



ScalableOS
OFFSHORING EXCELLENCE REDEFINED

FAQs

FREQUENTLY ASKED QUESTIONS



HOW DO WE GET STARTED?

We begin with an introductory call to discuss our solution in detail. If you choose to move forward, we'll provide our standard agreement for your review and e-signature. After that, you'll complete our Client Onboarding form, which officially starts the hiring process.

WHY THE PHILIPPINES?

Language Quality: English is the co-official language of the Philippines, and the government operates in English with a neutral accent.

Talent Pool: The Philippines has an immense talent pool of highly skilled and experienced professionals.

Cost Savings: We'll provide you with a candidate selection that will achieve an average of 70% savings on operating costs without compromising skillsets or oversight.

24/7/365 Operations: You'll have around-the-clock staff.

HOW DOES COMPENSATION WORK?

We offer clear and straightforward pricing: you pay for the actual cost of your employee hired plus a fixed solution fee. This fee covers unlimited access to all our on-the-ground resources. That's it!

EMPLOYEE COST + FIXED SOLUTION FEE = TOTAL COST!

Throughout the hiring process, we will provide you with a detailed cost estimate for each finalist. This will help you make well-informed decisions about compensation before finalizing your team.

The only variable cost is the compensation you choose and approve for your team members. You will receive an invoice only after successfully hiring an employee. Our top priority is to match you with the right talent to ensure exceptional quality from day one. This approach is designed to provide immediate, tangible results from the start.

HOW DOES THE HIRING PROCESS WORK?

We guide you through each step of the hiring process, from conducting technical assessments to coordinating multiple interview rounds. Once you've selected a candidate, we handle all compensation details and assist with onboarding. We also work closely with you to ensure your offshore employees are fully equipped for remote work.

We are dedicated to finding candidates that match your specific staffing needs. We don't rely on a pre-existing pool of candidates. Instead, we use your detailed job criteria to conduct a fresh, tailored outbound search, ensuring we identify the best possible candidates for your role.



HOW LONG DOES THE HIRING PROCESS TAKE?

We deliver a shortlist of top candidates within 1-2 weeks. From the start of our process to your employee's first day of work, clients can expect a 30 to 45-day turnaround.

WHAT KIND OF CANDIDATES CAN WE EXPECT?

Our proactive recruitment strategy targets candidates who are currently employed, allowing us to access a higher-quality talent pool. By reaching out directly and highlighting the benefits of remote work, we gain a competitive advantage in attracting top talent. In the Philippines, where remote work is highly valued, we leverage this preference to both attract and retain the best candidates.

Our agreements also include a provision for transitioning employees back to office work if needed, providing flexibility based on your evolving needs. We source and prescreen candidates according to your specific job descriptions to ensure a precise match. You retain full control over who to interview and hire, and we encourage you to select candidates you'd proudly bring into your main office.

HOW DO YOU ENSURE THAT HIRES ARE FULLY DEDICATED TO THEIR ROLE?

We take our commitment to clients very seriously and have strict policies in place to ensure employees are fully dedicated to your business during their contracted hours. Moonlighting or working for other companies, especially competitors, is strictly prohibited. This guarantees that our staff remains focused solely on your business needs, maintaining the highest level of professionalism and loyalty.

When you hire one of our employees, you can trust that they are fully committed to delivering the best possible service for your organization.

DO YOU PROVIDE TRAINING FOR THE CANDIDATES?

While we do not provide direct training, we carefully select candidates who are already highly skilled and perfectly aligned with your job requirements. We are happy to facilitate any internal assessments or evaluations you may have during the hiring process. Our focus is on providing you with top talent that fits your staffing needs from day one, ensuring your team is ready to help you execute your strategy and achieve your growth objectives.



DO YOU HAVE IN-HOUSE REGIONAL MANAGERS TO OVERSEE OFFSHORE STAFF?

While we don't have in-house regional managers, we can help you hire a highly qualified regional manager to provide dedicated oversight for your team in the Philippines. If you prefer not to manage them directly, this regional manager can serve as your key point of contact, ensuring smooth operations and regular reporting to you. Just let us know your needs, and we'll handle the hiring process. Our thorough evaluation ensures you'll receive top-tier talent for this critical role.

HOW DO WE ENSURE A SUCCESSFUL LAUNCH WITH ScalableOS?

To ensure smooth onboarding, it's important to assign a point of contact (POC) to coordinate new hires. This helps make sure everything is ready for them to start without issues. A clear onboarding plan keeps new employees engaged and motivated from day one. Additionally, a solid staffing plan helps maintain team efficiency, handle any challenges, and ensure high performance. For more guidance, check out our [Successfully Onboarding Your Remote Team – 10 Best Practices](#) resource.

