The Team

NATHAN YAP

Nathan is the CEO/Founder of SupportZebra. He acquired his degree in Finance from IIBU and has since founded the company to have 400+ employees in the Philippines.

NIÑO DURAN

Niño is the Managing Director and Philippines Partner of SupportZebra. He is an Industrial Engineer who has also acquired his PhD in Human Resources. Niño grew up in a family maritime manpower business having over 2000 employees.

HISTORY

2011
From the Ground Up
Founded Support Zebra and opened with initial 20-seat center.

2013
Rising to the Challenge
Tripled footprint to 60-seats. Won Best Place to Work from IBPAP.

2014
Seizing Opportunity
Again expanded to current location at Capitol University. Purchased first company vans and shuttles!

2015
Homegrown
Won Movers and Shakers award in our city of Cagayan de Oro. Established the Zeal and Social Responsibility Programs.

2016
Quality
Received Golden Global Award from IBPAP and acquired OSHS and GLS certifications

2017
Growth
Construction finished on second building within the university campus. Total seat capacity now at 300.

SUPPORTZEBRA's
BARRACKS
Breaking Down Barriers by Fusing Power and People

Notable Competitors

psg

- 1500 Recruiters

- Recruiting generalists

- 90% of business is NON-IT

247 HEADHUNTING

- 1200 recruiters between the Philippines and India

- IT Recruiting team is < 3%

ims™ People? Possible!

- Indian-based

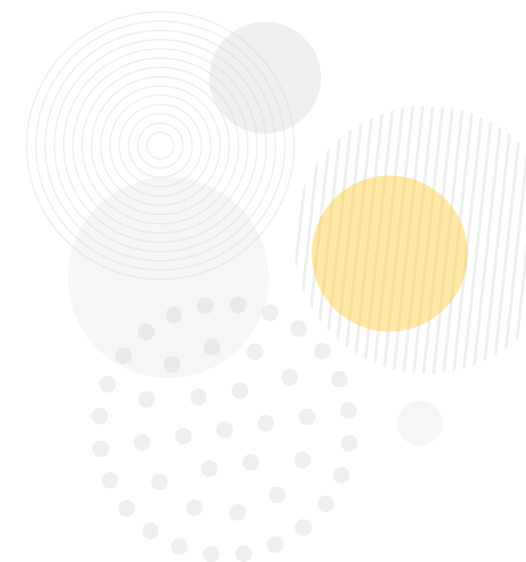- 1400 resources

4

Standard RPO Experience
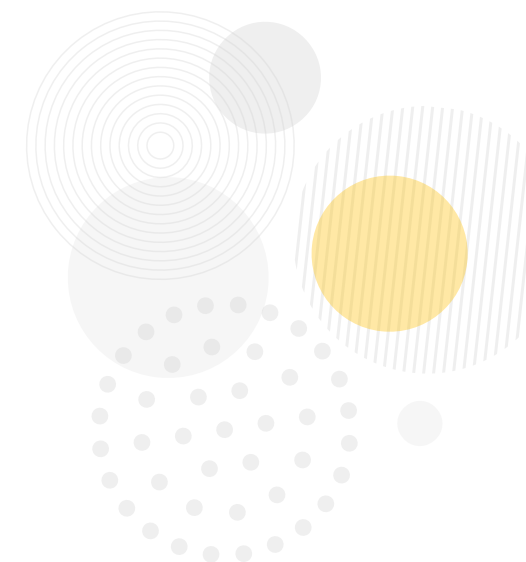
- Lack of clear ROI (.5 PPM or LESS)

- Small amount of self-starting high performers

- Inability to drive performance across the board

- High attrition = no continuity of performance and service

Case Study [genuent]
relationships matter

- 100MM IT Staffing firm with 8 offices across the U.S.

