



# MCVO TALENT OUTSOURCING

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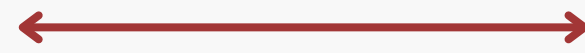
We are a Philippines based outsourcing company that supports small and mid-size companies in the US and Canada



# Office Staffing Has Changed Forever

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**1970's – 2019**




**Work on Site**

**2020 – Today**



**Hybrid Model of:  
Work On Site +  
Remote Work**



# Office Buildings In Major US Cities Are Converting To Residential Units At A Blistering Pace

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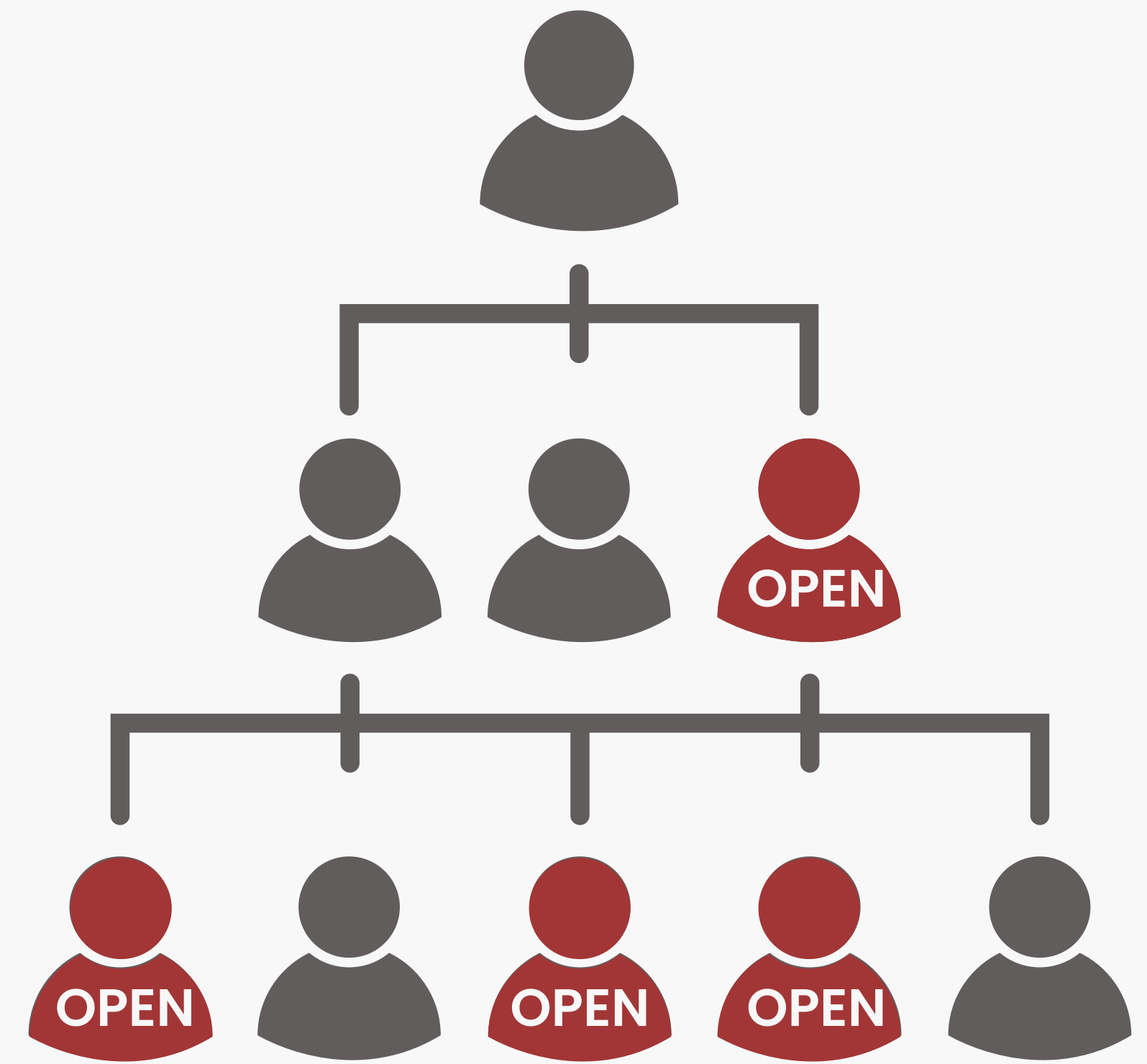
2025 Image of Wall St. in New York City - colored buildings are being converted to residential



