SJA GLOBAL TECH SERVICES INC.

Connecting People. Empowering Solutions.

COMPANY PROFILE | CLIENT & INVESTOR BRIEFING

Philippine-based Business Process Outsourcing & Technology-Enabled Services



COMPANY OVERVIEW

Who We Are

SJA Global Tech Services Inc. is a Philippine-based business process outsourcing and technology-enabled services company delivering high-quality support solutions to local and international clients. We combine skilled professionals, operational discipline, and technology-driven processes to provide efficient, reliable, and scalable service.

LEGAL NAME

SJA Global Tech Services Inc.

HEADQUARTERS

Philippines — serving local and international clients

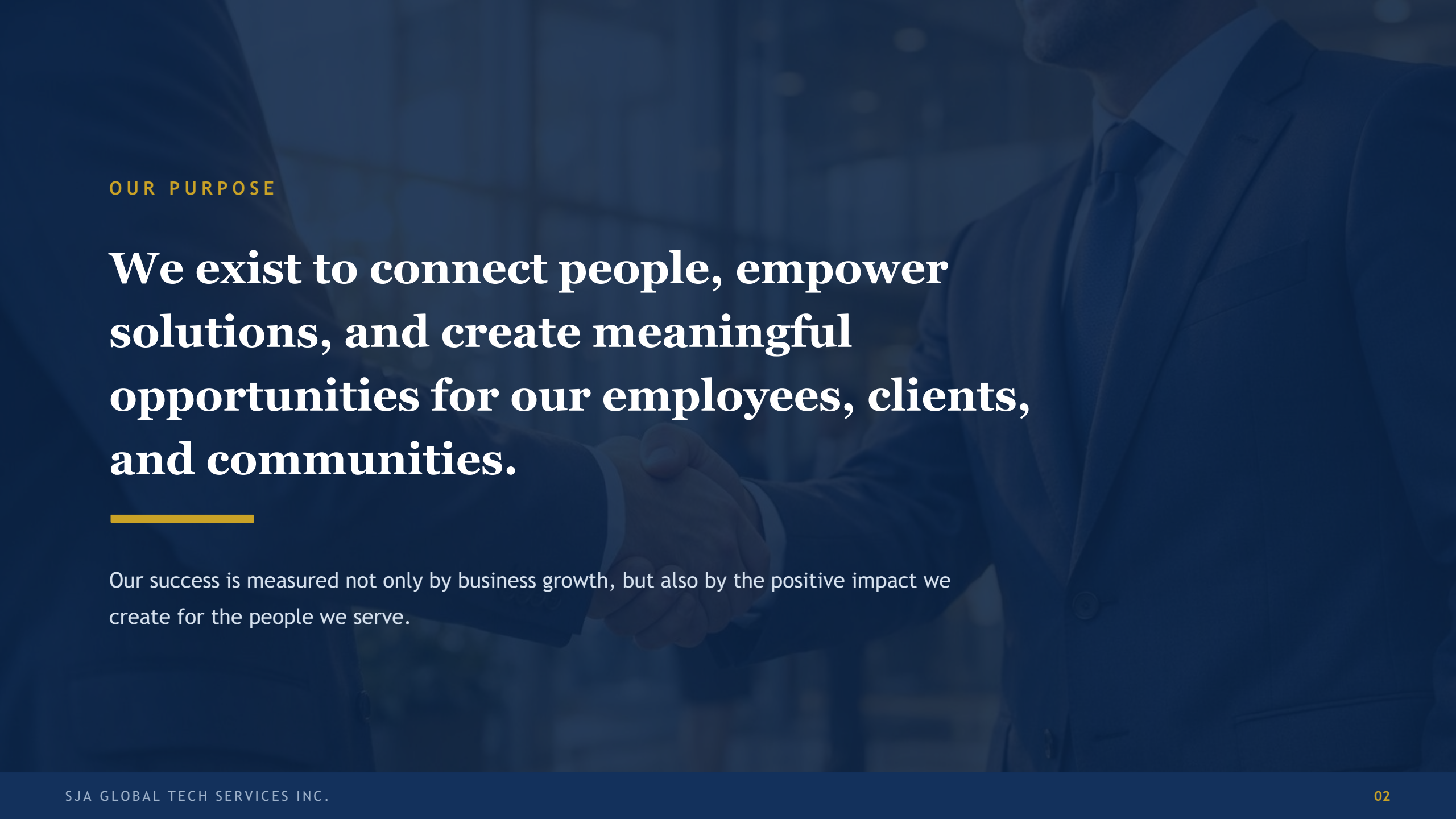
BUSINESS MODEL

Onsite-first BPO with alternative work arrangements when operationally required

CORE VALUES

HANDS — Honesty, Accountability, Nurturing Excellence, Dedication, Service





OUR PURPOSE

We exist to connect people, empower solutions, and create meaningful opportunities for our employees, clients, and communities.