- 7 TSN Recruiters

- 1.1 PPM for last 5 months

- 45 starts to date
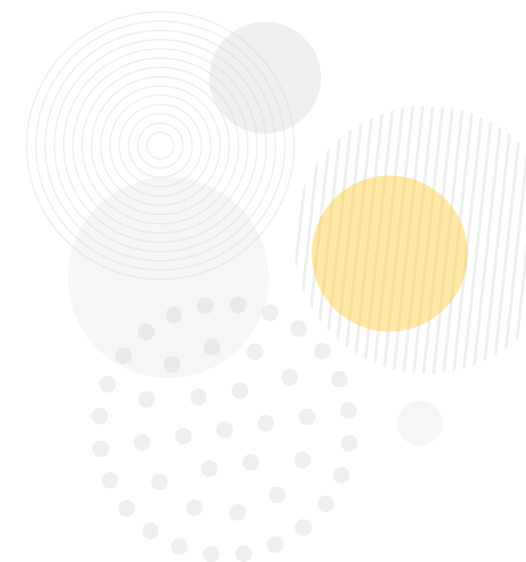
- $480k total GPM generated

- $101k monthly GPM

90%

offshore projects are set to **FAIL**.

- Do your offshore recruiters have ample training to achieve results?

- Are your offshore recruiter goals aligned with those of your firm?

- Do your onshore recruiters give timely/real-time feedback on candidates?

- Are you giving reqs that even your onshore recruiters have trouble sourcing for?

- Does your offshore team have the tools and access to systems that they need to succeed?

- Is your offshore team compensated well enough that attrition is kept low?

Why do these PROBLEMS exist?

- IT is **NOT** a focus
  - Goals are for admin/clerical
  - Values/incentives NOT aligned (and potentially different than client)

- Lack of IT-specific training
  - 2 weeks training vs. 6 weeks at TSN

- Pay is not high enough = **HIGH** attrition

- Lack of expectation setting from client
  - Some clients don't pay for job boards, LI Recruiter, only send old reqs, etc.
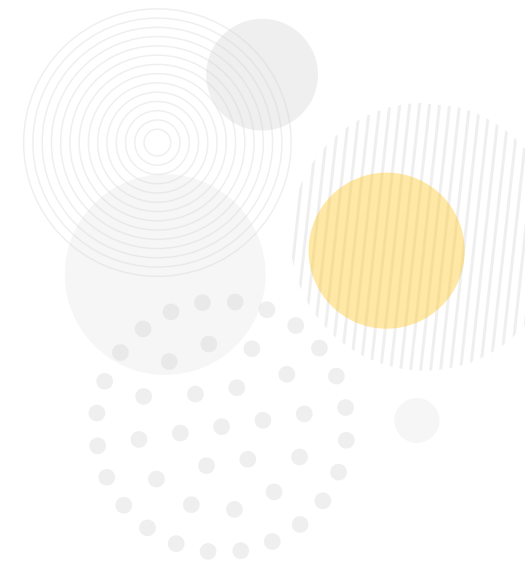
- Double-entry into ATS

TRAINING PROGRAM

- **6 weeks INTENSE training**
- **Fluency Training**
- **SDLC**
- **Live recruiting exercises for 4 WEEKS**
  - Functional
  - Technical
  - Infrastructure
  - Cloud

Keys to SUCCESS

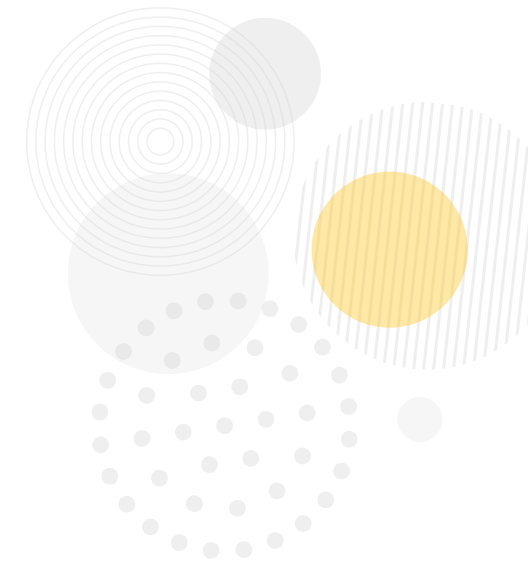- Real-time candidate feedback

- Daily huddle calls

- Divide and conquer

- New reqs

- Quantity and quality of reqs

- Transparency and systems access

Onboarding EXPECTATIONS

- 90-day commitment

  - Real-time candidate feedback

  - Volume and quality reqs

- 3-month ramp-up to get starts

  - Month 1 – Onboarding

  - Month 2 – Recruiting

  - Month 3 – Interviews, Pipelining, and STARTS!

