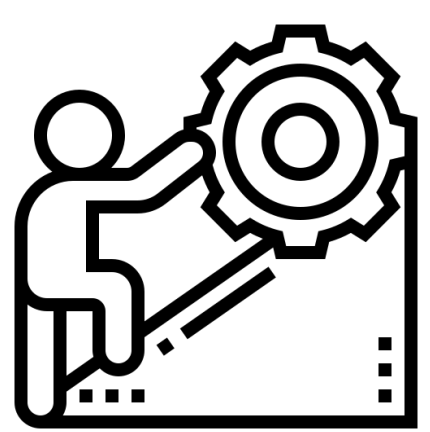




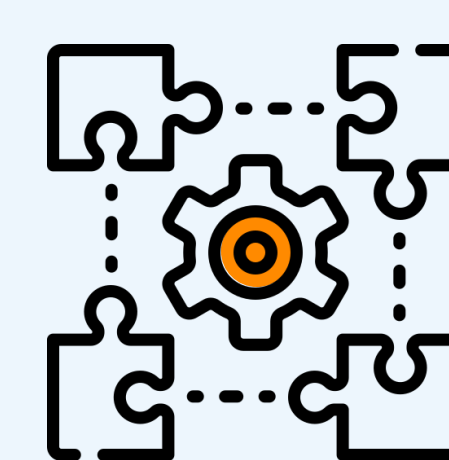
evokeprojects

Evoke Projects is a Sydney-based interior design, construction and project management firm, specialising in workplace, education, veterinary and healthcare projects. One of the most respected design and fit-out companies in NSW, Evoke Projects is passionately committed to customising solutions that support the branding, culture, and the well-being of their clients.



The Challenge

Evoke's reputation preceded itself as its client base was expanding at record speed. To recruit and vet specialists that met exacting standards would have taken too much administrative time and effort. The focus needed to be on refining and continuously improving their ISO-certified process: exploring the client's workplace strategy, designing and developing customers' workplace solutions, and creating through project delivery and construction. The added responsibility of hiring staff then consequently handling payroll, attendance, performance management, and maintaining staff equipment was best left to a third party. Hiring personnel overseas had also been attempted previously, with minimal success. It was also a priority to control operating costs, carefully balancing that with securing and managing top-notch personnel.



Twoconnect's Solutions

Using metric-driven approaches and adaptable processes, we implemented a customised road map for our client to identify roles that could be outsourced. Our offshoring expertise employs a stringent recruitment process to employ the most qualified candidates.

01

Initial Meeting

We gained an understanding of the business to develop the project scope through our industry-leading project design.

02

Recruitment

Once we created a scope tailorfit to the client's requirements, we implemented our 12-step recruitment process.

03

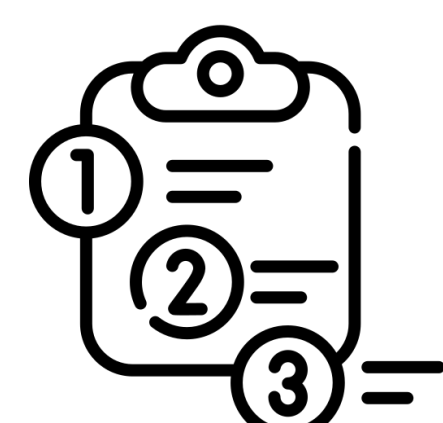
Talent Integration

With years of experience of onboarding new clients, we ensured that the new recruits seamlessly integrated their skill sets into the client's local operations.

04

Performance Management

Our team continues to regularly manage performance levels, and we provide the client with insights to staff member performance results and other key business metrics.



The Requirements

Based on a thorough assessment of the client's needs, Twoconnect designed and implemented the following positions which were outsourced and managed from the Twoconnect office in the Philippines.

Estimators

Two positions were required to meet the growing number of projects. It was imperative that accurate estimations would be presented during the entire life cycle of a project, and that tenders would be delivered on time. It was expected that the team members would be able to work simultaneously on multiple projects; provide accurate estimates, budgets and cost plans; and develop client-ready presentations for review.

Finance Officer

Evoke required that this position be filled immediately so that management could be provided with relevant and timely financial information and reports for decision-making. Assistance was needed in budget preparation, balance reconciliations and month-end closing of books.

