



Cloudstaff Outsourcing  
**eCommerce  
professionals  
at a fraction  
of the cost**

**Outsourcing eCommerce  
roles to the Philippines is  
one of the fastest and most  
effective profit and growth  
strategies for online stores  
and sellers of all sizes.**

Whether you're looking to expand capacity, improve customer service, or cut costs and be more competitive, Cloudstaff has the right eCommerce professionals to support your business.



**“For us, outsourcing isn’t just about saving money. Cloudstaff has become a vital part of our growth strategy. Cloudstaff has allowed us to focus on delivering an outstanding experience for our customers.”**

**Chris Rolls**

PieLAB

## Why Outsource eCommerce Roles?

Choose from a wide variety of highly skilled and experienced eCommerce professionals, from junior copywriters to senior data analysts and platform specialists - all while saving 60-70% off regular staffing costs.



### Increase sales

Building outsourced teams gives your business the expertise and manpower needed to ramp up your operations and expand your market reach.



### 24/7 customer support

Your web platform runs 24/7 and your customers expect timely service. Outsourcing is the fastest and most cost-effective way to thrive in a 24/7 economy.



### Be more competitive

Utilizing top talent in the Philippines saves your business up to 70% off regular costs and gives your business a competitive edge.



### Staffing flexibility

Maintain business agility during peak and off-season, efficiently scale up or down based on demand fluctuations. Shorten the learning curve and quickly onboard industry-ready and trend-savvy resources.



### Grow your core

Focus on your core functions, have your outsourced team handle management and operations of your eCommerce store. Expert operational support gives you the opportunity to focus on growth strategy.



### Add expertise

The Philippines has a massive talent pool of fully qualified and highly skilled eCommerce professionals with all levels of experience.

## What can a Cloudstaff eCommerce professional do for you?

Building an outsourced eCommerce support team with Cloudstaff opens up a world of opportunity for eCommerce businesses of all sizes. With a massive pool of talented professionals to draw from, we can find you the right staff member for whatever roles you require. The table below features some of the most common outsourced eCommerce roles that we provide for businesses around the world.

### Best eCommerce roles to outsource

|                             |                                      |
|-----------------------------|--------------------------------------|
| Customer Support            | Platform & Marketplace Specialists   |
| eCommerce Developers        | Inventory & Logistics Administration |
| Copywriting                 | Data Analysts                        |
| Multimedia & Graphic Design | Product Data Specialists             |
| Digital Marketing           | CRM/Email Marketing                  |
| SEO/SEM                     | Accountants                          |

### Experience you can depend on

Cloudstaff eCommerce assistants are all highly qualified professionals with years of experience working with US, Australian, and UK-based businesses and are familiar with all major software platforms and eCommerce marketplaces.

|          |               |
|----------|---------------|
| Amazon   | Magento       |
| eBay     | Weebly        |
| Walmart  | Big Commerce  |
| Shopify  | WooCommerce   |
| Volution | Big Cartel    |
| ED Cart  | Square Online |

# Building an eCommerce team with Cloudstaff

Most businesses are first attracted to outsourcing because of the affordability of high-quality staff, but they soon discover that when they partner with Cloudstaff, they get so much more.



## Staff Without the Stress

Cloudstaff's professional recruiting team takes care of all staff sourcing and vetting, presenting you with only the highest quality talent for you to choose from.



## No HR Headaches

Your staff work exclusively for you but we take care of HR, onboarding, payroll, taxation and government compliance issues so you don't have to.



## World-Class Facilities

Forget any ideas you may have about working conditions in developing nations. All Cloudstaff offices are just as modern, stylish and fully equipped as the best offices in New York, London or Sydney.



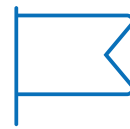
## Lightning Fast Internet

Enjoy uninterrupted high-speed fiber internet connection with multiple backup sources that can handle even the most intensive tasks with ease.



## 24/7 Support

No matter what the time of day, Cloudstaff's extensive 24/7 support network, which includes your own personal Account Manager, is ready to help you and your team.



## Industry Leading

Cloudstaff invests heavily in staff engagement initiatives and enjoys a 98.1% staff retention rate - the highest in the industry. Our customers enjoy great staff loyalty and very low turnover.



## PCI DSS Certified

Cloudstaff is a PCI-DSS credit card and payment industry certified compliant company. We offer enterprise grade data and physical security measures to protect your business and clients.



## 10+ Years Experience

With over 10 years experience working with eCommerce businesses, departments and SMEs around the world, Cloudstaff understands the industry needs and has a long track record of success.