Staffing Shortages Are  
Now The #1 Concern  
For Growing Companies

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## Company Org Chart





# This Forces High Performing Staff To Absorb Lower Level Work, Undermining Progress

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**Demotivates  
The Leaders**

**Creates  
Burnout and  
Defection**

**Stifles  
Innovation**

In Today's Competitive  
Business Environment,  
Companies Cannot Survive If  
They Are Understaffed, Or  
Poorly Staffed

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# To Build A High Functioning Team, Forward Thinking Companies Are Hiring From Other Locations

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# Clients Care More About Consistent Service Levels, and Less About Where Their Support Staff is Located

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**Faster  
Response  
Time**

**Better Value**

**Innovative  
Products &  
Services**

15 Years Ago, Only Fortune 500 Companies  
Hired Overseas Office Staff

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# Today, Small Businesses Are Hiring Offshore Staff At a Record Pace

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Today, there are ~2 million Filipinos supporting US businesses.

Bookkeeping +  
Accounting

Healthcare & Medical  
Billing

Executive Assistants

Data Entry

Customer Service +  
Virtual Assistants

Graphic Design +  
Marketing

HR: Recruiters,  
Admin + Payroll

IT

Photo & Video Editing



The traditional in-house staffing model is no longer sustainable.

1

2

Progressive firms are adapting to blended onshore / offshore teams

# What Changed?

# Why Now?

US staffing shortages  
are at an all-time high

1

2

Remote global teams  
are becoming the  
“new norm”

3

Companies new to  
outsourcing, now have  
experienced vendors to  
support them

# Why MCVO?

01.

Founded by 2 US based entrepreneurs

02.

Successfully supporting small businesses since 2017



# Why MCVO?

03.

Cherry was born and raised in the Philippines, Mark was born and raised in NYC

04.

We understand US business culture **AND** Filipino culture, which is critical for a successful partnership



# Our Concierge Service

We support our clients like the concierge of a 5 star hotel

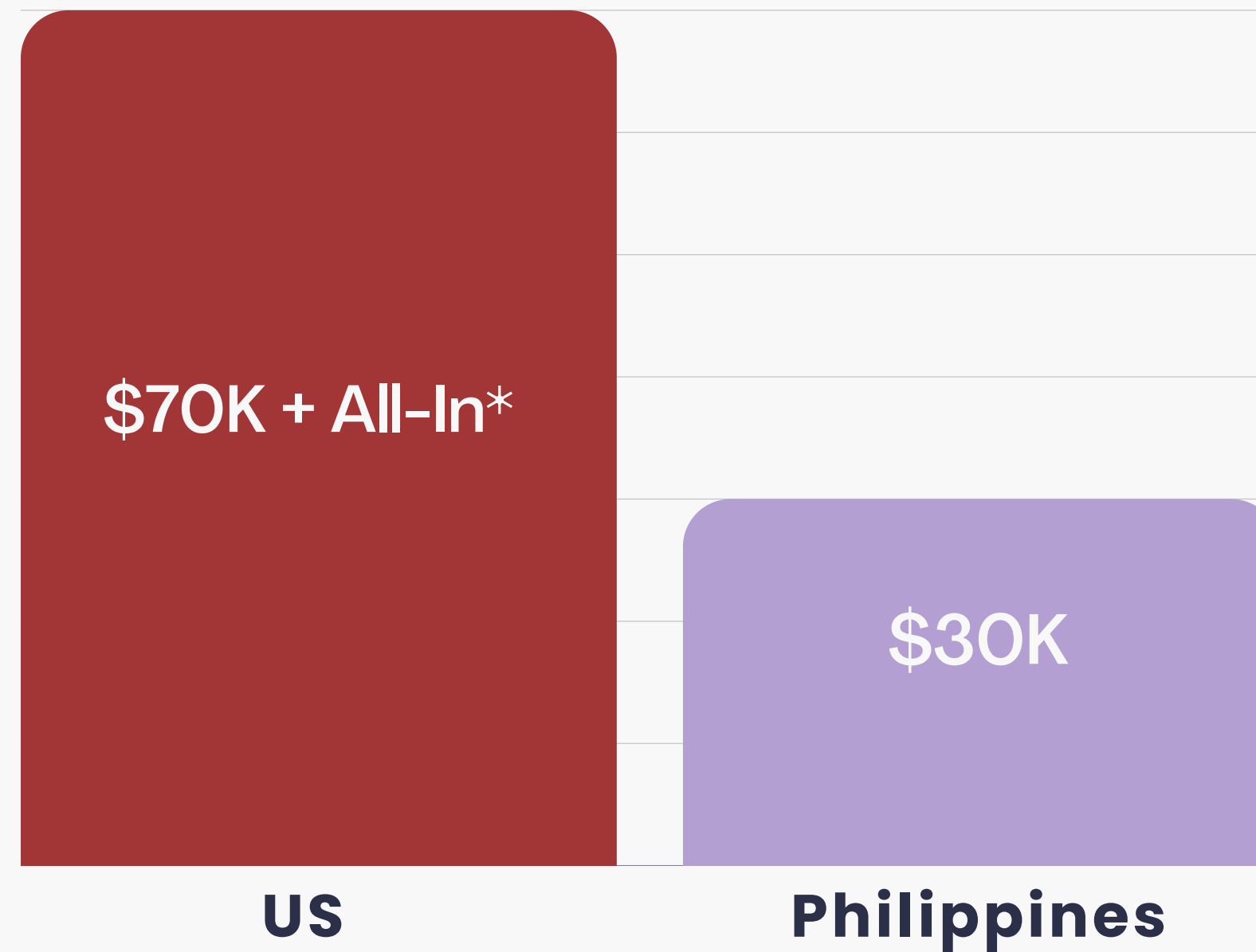
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- We source, interview, and vet talents
- We handle the behind-the-scenes work to minimize client involvement.
- During onboarding, we record training sessions and create SOP's (if needed)
- You manage daily workflow (they function as YOUR staff)



