



Winning with Workforce Innovation

Future-Proof Your Business with
Premise-Based Talent



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Welcome

Productivity trends are shaping the future of work—and they're telling a clear story. While working from home brought flexibility, growing evidence shows it may have come at a cost. **For many companies, that cost is productivity.**

Work-from-home employees at HCL Technologies uncovered a troubling trend: a dip in work productivity ranging from 8% to 19% per hour. The culprits? A lack of structure and reduced real-time communication, which are vital for focus and efficiency.

A similar study of economists Natalia Emanuel and Emma Harrington also revealed that those employees working from home answered 12% fewer calls than their in-office peers before the pandemic. Once lockdowns pushed everyone into a work-from-anywhere setup, productivity dropped by another 4% among previously onsite workers.

Top companies are acting on this data. Apple, Meta, and Google now require employees to be in the office at least three days a week. Amazon is taking it even further—starting January 2025, CEO Andy Jassy is enforcing a full five-day return, citing the value of in-person collaboration for innovation and performance.

In this white paper, we'll uncover:

- What's driving the return to structured, high-performance models
- How outsourcing premise-based workers can make a difference in your business
- How to build an outsourced team that performs like your own

With economic uncertainty and shifting workforce trends, leaders must rethink how to achieve sustainable growth. If working onsite fosters stronger, more productive teams, how can they harness this power for long-term impact?

In today's economy, results are everything. That's why visionary companies are turning to premise-based outsourcing. Instead of rebuilding large internal teams, they leverage outsourced premise-based talent to reduce costs, stay efficient, and scale faster.

Introduction

The Case of Premise-Based Outsourcing

Businesses increasingly turn to outsourcing as a strategic way to delegate tasks or services like customer support, admin tasks, IT operations, marketing and finance to specialized third-party providers.

Once viewed mainly as a cost-cutting move, this approach has become a more innovative approach to resource management and performance improvement.

This shift toward outsourcing of premise-based staff offers clear advantages for growing businesses.

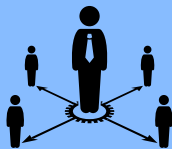
Here are the key benefits driving its appeal:

- **Improved Employee Productivity:** Teams benefit from immediate feedback loops and real-time collaboration. These are factors that drive accountability and performance.
- **Reduced Operating Costs:** Businesses skip the expenses of recruiting, onboarding, and managing full-time employees while still having access to skilled, dedicated talent.
- **Stronger Focus on Core Business Operations:** With the provider handling staffing, compliance, and administration, internal leaders can refocus on strategic initiatives.
- **Scalable and Flexible Workforce:** Premise-based outsourcing allows businesses to scale up or down based on seasonality, market conditions, or project demands.

Types of Outsourcing: What Suits Your Business Best?



There are several outsourcing models available to suit different business needs. Each offers its own set of advantages based on location, cost, and operational fit:



Onshore

Work with a provider in your home country. Easiest for travel and legal alignment.



Nearshore

Partner with providers in nearby countries or time zones for cost savings and collaboration ease.



Offshore

Delegate tasks to teams in distant regions like Southeast Asia to reduce labor costs and operate around the clock.

How Offshore Outsourcing Helps Companies Scale Smarter

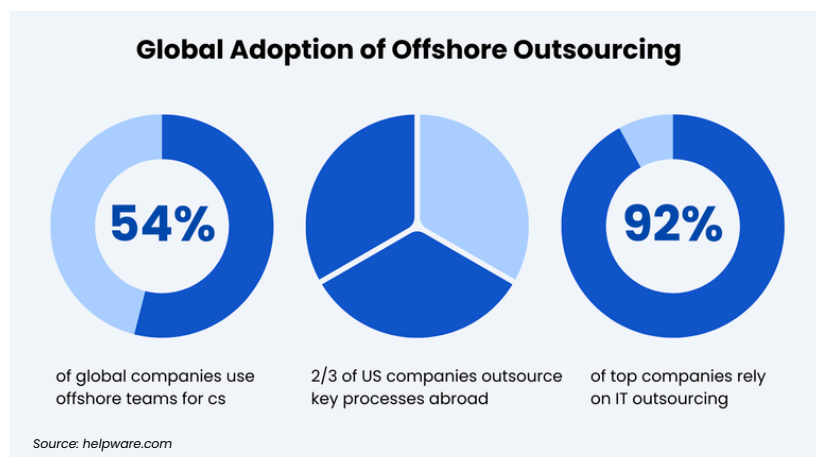


Rather than investing in costly onshore or nearshore solutions, offshore premise-based outsourcing offers a more practical path to scale. It combines the structure of an office-based team with the cost advantages of offshore labor, delivering high performance without the high overhead.