Our success is measured not only by business growth, but also by the positive impact we create for the people we serve.

DIRECTION

Vision & Mission

VISION

To be a trusted global provider of Customer Service Solutions, Technical Support Services, Back-Office Services, and Administrative Support Services, recognized for operational excellence, innovation, and exceptional service delivery.

MISSION

We deliver our services through innovation, integrity, and a people-first approach, creating value for our clients, meaningful opportunities for our employees, and a positive impact in the communities we serve.

A shared direction that guides every account, department, and support function across the organization.

WHAT WE STAND FOR

Our Core Values — HANDS

H

Honesty

We uphold truthfulness, integrity, and transparency in all our actions.

A

Accountability

We take ownership of our commitments, responsibilities, and results.

N

Nurturing Excellence

We continuously improve our knowledge, skills, and performance.

D

Dedication

We demonstrate commitment, professionalism, and perseverance.

S

Service

We place people at the center of our business and deliver solutions with care.

HANDS guides daily decisions — how we communicate, protect information, resolve issues, and deliver for clients.

CAPABILITIES

Our Service Portfolio

01

Customer Service Solutions

Customer care, account and billing support, issue resolution, retention, sales support, and healthcare or member assistance.

02

Technical Support Services

Troubleshooting, product and platform support, incident handling, connectivity, device, and telecommunications support.

03

Back-Office Services

Chat and email support, case processing, documentation, transaction handling, records updating, and queue management.

04

Administrative Support

Scheduling, reporting assistance, coordination, document preparation, and internal business support functions.

Four integrated service lines, delivered under one operating standard and one quality framework.

SERVICE LINE 01

Customer Service Solutions

We manage the conversations that shape our clients' customer relationships — with accuracy, empathy, and compliance.

- Customer care and account support
- Order, billing, and payment assistance
- Issue resolution and retention support
- Sales support, lead handling, and win-back
- Healthcare, patient, and member assistance





SERVICE LINE 02

Technical Support Services

Technical teams that reduce disruption, resolve incidents quickly, and keep clients' products and platforms performing.

- Troubleshooting and product support
- Platform, systems, and connectivity assistance
- Incident handling and technical escalation
- Device support and service activation
- Telecommunications and technical account support

SERVICE LINES 03 & 04

Back-Office & Administrative Support

Non-voice support handled carefully — accurate, timely, and fully documented.

- Chat and email support
- Case processing and transaction handling
- Documentation and records updating
- Queue management and workflow control
- Scheduling, reporting, and coordination support



DOMAIN EXPERTISE

Industries We Serve

E-Commerce & Retail

Order processing, live chat, and catalog administration to support responsive customer experiences.

Real Estate & PropTech

Inside sales calling, lead qualification, and transaction coordination that support agent productivity.

Healthcare & Wellness

Patient intake, appointment scheduling, and billing administration handled with privacy safeguards.

Logistics & Freight

Dispatch, carrier tracking, BOL processing, and driver support for smoother fleet coordination.

SaaS & Technology

Frontline helpdesk, onboarding, bug escalation, and user support that help keep customers engaged.

Financial & Professional

Data entry, bookkeeping support, and document verification handled with care for accuracy and privacy.

Our Infrastructure, Your Platforms

01

Your Platforms, Not Ours

We work inside the CRM, ticketing, and case systems you already use, rather than asking you to adopt ours.

02

Collaboration

Our teams join your chat, email, and task channels so coordination stays in one place.

03

Communication Channels

Voice, chat, and email support delivered through your preferred communication and telephony setup.

04

Our Own Infrastructure

Our own server and firewall, single-monitor agent workstations, two independent ISPs for network redundancy, and UPS-backed power.

Secured on our own infrastructure, while working inside the systems you already use — no migration required.