Interior Designers

With clients ranging from medical clinics and veterinary services to schools, offices and health care centres, two staff members with maximum creativity and flexibility were needed to meet the growing demand. Familiarity with computer-aided design software was integral to efficient delivery, but had to be matched with out-of-the box thinking in providing the right designs to the right clients.

Marketing Administrator

The volume of queries was increasing, and marketing support was required to keep track of communication coming from different channels. Evoke also co-hosts the annual Successful Start-up Summit, generating premier leads and contacts that needed to be engaged through marketing administrative services.



Impressive Outcomes

Twoconnect consistently delivered on excellent staff as the need arose in its long relationship with Evoke.

Estimators. These long-time team members have consistently delivered accurate estimates, take off's and mark-ups, have collaborated seamlessly, and have ensured productive working relationships with suppliers and service providers. Their efforts have been integral to making company services one of the most attractive and competitively-priced in the market.

Interior Designers. Steeped in 3D perspective renderings and client walk-throughs, these two team members hired last year have added more diversity to the company portfolio. They have consistently delivered on or before deadline, and have nurtured projects from concept to completion. Together with other members of the team, they have been able to fulfil client requirements even as they look forward to more projects in the pipeline, further enhancing the company's solid reputation of delivering customer-centric designs.

The Finance Officer. Now for almost two years running, the Finance Officer manages accurate payroll, oversees timesheet entries, uploads budgets using Xero, and steadfastly maintains daily, detailed financial records. This provides timely information to management to make effective and profitable financial decisions.

Marketing Administrator. The Marketing Administrator continues to deftly respond to a continuous stream of customer enquiries, update contact lists, and keep tabs on social media responses to blogs, profiles, and posts. She assists the marketing efforts of the annual Successful Startup Summit, manages the executive calendar, and ensures that every external email is handled or properly re-directed. This has freed the management team to actively organise and take part in industry events, and pursue opportunities that generate prospects.

Impressive Outcomes



Access to Australian
trained specialist talent



70% in savings
in annual costs



150% revenue growth
for the client over a
2-year period

Client Testimonials



John Griffith
Director
★★★★★

“Twoconnect have been a pleasure to work with. They take a considered, solutions orientated approach that made the process of hiring and training staff easy. I would highly recommend them to businesses looking for efficient ways to scale their business operations.”



Australia

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Philippines

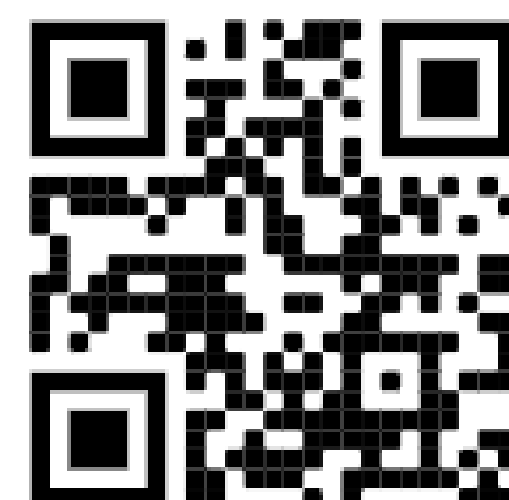
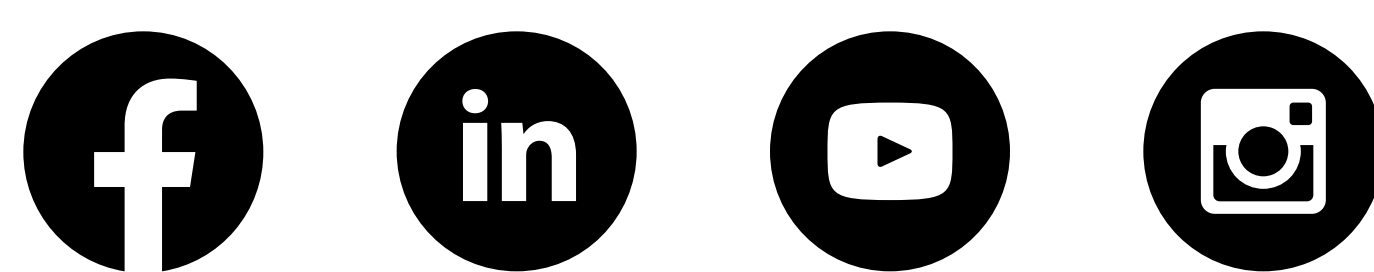
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