By partnering with a provider that manages fully staffed, premise-based operations overseas, companies avoid the complexity of setting up their own facilities or relying on dispersed work-from-home staff.

These offshore teams operate within a controlled environment, follow your processes, and align with your standards, offering a reliable solution that's both efficient and cost-effective.

Offshore outsourcing has been a core strategy for global businesses, with 54% using it for customer service, two-thirds of U.S. companies outsourcing key processes, and 92% of top firms relying on offshore IT support.



Success Stories: Global Brands Doing It Right



Google

Google has effectively utilized offshore outsourcing to manage various non-core functions, including IT tasks and customer support. Starting in 2011, Google outsourced 1,000 AdWords support positions to contact centers worldwide. By 2016, they expanded into IT outsourcing, partnering with BPO companies. This strategy allowed Google to access specialized skills and manage workloads efficiently, contributing to its global expansion and operational efficiency.



American Express

American Express outsourced its customer service operations to offshore locations such as the Philippines and India. This move enabled the company to handle peak call volumes more effectively, maintain high-quality customer service, and control operational costs. Comprehensive training programs and technology integration ensured that outsourced agents delivered service on par with in-house staff.

WhatsApp

Before its acquisition by Facebook, WhatsApp outsourced its development to offshore teams. This approach enabled the company to minimize costs while focusing on the more significant aspects of business operations, ultimately leading to a \$19 billion acquisition.



Amazon

Amazon has leveraged offshore outsourcing to enhance its customer service operations. By establishing customer service centers in various countries, Amazon provided 24/7 support, improving customer satisfaction and loyalty.

Slack

Slack, a leading workplace communication tool, outsourced specialized technical skills in software development and customer support to offshore teams in Eastern Europe and Southeast Asia. This strategy allowed Slack to develop new features faster and stabilize the platform, contributing to its rapid growth and market share expansion.



Premise-Based Outsourcing Overcomes Common Challenges

Even the best outsourcing strategies can hit roadblocks. The good news is that most issues are solvable with the right structure:

Limited Visibility



Challenge: Managers feel disconnected from off-site teams.

Solution: Since outsourced staff work closely together with immediate supervisors directly overseeing their efforts continuously, managers are fully engaged with their teams.

Misaligned Goals



Challenge: Teams may miss the mark without clear direction.

Solution: Set expectations early, share success metrics, and give continuous feedback.

Cultural Disconnect



Challenge: Communication gaps may arise across cultures.

Solution: Promote collaboration and include outsourced teams in planning and recognition.

Lack of Initiative



Challenge: Teams follow tasks without seeing the bigger picture.

Solution: Share the "why" behind their work. Empowered teams perform better.

How to Build a High-Performing Premise-Based Outsourcing Team

Outsourcing only works when strategy meets execution. To get the most out of your premise-based outsourcing approach, follow these key practices:

- 1 Set Clear Goals**
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Decide what to outsource and what you want to achieve. A focused goal keeps your strategy aligned and measurable.
- 2 Choose a Reliable Partner**
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Find a provider with the right experience and the ability to deliver in an office-based setup. Their leadership and commitment to quality will shape your team's performance.
- 3 Integrate Your Team**
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Treat your outsourced team like your own. Share tools, processes, and expectations. The more connected they are, the better they perform.
- 4 Measure What Matters**
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Agree on KPIs that match your goals. Monitor performance regularly and use the data to guide improvements.
- 5 Invest in People**
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Work with providers who value their teams. A stable, engaged workforce delivers better results and stays longer.

Six Important Call Center KPIs You Should Track On Inbound Programs



Source: boldbi.com

Outsourcing vs. Internal Hiring: In-House Team Cost Comparison

At first glance, building an in-house team may look simple—but hidden costs add up fast. Let's explore where internal hiring costs build up and how premise-based outsourcing offers a much better alternative.

Employee Costs

It's not just the monthly paycheck. Add bonuses, training, payroll taxes, and benefits like healthcare, insurance, and retirement.

