iSUPPORT
WORLDWIDE

SAVE | SCALE | DIRECT

bcrosetto@isupportworldwide.com

www.isupportworldwide.com

iSUPPORT WORLDWIDE | AMMEX

PEOPLE / PROCESS / POSSIBILITIES

FEATURED SPEAKER

FRED CROSETTO

Founder of AMMEX & iSupport Worldwide

Built a founder-led model for creating capacity, improving margins, and scaling global teams.



GLOBAL
TALENT.
REAL
IMPACT.

A BRIGHTER
TOMORROW
TOGETHER

CREATE CAPACITY | IMPROVE MARGINS | SCALE GLOBAL TEAMS

Ammex's iSupport Team: 100+ FTE's, 8 departments, 61 roles

Accounting/Finance

- Accounting Manager
- Accounts Payable Manager
- Accounts Receivable Manager
- Accounts Receivable Accountant
- Collection Specialist
- Cost Accountant
- Credit and Collection Manager
- Sr. AP Accountant
- Sr. Finance & Accounting Director
- Sr. General Ledger Accountant

Marketing & Design

- Creative & Marketing Manager
- Graphic Design Supervisor
- Graphic Designer
- Packaging Compliance Specialist
- Product Marketing Specialist
- Sr. Graphic Designer

Operations & Supply Chain

- Export Logistics Coordinator
- Import Logistics Coordinator
- Operations Business Manager
- Shipping Compliance Coordinator
- Transportation Coordinator
- Warehouse Coordinator
- Warehouse Manager
- Global Planner
- Purchasing Coordinator
- Purchasing Supervisor

eCommerce

- Channel Development Lead
- Content Specialist
- Customer Support Representative
- eCommerce Specialist
- Strategic Growth Specialist

IT — Service & Development

- AI Developer
- Corporate Middleware Developer
- Data Platform Services
- Database Administrator
- Dynamics GP Administrator
- eCommerce Development Manager
- EDI Developer
- Global IT Help Desk Specialist
- Helpdesk & Incident Manager
- IT Director
- JIRA Service Desk Administrator
- Azure Data Factory Engineer
- Manager of Development
- Salesforce Administrator
- Salesforce Developer
- Security & Office 365 Administrator
- Sr. Manager of ERP
- Systems Administrator
- Technical Project Manager

Sales

- Business Development Representative
- Enterprise Sales Representative
- Inside Sales Manager

Sales Support/Enablement

- Customer Success Associate
- Data Management Specialist
- Executive Administrator/Sales Trainer
- Sales Support Director & SFDC Product Lead

Customer/Client Service Support

- Claims & Chargeback Specialist
- Customer Service Representative
- Customer Service Supervisor
- Customer Service Manager
- Customer Service Director

iSUPPORT WORLDWIDE
SAVE | SCALE | IGNITE

Who we are... Built Different:

Founder-Proven Model

iSupport was founded by a YPO Owner/Founder who scaled to $200M+ using this model—offering a proven, trusted path for like-minded leaders.

Startup to Suite

Grow to 15+ FTE's & unlock your own Global Capability Center (GCC) custom-branded suite—your 2nd HQ.

Your Team, Your Way

You get a dedicated team you direct & lead. You stay focused on performance—we handle staffing, HR & Compliance.

Scale without Overhead

No CapEx, no hassle. Just fast, flexible growth through dedicated teams that work your way.

Hands-on Partnership

We stay personally involved from Day 1—coaching, resourcing & helping you grow with intention.

Nationally Recognized, Globally Respected

iSupport was awarded the INC5000 3 years running, honored as an INC Power Partner & awarded Asia's Most Inspiring Workplace by the ACES Awards.