# We Almost Forgot To Mention The Cost Savings!

Offshore Staff From The Philippines is typically less than 50% of the “all in” cost of US staff!



\*Includes taxes and benefits etc.





# Most Popular Positions

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Position	Years of Experience	Annual Rate	Monthly Rate	Effective Hourly Rate
Data Entry	1-2	\$21,840	\$1,820	\$10.50
Admin	2-3	\$23,640 - 28,560	\$1,970 - \$2,380	\$11.37 - \$13.73
Healthcare Virtual Assistant	4-5	\$26,400 - \$28,560	\$2,200 - \$2,380	\$12.69 - \$13.73
Bookkeeper	6-10	\$29,280 - \$35,280	\$2,440 - \$2,940	\$14.08 - \$16.96
Executive Assistant	6-10+	\$30,120 - \$38,160	\$2,510 - \$3,180	\$14.48 - \$18.35

# Our Talent



Top Philippines  
graduates

Strong English  
communication

Tech Savvy

Proven work  
ethic





# New To Offshoring?

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So were 80% of our clients before they partnered with us.

Prior to starting MCVO, our founders owned a manufacturing company and offshored 80% of their back-office for 7 years prior to starting MCVO.

So, we get it!





# Work Hours

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①

Customer facing positions (Executive Assistants, HR, Customer Service, Healthcare) work US business hours.

②

Accounting and other positions work an “overlap shift” ensuring a few hours of daily overlap with US business hours.

③

Positions that don't require overlap (Data Entry, Photo & Video Editing) work Philippines business hours.



# Security and Confidentiality

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Many of our team members work with confidential and sensitive data, and we take the utmost precautions to ensure your data remains private.

Our IT Team installs security on each workstation, and we are continually training and can advise on best practices to help ensure security and confidentiality.



# Here's What Clients Are Saying About MCVO Outsourcing:



"I appreciate you, Cherry and how your team helped us build a great team at Impel. You filled in our business gaps and allowed us to focus on our goals. You and Cherry run a world-class organization"



**Andi Myers**

VP, Customer Successes  
Impel



"All 4 Bookkeepers have been so eager to learn new things and catch on very well with any tasks given to them. They all have been good at communicating and ask great questions when they are unsure of something. Each one of them have been such a pleasure to work with!"



**Abby Fisher**

All In One Accounting



"MCVO does a great job communicating and is constantly eager for feedback to improve. Implementation after feedback is diligent and swift. We appreciate everyone's efforts."



**Charlie Scott**

General Manager  
Solidity, Tax

# Here's What Clients Are Saying About MCVO Outsourcing:



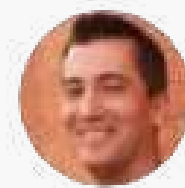
"I've used outsourcing for several years and MCVO Talent Outsourcing Services has the best staff. We've used them for customer service and marketing and we were satisfied with all team members.  
I highly recommend MCVO."



