Information Management Association of the Philippines (HIMOAP)



Six Sigma Certification



Sarbanes-Oxley Compliance



The Information Technology and Business Process Association of the Philippines (IBPAP)



The Philippine Trade and Investment Center in Silicon Valley



The Contact Center Association of the Philippines (CCAP)



People Management Association of the Philippines (PMAP)

In the spirit of true partnership





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