

Southeast Asia's Biggest Outsourcing Hub

PHILIPPINES

Established in November 2008 and located in the heart of Southeast Asia, ClearSource's Philippine operations are vital to providing exceptional customer experiences and business solutions to many of our clients across different industries. From customer and technical support to back-office functions, our Filipino team has driven business growth effectively through high-quality, efficient, and cost-efficient solutions for 6 years and counting.

Why Consider the Philippines as Your Next Outsourcing Hub?

SEAMLESS OPERATIONS

24/7

Flexible Working Hours

RECENT COLLEGE GRADS

274K

Recent college graduates within 2 hours of Metro Manila

CUSTOMER INTERACTIONS

50K

Delivering exceptional customer service across multiple clients daily

COST SAVINGS

70%

Lower labor costs compared to many western countries

ATTRITION RATE

6%

Less than the 8-12% rate in the BPO industry

SOLUTIONS OFFERED

Customer Support
(Tier 1, 2, and 3)

Sales & Renewal

Technical Support

Back Office Solutions

Data Management & Processing

Design and Engineering

Custom Solutions

Language Proficiency

How Language Skills Can Help Your Business:

Lower Training Costs: Outsourcing in the Philippines means hiring a well-trained workforce with strong English language skills. This reduces the need for extensive language and cultural training, saving significant costs.

Faster Ramp-Up Times: ClearSource PH has established processes and an experienced talent acquisition team that can quickly understand and implement client requirements.

Filipinos have a competent command of English, the country's second official language. A 2023 Social Weather Stations (SWS) survey concluded that Filipino adults have an increased understanding of written and spoken English.

The Philippines remains one of the most English-proficient countries globally. A recent English Proficiency Survey ranked the Philippines among the top 20 of the 113 countries in the ranking. The country also ranks second in Asia in English proficiency,

The Filipinos' excellent English proficiency makes the Philippines the ideal location for cost-effective yet high-quality outsourced support services.

Industry Expertise

How Filipino Talent Boosts Your Business:

Skilled Talent Pool: The Philippines offers a diverse talent pool with specialized skills in various industries, including tech, healthcare, e-commerce support, and more. This enables you to access top-tier talent that may be difficult to find elsewhere.

Reduced Overhead Costs: By outsourcing non-core functions to the Philippines, businesses can reduce overhead costs associated with infrastructure, utilities, and human resources.

The majority of Philippine society consists of highly educated people and industry professionals. Recent data shows that the country has a **97% literacy rate**, with the service sector having the highest employment rate in terms of labor per industry.

These numbers prove the Filipino labor force's firm grasp of necessary service skills such as product knowledge, communication, and empathy.

The Philippine educational system includes several prestigious institutions that produce capable graduates proficient in engineering, technology, and other critical business fields. The national government also provides accessible training and educational programs through its Technical Education and Skills Development Authority (TESDA) program to equip more Filipinos with essential skills and knowledge in addressing specific industry demands.

Cost-Effective, High-Quality Outsourcing

Why Is the Philippines the Perfect Partner for Your Business Growth?

Scalability and Flexibility: Filipino outsourcing providers offer flexible staffing models, allowing businesses to scale their workforce up or down as needed. This flexibility helps optimize resource allocation and reduce labor costs.

Competitive Labor Costs: Low labor costs are the primary driver for businesses outsourcing to the Philippines. Outsourcing to the Philippines can save approximately 70% to 80% in operational costs. **Calculated based on the differences between US and Philippine wages for the same job role.*

24/7 Customer Support: BPO workers in the Philippines are familiar and experienced with 24/7 customer support operations, providing you with agile and flexible teams that provide high-quality round-the-clock support.

Experienced Talent: As one of the biggest outsourcing hubs worldwide, the Philippines employs over 1 million BPO and customer support specialists. Many of these individuals have been in the BPO industry since its boom in the early 2000s, letting you hire highly skilled and experienced veterans.

A 2023 survey reported customer service as the country's most in-demand outsourced business process, with 39.2% of companies looking to outsource voice support services in the region.

The Philippines holds up to 15% of the global BPO market and employs over 1 million Filipinos across several BPO companies, making it the second-largest outsourcing zone in the world.

Furthermore, the BPO industry has significantly contributed to the Philippine economy for over two decades, with IT and business process outsourcing making up 7.5% of the country's GDP.

Operational Requirements

How Does the Philippines' Favorable Business Environment Benefit Your Operations?

Supportive Government Policies: The government's supportive policies, such as tax incentives and membership in the ASEAN Free Trade Area, further enhance the country's attractiveness as an outsourcing destination

Strong IT Infrastructure: The Philippines has a robust IT infrastructure, including reliable internet connectivity and advanced telecommunications systems. This enables outsourcing and secure data transfer and communication between outsourcing providers and their clients.

The BPO industry has been a major contributor to the Philippine economy for over two decades, with IT and business process outsourcing making up **7.5% of the country's GDP**.

Furthermore, multinational businesses looking to expand in the country are entitled to business-friendly incentive packages, including tax exemptions and duty-free import of specific materials. The Philippine government is also a **member of the ASEAN Free Trade Area (AFTA)**, making the country a strategic location for companies looking to expand in the Southeast Asian region.

The country is also home to multiple business districts and corporate hubs, with several business centers scattered throughout Metro Manila alone.

Prominent business hubs include Bonifacio Global City (BGC) in Taguig, the Makati Central Business District (CBD), the Filinvest Corporate City in Alabang, and Ortigas Center, which also serves as the hub of ClearSource's Philippine operations.

These corporate districts and many others provide access to office solutions, state-of-the-art business centers, and infrastructure conducive to business expansion and growth.