iSUPPORT WORLDWIDE
SAVE | SCALE | DIRECT

What iSupport Delivers

iSupport enables companies to make their flywheels spin faster

Save

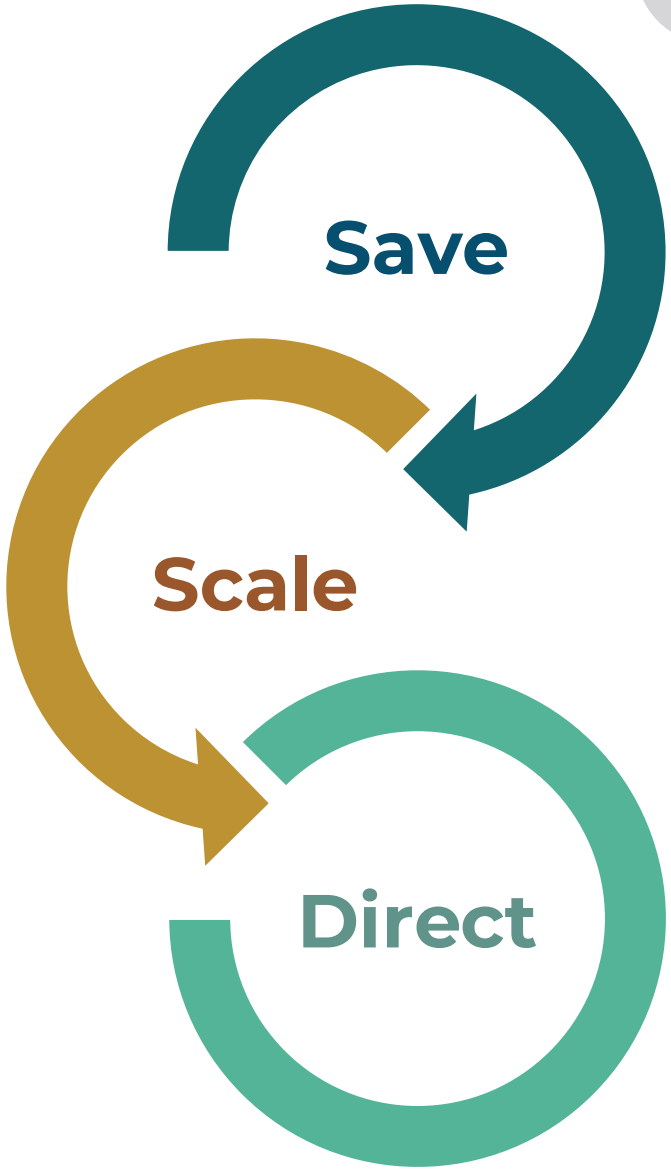
- Up to 70% labor cost savings per team member versus U.S. hiring
- Transparent cost-plus pricing with no hidden fees or surprises
- High retention and low attrition, reducing churn and retraining costs

Scale

- Access to top, English-speaking college graduates across key business functions
- Expanded operating capacity (24/6–24/7) to accelerate execution and throughput
- Proven path from first hire to a fully branded suite as teams grow to 15+ FTE

Direct

- You interview, select, and directly manage every team member
- Dedicated teams aligned to your culture, systems, and KPIs
- Private, branded team suite at 15+ FTE, designed as your Second HQ



Save Money / Save Time

iSUPPORT WORLDWIDE
SAVE | SCALE | DIRECT

SUMMIT FACILITY SERVICES • CLIENT PSEUDONYM

REDESIGNING FOR ENTERPRISE VALUE

Aligning global talent and automation to improve cost, efficiency and quality.



The team in Manila

- Global talent
- Cross-functional capacity
- Built to scale

ROLE	*i*SW MONTHLY COST	MIAMI MONTHLY COST*	*i*SW ANNUAL COST	MIAMI ANNUAL COST*	ANNUAL SAVINGS	SAVINGS %
Procurement Coordinator	$3,354	$9,900	**$40,248**	$118,800	**$78,552**	**66.1%**
AP Coordinator	$2,324	$6,188	**$27,888**	$74,250	**$46,362**	**62.4%**
Payroll Coordinator	$2,185	$8,100	**$26,220**	$97,200	**$70,980**	**73.0%**
Payroll Clerk	$2,185	$5,063	**$26,220**	$60,750	**$34,530**	**56.8%**
Claims Coordinator	$2,407	$6,188	**$28,884**	$74,250	**$45,366**	**61.1%**
Billing Coordinator (2 FTE)	**$4,554**	**$13,725**	$54,648	$164,700	**$110,052**	**66.8%**
Staff Accountant	$3,282	$7,988	**$39,384**	$95,850	**$56,466**	**58.9%**
Risk Management Analyst	$3,031	$8,888	**$36,372**	$106,650	**$70,278**	**65.9%**
Application Support Analyst II	$3,774	$7,313	**$45,288**	$87,750	**$42,462**	**48.4%**
IT Service Desk Technician I	$2,528	$5,513	**$30,336**	$66,150	**$35,814**	**54.1%**
Software Developer I	$4,021	$8,831	**$48,252**	$105,975	**$57,723**	**54.5%**

