# Lift and Switch
Frequently Asked Questions (FAQ)

Cloudstaff's Lift & Switch program offers a seamless transition for businesses moving their outsourced teams from other BPO providers.

This FAQ provides clear answers to common questions about the process—covering people, operations, costs, compliance, and long-term outcomes—so you can understand how the transition works, what your staff can expect, and how Cloudstaff ensures a smooth and successful handover.
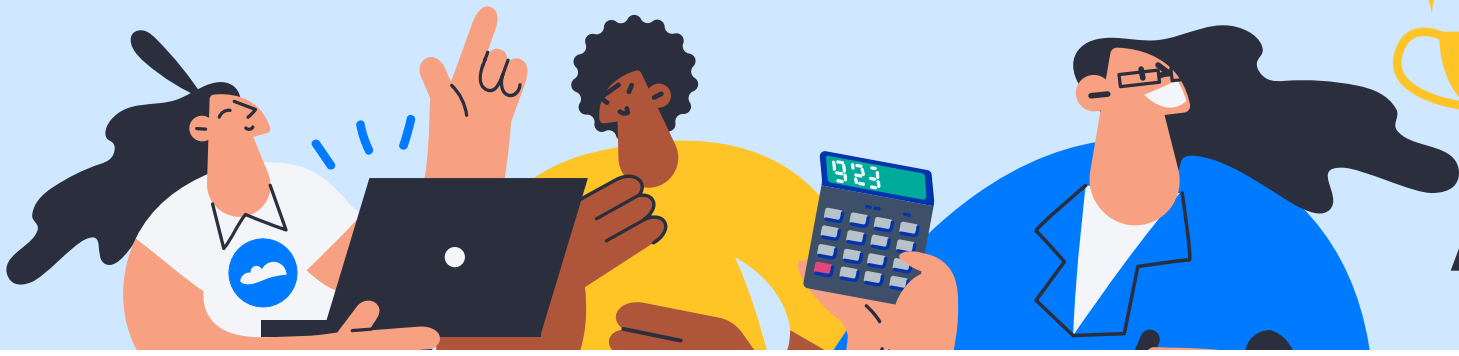
Understanding Lift & Switch

What does "Lift & Switch" mean?
It means transferring the existing outsourced team—people, processes, and tools—from their current provider to Cloudstaff with minimal disruption.

Is this different from Cloudstaff recruitment?
Yes. Standard recruitment means hiring and training new staff. Lift & Switch transfers current staff and sets them up in Cloudstaff systems, ensuring continuity.

Who is Lift & Switch designed for?
Businesses with offshore teams dissatisfied with their current provider seeking better quality, scalability, compliance, or costs.

Do I have to move my entire team at once?
No, businesses can transfer the full team or part of it first and then move the rest gradually. Some clients switch only their critical functions first, then transition the rest once they see the Cloudstaff difference. We will work with the client to better understand their specific circumstances and can recommend a transfer strategy to suit.

Staff Transition & HR Matters

How is staff engagement maintained during the switch?
Cloudstaff HR provides Welcome Kits (guide, T-shirt, perks), explains tenure and pay continuity, and reassures career progression.

Will staff keep their tenure?
Tenure is carried over and recorded in Cloudstaff's system.

Will probation restart?
Cloudstaff honors current employment status with probation continuing where it left off.

What happens to leave balances?
There are several options to consider:
- ⊘ Having the incumbent BPO pay out unused leave;
- ⊘ Carrying leave balances over into Cloudstaff HR records
- ⊘ Tenure can also be recognized at Cloudstaff.

What about government-mandated benefits?

Cloudstaff ensures compliance with local labor laws in the service country (Philippines, India, Colombia, Kenya) and provides both government-mandated and company-initiated benefit.

Will staff lose their bonuses or perks?

Cloudstaff ensures that staff perks are maintained or enhanced during the transition. This includes access to social clubs, company events, and wellness programs.

What additional perks does Cloudstaff offer?
Cloudstaff offers standout perks including free meals, unlimited coffee, Beer Fridays, grocery packages, work-from-home support, CS Academy training, wellness programs, social clubs, and rewards. Benefits vary by country—please check with your Cloudstaff Sales representative for details.

Payroll & Finance

How is payroll continuity ensured?

⊘ In the **Philippines**, staff are paid on the 5th and 20th of each month.

⊘ In **Colombia**, staff are paid on the 5th of each month.

⊘ In **India & Kenya**, staff are paid on the last working day of each month.

Is financial support available for transition costs?