**Jim Fritz**  
CEO  
Kennedy Blue



"MCVO Talent has been such a time saver for us! Their work is high quality and they honor the timelines they promise. Working with MCVO is a great value and we highly recommend them to anyone looking for office support."



**Dan Dettloff**  
Partner  
Elite Entertainment



"We've been very happy with your company's data entry services! Looking forward to furthering our partnership. Would be happy to give a recommendation to any future business."



**Hallett Ogburn**  
President  
MedProctor

# Fun Facts

1

**38%** of new clients are referrals

2

**41%** of new hires are referred by existing employees

3

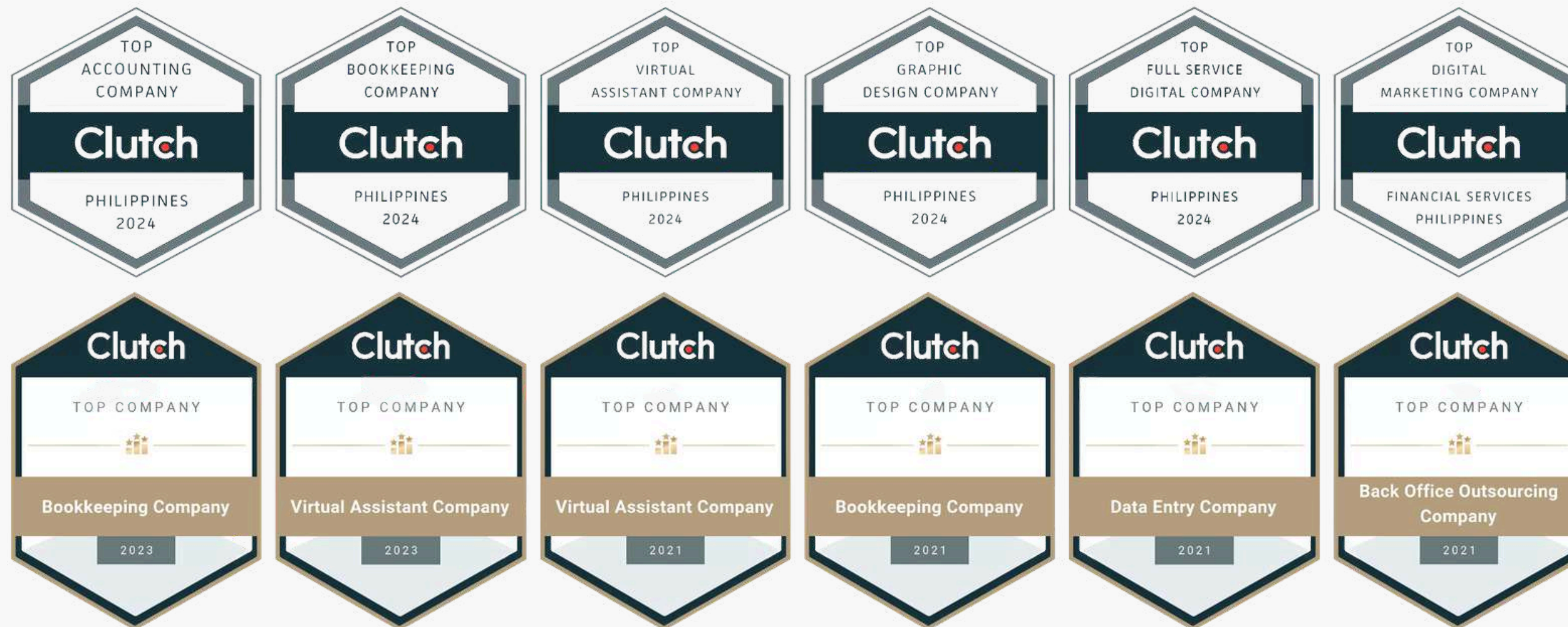
Only **9%** turnover—well below outsourcing industry average

4

Top rated employer in the Philippines

# Recognition

- Top BPO\* in the Philippines (Clutch 2020–2024)
- Preferred outsourcing partner for growing companies looking to reduce cost.



# Next Steps

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Let's build your offshore support team.

## Mark Zucker, Co-Founder

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 Book a call: [www.mcvotalent.com/book-a-call](http://www.mcvotalent.com/book-a-call)

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# Looking Forward to Helping You Reduce Costs Through Offshore Staffing

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