Offshore Team Dashboard

Internal Sub Date
September 2019 ▼

Int. Subs	Rejections	Need Feedback	Int. Sub to Ext. Sub	Internal to External Sub Ratio	1st Interviews	Int. Sub to Interview Ratio	Hires from Jobs
296	148	148	132	44.6%	44	15%	9

9 starts in 1 month with 9 recruiters PLUS a pipeline of interviews for October

Offshore Team KPI's

Sourcer	Int. Subs	Rejections	Need Feedback	Int. Sub to Ext. Sub	Internal to External Sub Ratio	1st Interviews	Int. Sub to Interview Ratio	Hires from Jobs
	26	4	22	18	69.2%	3	12%	1
	39	9	30	22	56.4%	5	13%	1
	26	8	18	13	50.0%	0	0%	1
	37	5	32	19	51.4%	9	24%	2
	27	2	25	17	63.0%	6	22%	3
	30	9	21	18	60.0%	3	10%	1
	13	6	7	6	46.2%	0	0%	0
	5	1	4	1	20.0%	0	0%	0
	53	10	43	21	39.6%	4	8%	1

TSN PARTNERS
finding talent behind the scenes

Near Shore vs Offshore Options

Philippines	India
#14	#28
Proficiency: High	Proficiency: Moderate
EF EPI score 61.84	EF EPI score 57.13
Change country/region	Change country/region

Summary

GNI per capita
$ 9,390.00 $ 6,490.00

Mean yrs of schooling
9.30   6.30

Education spending
N/A   14.1%

Philippines	Mexico
#14	#57
Proficiency: High	Proficiency: Low
EF EPI score 61.84	EF EPI score 49.76
Change country/region	Change country/region

Summary

GNI per capita
$ 9,390.00 $ 17,160.00

Mean yrs of schooling
9.30   8.60

Education spending
N/A   19.1%

Philippines	Costa Rica
#14	#36
Proficiency: High	Proficiency: Moderate
EF EPI score 61.84	EF EPI score 55.01
Change country/region	Change country/region