12-FTE ANNUAL COMPARISON

SOUTHEAST ESTIMATE	iSW COST	ESTIMATED ANNUAL SAVINGS
$1,052,325	$403,740	$648,585 | 61.6%

i SUPPORT WORLDWIDE

12 FTE across 11 roles for 12 months; Billing includes 2 FTE. Staffing savings only, automation benefits not quantified.
*Miami estimates: base salary + 35% benefits/payroll burden. Excludes office, equipment, recruiting fees and bonuses.
Sources: Salary.com, Indeed, Glassdoor and ZipRecruiter (2026). Monthly figures rounded; savings based on annual costs.

NORTHSTAR FOOD DISTRIBUTION • CLIENT PSEUDONYM

FIX ORGANIZATIONAL DRAG

Solving recurring talent and turnover challenges with a stable, scalable finance team.



The team in Manila

- Dedicated finance professionals
- Aligned to client systems and processes
- Led directly by client leadership

ROLE	FTE	iSW MONTHLY COST	WA MONTHLY COST*	ANNUAL SAVINGS	SAVINGS %
Accounts Payable Specialist	1	$2,502	$6,108	$43,272	59.0%
Vendor Coordinator	1	$2,630	$6,108	$41,736	56.9%
Accounts Payable Specialist	1	$2,373	$6,108	$44,820	61.1%
Accounts Payable Specialist	1	$2,502	$6,108	$43,272	59.0%
Jr. Accountant	1	$2,758	$8,542	$69,404	67.7%
AR Specialist	1	$2,373	$6,108	$44,820	61.1%
Accounts Receivable Clerk	1	$1,988	$6,108	$49,440	67.5%

7-FTE FINANCE TEAM

WA ANNUAL COST $542,276

iSW ANNUAL COST $205,512

ESTIMATED ANNUAL SAVINGS $336,764 | 62.1%

i SUPPORT WORLDWIDE

*WA benchmark includes estimated salary + 25% burden (benefits, taxes and overhead).
Source: supplied seven-person team comparison. Monthly figures rounded; annual savings calculated from annual costs.

WESTBRIDGE PROPERTY GROUP • CLIENT PSEUDONYM

ACCESS NEW CAPACITY

Building specialized global teams in roles most CEOs would never think to offshore.

16 people. 7 entities. Specialized capacity across design, construction, finance and operations.



The team in Manila

Specialized global talent

Capacity across functions

Built for growth

ROLE	FTE	iSW MONTHLY COST	PACIFIC COAST MONTHLY COST	ANNUAL SAVINGS	SAVINGS %
Project Designer	3	$9,482	$18,000	$102,214	47%
Project Designer III	2	$6,252	$13,600	$88,181	54%
Talent Acquisition Specialist	1	$2,851	$9,000	$73,791	68%
Fund Accountant	1	$3,542	$9,500	$71,499	63%
HR Admin	1	$2,733	$6,500	$45,206	58%
HR Payroll Assistant	1	$2,529	$6,500	$47,652	61%
Construction Project Scheduler and Coordinator	1	$3,516	$9,000	$65,807	61%
Project Coordinator	1	$3,284	$9,000	$68,596	64%
Compliance Assistant	1	$2,602	$6,500	$46,777	60%
Marketing Specialist	1	$2,471	$7,500	$60,349	67%
Operations Assistant	1	$3,032	$6,000	$35,615	49%
IT Help Desk	1	$2,632	$6,500	$46,416	60%
Accountant	1	$3,685	$8,500	$57,780	57%

16-FTE TEAM

PACIFIC COAST / MONTH $116,100

iSW / MONTH $48,610

ANNUAL SAVINGS $809,883 | 58.1%

i SUPPORT WORLDWIDE

Source: supplied client cost comparison. Costs shown are totals by role. Displayed figures are rounded; source annual savings and totals retained.

How We Deliver Talent—Step by Step

iSupport makes it easy for your department to get started.



