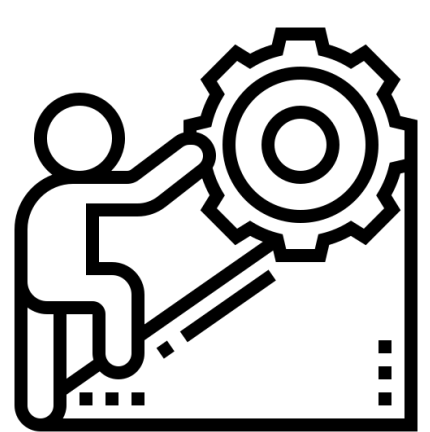


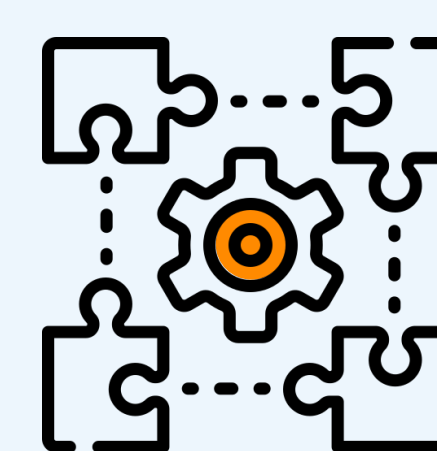


Our client is a multi-awarded, internationally renowned artisanal distillery that produces premium spirits such as gins, vodkas, liqueurs and whiskies. Using innovative techniques and infusing native botanicals from the Northern Beaches of Sydney, the company continues to create hallmark spirits of the highest quality that are distinctly Australian.



The Challenge

Time investment in day-to-day back office operations (office management, accounts and inventory functions). This diverted the attention and efforts of the managing director and key staff from focusing on the core business such as product development and ongoing sales. Even sales team members were involved with time-consuming tasks such as inventory tracking, processing sales orders and following-up on client payments. **While these back-office functions are vital, they have affected the overall productivity of the team in terms of achieving sales targets and business expansion.**



Twoconnect's Solution

Using metric-driven approaches and adaptable processes, we implemented a customized road map for our client to achieve business streamlining excellence. Our offshoring expertise employs a stringent recruitment process to employ the most qualified candidates and to ensure their seamless integration to the company's business environment.



Initial Meeting

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



Recruitment

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



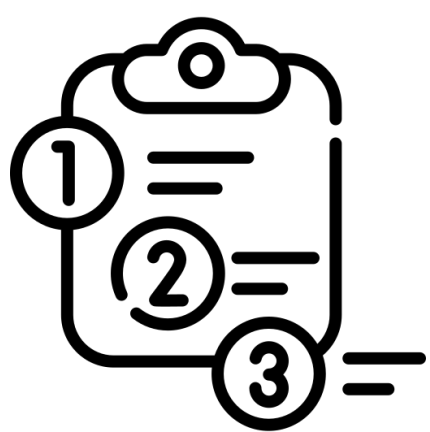
Talent Integration

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.



Performance Management

Our team regularly manages 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.

Administration Officer

Responsible for order management and processing, email communication, providing executive assistance, management reporting, marketing administration, liaising with suppliers, and overall efficient coordination of office activities.

Finance Officer

Responsible for accounting and bookkeeping functions (accounts payable/receivable and bank reconciliation), managing the payroll and collections, recording financial reports, assisting in budget preparation, processing invoices and being the point person for other departments on financial and accounting concerns.

Inventory Controller

Responsible for inventory and supply chain management. This includes purchasing, reordering, shipping, warehousing, storage, receiving, loss prevention, turnover and ensuring customer satisfaction on stock availability. Other duties include sales forecasting and production planning.



Impressive Outcomes

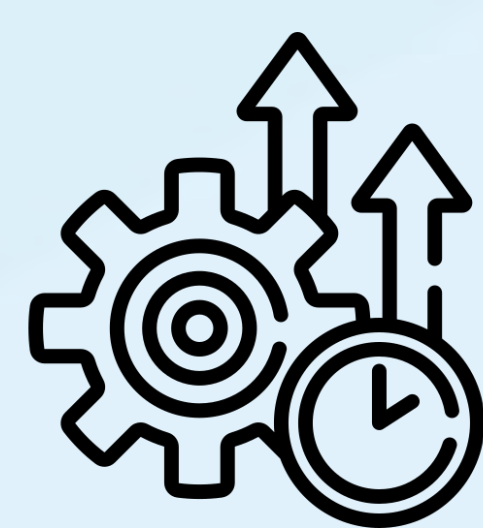
With the new staff members successfully integrated into the business, the results were immediate and significant:

The Administration Officer was able to streamline all administrative operations and established an organized system of the order-to-cash cycle. This gave the managing director more time to focus on advancing the core business.

The Finance Officer efficiently performed the duties assigned and set up a systematic workflow with in-house accounting and bookkeeping principles. This freed the founder of the business and sales team to direct their efforts more on their main task of selling products, thereby increasing their sales and avenues of sales channels.

The Inventory Controller effectively monitored sales forecasts and facilitated production schedules which helped regularize the timely delivery and accurate supply to vendors and customers. With a more streamlined operation, major insights into the financial profitability of each product line helped inform the client's business decisions for further growth and product development which our staff member developed. An Information and Security Manual is now in the works.

Impressive Outcomes



Increased productivity
from all departments



70% savings
in annual costs



100% revenue growth
for the client over a
2-year period

Client Testimonials



Julia van Zon
meritos
★★★★★

“Working with Andrew has also been a pleasure. He is professional, meticulous and provided Meritos with an amazing employee in a completely seamless and timely manner. We are also very appreciative of twoconnect’s personal touches, like organising a birthday present for Aia and sending her other gifts to show our appreciation. We look forward to continuing this great partnership.”



Australia

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Philippines

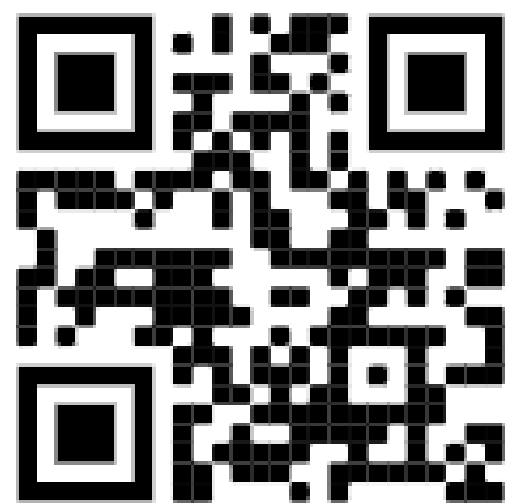
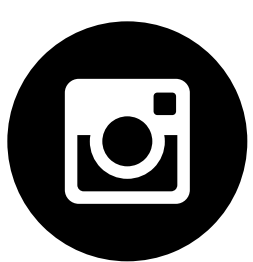
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