Summary

GNI per capita
$ 9,390.00 $ 15,750.00

Mean yrs of schooling
9.30   8.70

Education spending
N/A   23.4%

14

Recruiter's Name	Candidate's Name	Job ID	Job Title	Company	Type	Start Date	Pay/hr	Bill Rate	Spread
		19-00606	Senior UNIX/Linux Administrator		Contract	6-May	$70.00	$105.00	$23.45
		19-02242	Procurement Assistant I		Contract	20-May	$28.00	$40.60	$7.98
		19-01037	Digital Analytics Consultant		Contract	3-Jun	$50.00	$74.00	$15.75
		19-03223	Data Analyst/ Spotfire		Contract to Hire	19-Jun	$85.00	$130.00	$30.98
		1 -04176	Sr. Helpdesk Analyst		Contract	19-Aug	$27.00	$41.94	$10.49
		19-03689	Workday Implemen tion Consultan_:-BT		Contract	23-Aug	$90.00	$130.50	$25.65
		19-04	IT Desktop Support Technician		Contract to Hire	28-Aug	$23.00	$35.00	$8.21
		19-04039	Technical Support Engineer		Contract	3-Sep	$38.00	$55.10	$10.83
		19-04478	Administrative Assistant III		Contract	9-Sep	$34.00	$46.50	$6.89
		19-04405	Network Administrator		Contract	18-Sep	$33.00	$52.00	$13.56
		19-04977	iciosing Specialist (Temp to Hire in South Orange		Contract	23-Sep	$25.00	$37.50	$8.38
		19-05000	Tableau Developer		Contract	23-Sep	$55.00	$89.00	$24.93
		19-04551	IT Project Manager{s) Project in Los Angeles		Contract	24-Sep	$82.00	$120.00	$24.47
		19-04551	IT Project Manager{s) Project in Los Angeles		Contract	30-Sep	$83.00	$120.00	$23.31
		19-03171	Sr Network Administrator		Contract to Hire	2-0ct	$55.00	$90.00	$25.93
		19-04672	Senior Client Systems Analyst		Contract to Hire	6-0ct	$45.00	$74.60	$22.18
		19-047 4	compliance and Risk Analyst III-Alerts-mid level		Contract	15-Oct	$32.00	$56.61	$19.33
		19-04880			Contract	21-0ct	$80.00	$116.00	$22.80
		19-03960	Professional Services Project M_anager IV		Contract	28-Oct	$63.00	$83.85	$10.46
		19-04680	Senior Designer		Contract	29-Oct	$55.00	$76.29	$12.22
		19-04778	Technical Project Manager		Contract	29-Oct	$89.00	$129.05	$25.37
		19-05400	Data Governance Engineer		Contract	4-Nov	$65.00	$103.00	$27.28
		19-04 hnical	Support Representative		Contract	5-Nov	$31.22	$46.83	$10.46
		19-04971	Service Desklhelpdesk Analyst		Contract	18-Nov	$45.00	$72.00	$19.58
		19-0574	Motion Graphics Designer		Contract	25-Nov	$65.52	$95.00	$18.67
		19-05795	Party Cross Reference (PCR) and Risk Reporting		Contract	25-Nov	$55.00	$92.00	$27.93
		19-06039	Sales Associate		Contract	2-Dec	$33.00	$46.53	$8.09
		19-05585	UX Engineer		Contract	2-Dec	$57.00	$82.50	$16.10
		19-06087	.Net Developer III		Contract	16-Dec	$85.00	$106.27	$12.77
		19-05978	Executive Assistant		Contract	16-Dec	$35.00	$57.47	$16.70
		19-06419	Garnishment Analyst		Contract to Hire	6-Jan	Pending	$40.00	$13.00
		19-04562	MicroStrategy Architect		Direct Placement	20-Jan	Pending		
		19-05049	Software QA-Lending Systems		Contract	6-Jan	Pending	$95.00	$32.00
		19-04467	C# Developer		Contract to Hire	20-Jan	Pending		
		19-06565	SQL Data Analyst/Audience Segmentation Speci		Contract	8-Jan	Pending	$65.25	$20.25
		19-06198	Project Manag er- Migration		Contract	6-Jan	Pending	$92.00	$34.00
		19-06257	Java Lead Architect/Developer		Contract	13-Jan	Pending	$120.00	$50.00
		19-06395	Procurement Analyst		Contract	20-Jan	Pending	$50.00	$18.00
					AVERAGE		$53.79	$79.65	$19.39
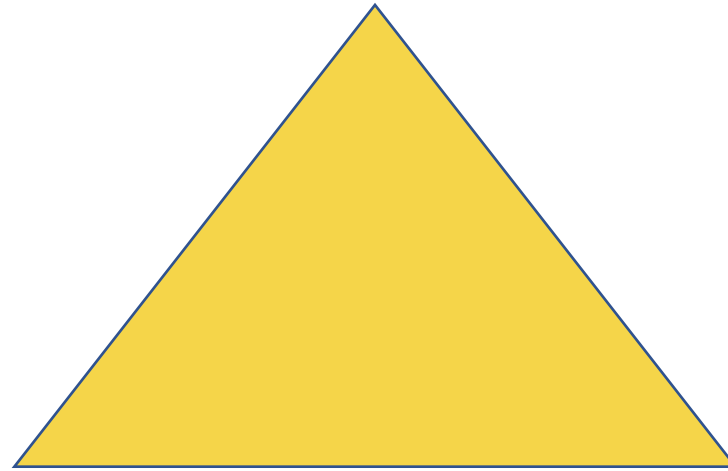
CULTURE

- **The Zeal** – internal "Make a Wish" program for ambassadors.

- **Charity Initiatives** – Adoption of local orphanage: Balay Canosa

- Annual All-Hands Company Festival and **Team Building**

- Monthly **"Themes"** (Pajama Month, Walking Dead Month) and Activities.

Questions?