Technology Costs

Software licenses, communication tools (phones, chat apps), reporting systems, and the usual gear—computers, headsets, desks—all come at a cost.

Hiring and HR Costs

Recruitment ads, agency fees, onboarding, background checks, and the steep cost of replacing staff when they leave.

Office Space and Utilities

Rent, internet, electricity, repairs, and everything needed to keep the lights on.

IT Support & Maintenance

IT support, regular updates, and hardware servicing are all part of the deal.

Overtime Expenses

When demand spikes, so do labor costs. Overtime pay adds up quickly—especially during peak seasons.

Breaking Down the Cost of In-House vs. Outsourced Support

Even when base pay is the same, in-house teams require added investment in onboarding, tech setup, compliance, and ongoing admin. Outsourcing wraps these into one streamlined cost, helping businesses scale without overextending resources.

Fully loaded rates, including all associated expenses of employing and managing internal staff being paid \$15.00 per hour result in much higher effective rates paid versus outsourcing to a BPO charging you \$15.00 per hour.



Why Outsourcing Offers Better ROI for Growing Teams

Outsourcing makes sense when you're looking to grow and avoid putting too much strain on your internal team. It allows you to scale faster while keeping operations lean, so you can sidestep the extra layers involved in building a team from the ground up.

You get the talent and support you need, skip the delays and overhead tied to traditional hiring, and stay focused on results—not day-to-day management.

The chart below shows the actual cost of internal vs. outsourced support.

Outsourced vs. Internal Staff vs. Internal Staff (WFH)				
CATEGORY	DETAILED COST FACTOR	OUTSOURCING COST	INTERNAL STAFF COST	INTERNAL STAFF (WFH) COST
Base Salary	Employee's wage	\$31,200 Annual \$15.00 Hourly	\$31,200 Annual \$15.00 Hourly	\$31,200 Annual \$15.00 Hourly
Recruiting Costs	Hiring process, job postings, interviews	\$0 Annual \$0 Hourly	\$4,000 Annual \$1.92 Hourly	\$4,000 Annual \$1.92 Hourly
Training & Development	Onboarding, mentorship, ongoing learning	\$0 Annual \$0 Hourly	\$1,300 Annual \$0.62 Hourly	\$1,300 Annual \$0.62 Hourly
Administrative & HR	Payroll, benefits management, compliance	\$0 Annual \$0 Hourly	\$2,500 Annual \$1.20 Hourly	\$2,500 Annual \$1.20 Hourly
Workplace Costs	Office space, IT equipment, software	\$0 Annual \$0 Hourly	\$5,000 Annual \$2.40 Hourly	\$2,500 Annual \$1.20 Hourly
Turnover & Attrition	Lost productivity, rehiring costs	\$0 Annual \$0 Hourly	\$3,500 Annual 1.68 Hourly	\$3,500 Annual 1.68 Hourly
Productivity Risks	PTO, sick leave, inefficiencies	\$0 Annual \$0 Hourly	\$6,100 Annual \$2.94 Hourly	\$5,700 Annual \$2.74 Hourly
Legal & Compliance	Labor law compliance, insurance, disputes	\$0 Annual \$0 Hourly	\$600 Annual \$0.28 Hourly	\$600 Annual \$0.28 Hourly
Technology & Security	IT infrastructure, cybersecurity	\$0 Annual \$0 Hourly	\$2,300 Annual \$1.10 Hourly	\$2,700 Annual \$1.29 Hourly
Total Cost Per Hour		\$15 per hour	\$27.14 per hour	\$25.93 per hour

The Overlooked Costs of In-House Hiring

Hiring in-house teams gives you more control but can also create challenges as your business grows. Over time, staying agile or consistently delivering the kind of service your customers expect may become harder.

When you're managing everything internally, even small issues—like training gaps or staffing delays—can ripple through the team. And when that happens, the customer experience often takes a hit.

Why the Philippines?



The Philippines has earned its place as one of the world's leading outsourcing destinations, and not just because of its lower cost. Businesses across the globe continue to invest here because of the large labor pools of highly capable, educated, and technically astute people.

Filipino professionals bring strong communication skills, cultural alignment with Western markets, and a natural commitment to service. English is widely spoken, and accents are neutral, making conversations easy and clear for international customers.