## Tools for Success

Cloudstaff innovation is a game changer. We provide a suite of tools, applications and processes that remove the limitations associated with remote working.

When building an offshore team with Cloudstaff, you can mix and match positions to tailor your team to your exact requirements. Choose from almost any eCommerce position you can think of.

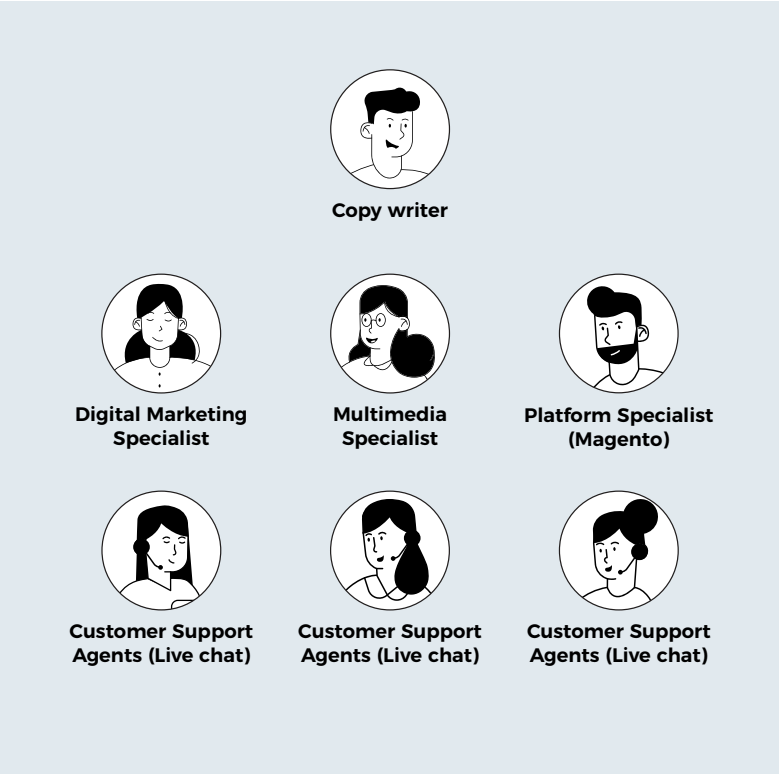
The samples below are real life examples of two Cloudstaff eCommerce support teams currently working with eCommerce businesses in the US and Australia.

| Sample Team 1                           | Sample Team 2                            |
|---|--|
| 1 x Copy writer                         | 5 x Customer support agents              |
| 1 x Digital marketing specialist        | 1 x Procurement administration assistant |
| 1 x Multimedia specialist               | 2 x accountants                          |
| 3 x customer support agents (live chat) | 1 x Platform developer                   |
| 1 x Platform specialist (Magento)       | 1 x SEO/SEM specialist                   |

Start with as little as one outsourced staff member and scale your team easily and sustainably as needed.