COULD YOU PROVIDE INSIGHTS INTO THE SUCCESS RATES OF YOUR SOLUTION?

Our solution boasts a remarkable success rate, with a retention rate of over 97%, driven by our focus on sourcing top-tier talent and ensuring employee satisfaction. This high retention reflects our commitment to aligning the right candidates with the right roles, resulting in exceptional performance and work quality. Attrition is rare and typically limited to entry-level positions or cases of underperformance. We take pride in delivering consistent, high-quality results through a stable and motivated team.

IS YOUR SERVICE AGREEMENT A PHILIPPINES-BASED MSA?

You'll be contracting directly with our US-based entity, which fully owns our Philippines operation. This means your contract stays within the US, providing you with all the benefits and ease of working with a US company while leveraging global talent.

WILL THE EMPLOYEES HIRED THROUGH SCALABLEOS BE PART OF MY TEAM?

Functionally, your offshore employees will operate similar to your in-house team, fully integrated into your day-to-day operations. However, ScalableOS acts as the Employer of Record, meaning on paper they are employed by us in the Philippines. This allows you to focus on their performance and contributions while we handle the administrative and HR responsibilities.



ARE COMPENSATION INCREASES ANTICIPATED FOR OFFSHORE EMPLOYEES?

Compensation increases are neither guaranteed nor expected but are typically influenced by individual performance and market conditions. When considered, most increases fall within the 3-5% range, depending on how the current salary compares to market rates and positioning within that range. Factors such as performance, market competitiveness, and company policy all contribute to any potential adjustments. Our team can provide guidance based on your specific situation, but ultimately, clients have full autonomy in deciding whether to grant a compensation increase.

WHAT STATUTORY REQUIREMENTS, LIKE HARASSMENT TRAINING, BENEFITS, AND RECORD-KEEPING, DO WE NEED TO MANAGE?

You don't need to worry about managing local statutory requirements. As the Employer of Record, ScalableOS takes full responsibility for compliance with local labor laws, including training, benefits, and record-keeping. We'll handle all the legal details and keep you informed of anything you need to know. Your role is simple—just work with us to ensure smooth compliance, and we'll take care of the rest.

WHAT IS THE TERMINATION POLICY?

Performance-Related Termination:

- **Probation Termination:** If an employee underperforms during the probation period, termination can occur at no cost and without notice. We handle the process after reviewing the necessary performance documentation.
- **Post-Probation Termination:** After probation, clients must give the employee at least one chance to improve before considering termination, ensuring exemption from separation costs.
- **Layoff Policy:** For non-performance-related layoffs, a 30-day notice and severance pay equivalent to one month's base salary are required, excluding benefits, our solution fee, and statutory obligations.

WHAT ARE THE EMPLOYMENT HOURS, AND DO YOU OFFER PART-TIME POSITIONS?

We focus exclusively on full-time employees, who work 5 days a week for 8 hours a day. To ensure a healthy work-life balance, we offer 17 days of PTO per year, which accrue monthly. While PTO cannot be used during the initial 6-month probation period, it provides ample time off once that period is completed.



WHAT IS THE EMPLOYEE TURNOVER RATE AT SCALABLEOS?

At ScalableOS, we take pride in maintaining an exceptionally low employee turnover rate of under 5%, which is far below the industry standard. This reflects the strong alignment between our employees and clients, as well as our commitment to fostering a supportive and rewarding work environment that promotes long-term growth and success.

HOW DOES SCALABLEOS ADDRESS SPECIFIC IT AND COMPLIANCE REQUIREMENTS?

We prioritize meeting the unique IT and compliance needs of each client. Whether it's data security, system access, or regulatory compliance, we understand the importance of precision and reliability. Our dedicated team works closely with you to ensure all requirements are meticulously documented and fully implemented, providing you with the assurance that your operations remain secure, compliant, and efficient.

WHAT OFFICE EQUIPMENT DOES SCALABLEOS PROVIDE?

We provide each team member with brand-new, high-performance equipment, including:

- Dell Latitude laptop equipped with 16 GB RAM, an i5 processor, and a solid-state drive (SSD)
- External monitor
- USB headset
- Backup cellular hotspot

If specialized equipment is required, we can source it locally and provide a transparent quote. We conduct workstation audits, including Wi-Fi checks, to ensure employees are fully equipped from day one. Once set up, you have full control over the hardware, with the option for our support or independent management.

HOW IS THE INFRASTRUCTURE IN THE PHILIPPINES FOR OFFSHORE FUNCTIONS?

The Philippines has invested significantly in infrastructure, especially in metropolitan areas like Manila and Cebu, where most of our employees are based. This investment has led to consistently reliable connectivity, allowing us to support a variety of systems for seamless communication. You can trust that the infrastructure is robust and well-equipped to meet your operational needs effectively.