Cloudstaff may waive deposits or spread setup fees. For larger deals, a Sponsorship Fund can also be accessed in order to cover buyout fees, licensing, or cultural programs.

What happens if my current provider requires a contract buyout?

In some circumstances, Cloudstaff can help offset or finance these costs via the Lift & Switch Fund. This is assessed on a case-by-case basis depending on deal size.

How do you handle redundancy liabilities?

We review how your current provider accounts for tenure and redundancy, then create a compliant plan. This ensures staff are not disadvantaged and the business avoids exposure. What really helps here is being provided with copies of your current staff's pay slips. We will ask you to source these for us.

Operations & Continuity

How quickly can operations restart?

Critical functions within 48 hours; larger teams may need more planning, but Cloudstaff's process minimizes downtime.

What if my current provider shuts down suddenly?

Cloudstaff has emergency protocols for quick housing, payment, replacement equipment, and continuity.

What about existing business processes and data?

Cloudstaff documents existing systems and workflows before migration. Engineers replicate the environment, ensuring processes continue without rework. (Additional fees may apply).

How do you handle client IT systems and software?

Cloudstaff engineers can mirror current software setups or integrate it into our managed environment. We can provide new hardware, secure VPN access, and enterprise firewalls.

Technology & Security

What hardware is provided after switching?

Options include migrating existing assets (depending on condition and age), immediate replacement hardware, or using Cloudstaff's Managed PC (mPC) solution for subscription-based hardware and support.

What connectivity standards are maintained?

Cloudstaff maintains 11 redundant internet connections, 24/7 Network Operations Center, automatic failover, and business-grade fiber for Work From Home staff.

How secure is data with Cloudstaff?

Cloudstaff is ISO27001 certified, with strict data handling and compliance controls. Secure suites are available for PCI, HIPAA, NPPI, or ISO27001 teams..

Culture & Employee Experience

How does Cloudstaff improve retention?

Cloudstaff's Two Families model makes staff feel part of both the company and Cloudstaff, with perks and career progression that boost retention.

What employee perks and experiences are offered?

Monthly social clubs, mid-year events, end-of-year celebrations, wellness perks, and even family support initiatives.

Is client-staff bonding supported?

Yes, with facilitated visits, team-building, and cultural alignment activities.

Long-Term Outcomes

What improvements follow switching?

Clients report improved productivity, higher morale, better retention, cost savings, and access to stronger talent pools.

Is scaling the team easy?

Yes, Cloudstaff's recruitment engine supports fast, low-risk scaling.

What industries benefit most?

Accounting, real estate, mortgage, legal, customer support, IT, construction, engineering, marketing, and back-office operations.

Getting Started

What are the first steps to begin Lift & Switch?

1. Contact the Cloudstaff Switch team.
2. Review their current outsourcing setup.
3. Decide what to transfer.
4. Cloudstaff prepares a migration plan.
5. Staff are transitioned with HR support.

What are the steps for staff transition?

Staff will receive an email from the CS Onboarding team with detailed instructions tailored to their location. They will be asked to submit required documents, which may vary depending on the service country. Common requirements include:

- ⊘ Criminal Record Check
- ⊘ Government-issued IDs
- ⊘ Pre-employment medical exam results (valid within 3 months)

An Employment Contract will also be provided and discussed as part of the onboarding process.

Can new clients talk to clients who have already switched?

Yes. Cloudstaff can arrange references and case studies from companies who have successfully transitioned.

Glassdoor Reviews

glassdoor
★★★★★

Cloudstaff for me is the greatest and the best workplace I have ever worked at! They care for their employees at it's finest. They have Beer Fridays!

glassdoor
★★★★★

This is the only company where you can casually talk to your bosses and take note, even your CEO! Have fun with them, go to lunch together.

glassdoor
★★★★★

I wholeheartedly recommend Cloudstaff to anyone seeking a fulfilling and rewarding career opportunity.

glassdoor
★★★★★

Overall, being with Cloudstaff for more than three years now has been nothing short of fantastic.

glassdoor
★★★★★

From comprehensive healthcare plans to flexible work arrangements and generous vacation policies, Cloudstaff goes above and beyond to ensure that employees feel appreciated and supported

Did you know?

In some cases, Cloudstaff may be able to wave deposits or spread setup fees over 12 months to reduce the financial burden associated with the switch. Contact our Switch team to find out if you are eligible.

Ready to Make the Switch?
Talk to us today!

✉ switch@cloudstaff.com
📞 1300 881 284

WB-1008