### Sample Team 1

### Sample Team 2



Copy writer

Digital Marketing Specialist

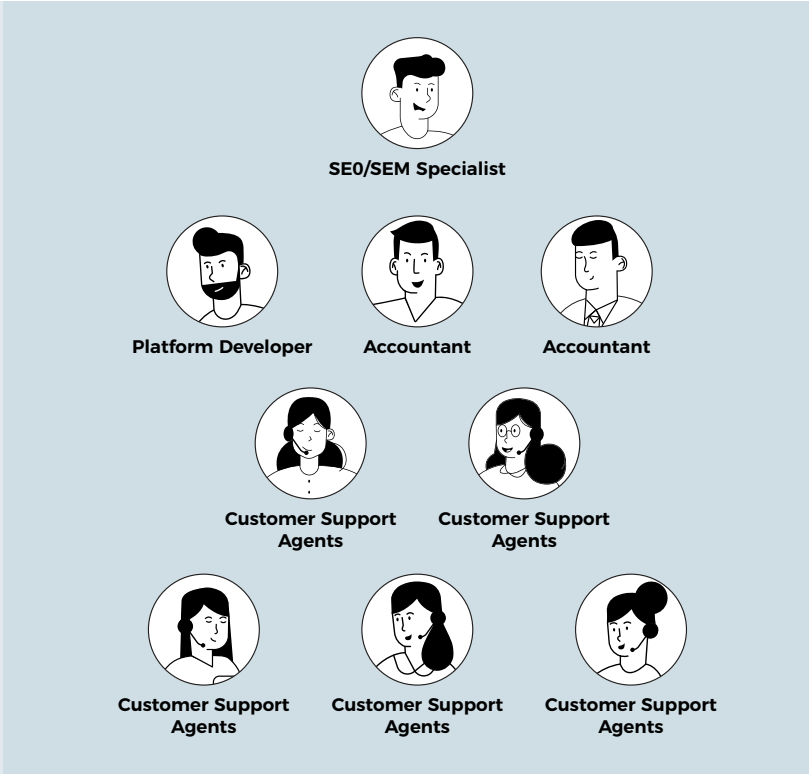
Multimedia Specialist

Platform Specialist (Magento)

Customer Support Agents (Live chat)

Customer Support Agents (Live chat)

Customer Support Agents (Live chat)



SEO/SEM Specialist

Platform Developer

Accountant

Accountant

Customer Support Agents

Customer Support Agents

Customer Support Agents

Customer Support Agents

Customer Support Agents

Customer Support Agents



## By outsourcing select eCommerce roles to the Philippines, most Western businesses find they can save between 60-70% off regular staffing costs.

When you factor in other operational overheads such as HR, recruiting, payroll, hardware and office space, the savings you can make when outsourcing with Cloudstaff are even higher.

Salaries for individual eCommerce positions will vary depending on the type of role required, as well as the staff member's experience and qualifications, but as a general guide, the average cost of Cloudstaff eCommerce professionals are listed below. Prices are all inclusive and cover all staff wages, benefits, and management fees.

| Role                            | Junior<br>(Fresh grad - 5 years experience) | Senior<br>(5+ years of experience) |
|---------------------------------|---|------------------------------------|
| Customer Service Representative | USD - \$1,290 - \$1,460                     | USD - \$1,460 - \$1,695            |
|                                 | AUD - \$523 - \$726                         | AUD - \$1016 - \$1452              |
| Platform Operations Specialist  | USD - \$1,580 - \$1,930                     | USD - \$1,930 - \$2,285            |
|                                 | AUD - \$871 - \$1307                        | AUD - \$1742 - \$1887              |
| Digital Marketing Specialist    | USD - \$1,340 - \$1,695                     | USD - \$1,695 - \$2,405            |
|                                 | AUD - \$581 - \$1016                        | AUD - \$1452 - \$2033              |
| Web & Platform Developer        | USD - \$1,500 - \$2,390                     | USD - \$2,390 - \$3,645            |
|                                 | AUD - \$871 - \$1887                        | AUD - \$2033 - \$2904              |
| Accounts Receivable Specialist  | USD - \$1,630 - \$1,885                     | USD - \$1,885 - \$2,010            |
|                                 | AUD - \$782 - \$1082                        | AUD - \$1082 - \$1574              |

Prices are displayed in US Dollars and based on the market PHP to USD foreign exchange rate, current June 2021.



## Let's get started

Build your own eCommerce support team in the Philippines in 3 easy steps

# 1

### Define your goals

Speak to Cloudstaff's friendly business managers today and tell us what you need.

# 2

### Select your staff

Our professional recruiters source and pre-screen the best talent for you to choose from.

# 3

### Get to work

Your staff work exclusively for you, while we take care of all HR, payroll, and government compliance.

## Speak to us today

If you want to know how to best leverage outsourcing to grow your business, one of our outsourcing specialists can help.

[sales@cloudstaff.com](mailto:sales@cloudstaff.com)

US +1 800 730 8615

AU 1 300 881 284

UK +44 20 3695 8095





## About Cloudstaff

Cloudstaff is a premium outsourcing provider that helps businesses around the world grow and be more profitable by helping them build teams of high performance professionals in the Philippines.

By blending great people, innovative technology, a vibrant culture, and over ten years of experience, Cloudstaff provides a complete outsourcing platform that delivers fast, efficient, and scalable workforce solutions, while saving our customers 60-70% off traditional staffing costs.

With 8 premium office locations spread throughout the Philippines and over 2,500 staff, Cloudstaff is backed by a world class infrastructure network and adheres to the world's strictest security standards.

We have a deep commitment to ethical outsourcing practices and provide working conditions that meet (or exceed) Western standards, comply with all local labor and tax laws, and provide a safe, healthy and supportive environment for our staff, their families and the community.

With personal service and a commitment to your success, Cloudstaff has the knowledge and the expertise to help you reach your business goals through smarter outsourcing.

**Speak to us today.**



US | UK | Australia | China | Philippines