Most teams are up and running within **30–45 days**.

Our Pricing Model…

Cost Plus

- $500/month infrastructure & support fee
- Salary + 35% markup (Hires 1-4)
- 30% markup starting at 5 FTE

Transparent Pricing

- iSupport's pricing is fully transparent – with no hidden fees or charges
- Optimal model for performance bonuses & team member incentives

Sample Billing/"All In" Cost Sheet

Description—IT Helpdesk (Level 1)	Amount
Employee Service Cost	₱62,485
iSupport Markup	35%
Employee Service Cost w/markup	₱ 84,355
USD Conversion Rate	55.81
Employee Service Cost in USD	$1,511
Monthly Infrastructure/Support Fee	$500
Total Monthly Bill	**$2,011**

IT Helpdesk L1 $11.82/hour

iSUPPORT WORLDWIDE
SAVE | SCALE | DIRECT

Compliance & Protection

Proactive Compliance: We protect your data and reputation by strictly adhering to key industry standards.

- **PCI DSS:** Secure handling of all credit card information.
- **SOC 2 Type 2:** Internal controls for safeguarding your data.
- **HIPAA:** Protecting sensitive patient health information.

Robust Security Measures: Our continuous efforts ensure your systems are protected.

- **Bi-Annual Policy Review:** Keeping all security procedures up-to-date.
- **Vulnerability Testing:** We proactively find and fix system weaknesses.
- **Daily Backups:** Your data is safe and easily recoverable.
- **Security Training:** Keeping our team—and yours—prepared.



PCI DSS is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment



SOC 2 Type 2 Report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating.



HIPAA is designed to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.

Process Excellence & Operations Support

iSupport makes it easy for your department to optimize

- **PROCESS MAPPING**
- **BEST PRACTICE DOCUMENTATION & STANDARDIZATION**
- **OPERATIONAL MANUAL & PLAYBOOK**
- **KNOWLEDGE BASE**
- **COMPLIANCE AUDITS**
- **PERFORMANCE DASHBOARDS**
- **OFFSHORE READINESS ASSESSMENT**
- **OPERATIONAL TROUBLESHOOTING**
- **CONTINGENCY PLANS & BACK-UP STRATEGIES**
- **STAFFING ANALYSIS & FORECASTING**
- **WORKFORCE MANAGEMENT**
- **REPORTS AUTOMATION**

iGNITE will work with you to get your team fully optimized.

We design & create flexible options: WFO, WFH, Hybrid

iSupport Facilities

Class A Offices, Meeting Rooms, Pantries, Lounges & Gym











- 70% of team members WFO.
- 100% of all new hires suggested to start WFO.

iSUPPORT WORLDWIDE
SAVE | SCALE | DIRECT

Let's Launch Your 2nd HQ
Dedicated & Branded Global Capability Center (GCC) Workspaces

15+ Team Members—iSupport Creates & Builds for You @ No Charge

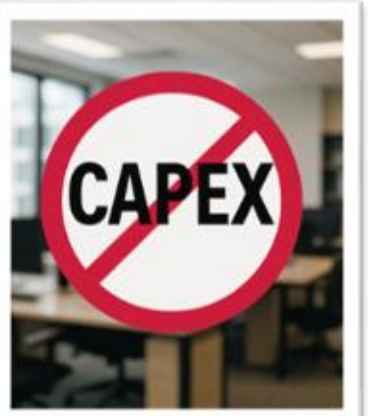


A-Players. Real Savings. Full Control.

- Your team, fully dedicated
- Cost-effective without compromise
- We recruit, support
- You lead & direct—just like your U.S. team







iSUPPORT WORLDWIDE
SAVE | SCALE | DIRECT

iSUPPORT WORLDWIDE

SAVE / SCALE / DIRECT

GET A FREE ROLE ASSESSMENT

See what creating new capacity could look like for your business — starting with one role.

Send us one job description and we will provide:



Sample resumes

See talent and qualifications in the Philippines



Estimated monthly cost

All-in cost for a dedicated team member



Estimated savings comparison

Compare against your current or budgeted U.S. cost



Reply all with one job description

No JD ready? Send the role title and a few responsibilities to get started.
No cost. No obligation to hire.