A deep-rooted service mindset also shows up in how teams represent your business. Whether it's customer support, back office operations, or creative work, companies find that working with Filipinos feels less like outsourcing—and more like a true extension of their own.

It's this balance of talent and people-first values that continues to make the Philippines the smart choice for outsourcing.

From Strategy to Success: How Select VoiceCom Delivers Premise-Based Outsourcing That Works



A smart outsourcing strategy is only the starting point. What truly drives results is how well you execute it. For growing businesses, premise-based outsourcing can be a powerful way to scale. The difference lies in partnering with a provider that understands your goals and delivers with consistency and accountability.

That's what Select VoiceCom does best.

Select VoiceCom (SVC), a U.S.-owned BPO based in Cebu and Davao, Philippines, brings over 16 years of hands-on experience supporting companies in hospitality, healthcare, telecom, IT, marketing, and financial services. It operates with a robust infrastructure that supports a 1,500-seat capacity, ensuring scalability and reliable service delivery for clients of all sizes.

Some of what sets SVC apart is its 100% premise-based model staffed by highly trained professionals who operate in an organized, collaborative environment. This setup ensures consistent service quality and a team that's aligned with your standards. The result?

- Stronger communication and accountability
- Higher customer satisfaction
- Operations that stay on track with your business goals

Whether you're expanding customer support or launching specialized services, SVC delivers a proven outsourcing solution—driven by people who perform, collaborate, and succeed together.

Appendices

Glossary

In-Office Work

A work arrangement where employees are physically present at the company's premises. It supports real-time collaboration, mentorship, and a stronger company culture.

Work from Home

A work arrangement where employees work remotely—typically from their homes—uses digital tools for communication and productivity instead of reporting to a traditional office setting.

Return-to-Office (RTO)

A policy or initiative by organizations to bring employees back to the physical workplace after remote work, often post-pandemic.

Workforce Innovation

The continuous improvement of workforce strategies through skills development, updated work models, and productivity-enhancing environments.

Premise-Based Talent

Employees who work onsite contribute to a company's operations from its physical location, enabling real-time collaboration and knowledge sharing.

Outsourcing

The practice of contracting external professionals or teams to handle specific business functions, often to access specialized skills and reduce costs.

Premise-Based Outsourcing

A form of outsourcing where the provider's team works in a centralized office setting, offering better quality control, team coordination, and integration.

In-Person Collaboration

The process of working together with colleagues or team members in the same physical location.



Resources

Welcome/Foreword

Source:

<https://www.journals.uchicago.edu/doi/full/10.1086/721803>,
https://www.newyorkfed.org/research/staff_reports/sr1061.html
<https://www.aboutamazon.com/news/company-news/ceo-andy-jassy-latest-update-on-amazon-return-to-office-manager-team-ratio>

The Case of Premise-Based Outsourcing

Source:

<https://www.outsourceaccelerator.com/articles/what-are-the-business-areas-that-you-need-to-outsource/> <https://www.investopedia.com/terms/o/outourcing.asp>

Outsourcing Success Stories: How Global Brands Scale with Offshore Teams

Source:

<https://joingenius.com/outourcing/offshoring-examples/>

Overcoming Common Challenges in Premise-Based Outsourcing

Source:

<https://www.ssonetwork.com/shared-services/articles/the-top-10-problems-with-outsourcing-implementation>

Why the Philippines?

Source:

<https://www.outsourceasia.org/global-outsourcing-hub/>



Outsourcing That Feels In-House

At Select VoiceCom, we give businesses the flexibility to scale without sacrificing the quality and cohesion of an in-house team. Our 100% onsite workforce operates in a collaborative environment that fosters accountability, efficiency, and real-time communication.

You get reliable support and fast turnaround —no lag, no guesswork. We handle the work with the same level of care and consistency you'd expect from your own team.

With SVC, you stay in control. We operate as a true extension of your business, helping you grow with confidence while upholding your company's standards every step of the way.



Power Your Growth with Premise-Based Outsourcing Excellence

Select VoiceCom offers an premise-based outsourcing model that combines skilled, premise-based talent with a structured environment focused on performance and results. You can rely on us for consistent service, faster collaboration, and scalable support to drive your business forward.

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Let's Connect

Discover how outsourcing with premise-based talent can take your business to the next level.

Contact our Sales Team at



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**Partner with us, and let's reach new heights
together!**