HOW WE OPERATE

Our Delivery Model

Onsite-First Operations	A supervised, secure, onsite delivery model with alternative work arrangements used only when business continuity, public health, or operational necessity requires it.
Account-Aligned Teams	Teams are structured around client programs, with dedicated scorecards, escalation paths, and account-specific standards and playbooks.
Process Discipline	Approved scripts, verification steps, documentation requirements, and escalation rules govern every transaction — no informal shortcuts.
Scalable Workforce	Workforce Management, Training, and Quality functions support ramp-ups, peak volumes, and changing client requirements without loss of consistency.

Consistent delivery, reliable staffing, and protected information — the foundations of our client relationships.

CORPORATE GOVERNANCE

Governed, Controlled, Accountable

01

Board of Directors

Exercises corporate powers, approves major policies, and provides overall governance oversight under law, the articles and by-laws, and Board resolutions.

02

President / CEO

Leads day-to-day business direction and execution and implements approved corporate strategy under delegated authority.

03

Officers & Management

Officers, department heads, and authorized representatives exercise only delegated authority and remain accountable for acting within its scope.

A CONTROLLED POLICY HIERARCHY

Applicable law prevails, followed by the Company's articles, by-laws, and Board-approved corporate policies; then approved executive issuances and written manuals; then department, account, and work-instruction documents. Operations are implemented consistently with the Labor Code of the Philippines and DOLE issuances, with Quality, Training, Workforce Management, Compliance, Finance, and IT functions being built out as the company grows.

TRUST & COMPLIANCE

Security, Privacy, and Client Confidence

- Personal data processed under the Data Privacy Act and National Privacy Commission issuances
- Organizational, physical, and technical security measures suited to the data and the risks involved
- Prompt reporting and escalation of known or suspected privacy and security incidents
- Controlled access, visitor management, and clean-desk practices in Company workplaces
- Confidentiality and non-disclosure obligations that continue after separation



SEAMLESS ONBOARDING

Our Implementation Process

01 Discovery

A close look at your operational needs, current measures, tools, and staffing requirements.

02 Planning

Custom workflows, SOPs, SLA definitions, and security protocols designed around your operation.

03 Recruitment

Sourcing and careful screening of talent matched to the required skills and cultural fit.

04 Training

Brand immersion, communication coaching, tool familiarity, and process walkthroughs before go-live.

05 Deployment

Go-live execution under close supervision, with support available throughout the shift.

06 Quality & Optimization

Regular call and ticket reviews, performance coaching, and scheduled check-ins with your team.

FLEXIBLE CONTRACTING

Engagement Models & Pilot Program

01

Dedicated Team

Full-time agents working exclusively for your brand — 100% dedicated talent, full brand alignment, and scalable staffing.

02

Shared Services

Pooled agents handling queue inquiries across defined shift windows — cost-efficient, with continuous queue coverage.

03

Project-Based

Short-term support for seasonal spikes, data migration, or launches — defined scope and SLA, no long-term lock-in.

RISK-FREE PILOT PROGRAM

Experience SJA before committing. Test our team with 1 to 2 dedicated agents for 1 to 5 days and evaluate performance, communication, and SLA adherence at zero risk. Contact our executive committee to schedule a 30-minute discovery session and set up your pilot trial — with no long-term minimum contracts and the flexibility to scale your team up or down as demand changes.

Executive Leadership Team

Atty. Gretchen Dolatre

Chief Executive Officer

Lawyer with seven years in government service and litigation, bringing legal, compliance, and administrative discipline to corporate leadership and governance.

Marc Andrew P. Madarang

COO | CTO | Business Development Consultant

19+ years in BPO with Convergys, Asurion, Concentrix, TELUS International, and FIS; 4 years in sales with Nestlé, Johnson & Johnson, and JDH Zuellig.

Renz Joseph Rosales

Chief Business Transformation & Quality Officer

Business transformation, quality governance, performance oversight, and continuous improvement.

Marisol Atajar

Client Service Manager

7+ years in BPO quality assurance, business development, operations, and team management, with earlier marketing experience shaping her client-facing approach.

Atty. Juan B. Aguila Jr.

Corporate Secretary & Legal Counsel

Corporate secretarial duties, legal counsel, regulatory compliance, and contract review.

Supported by Human Resources, Finance, Information Technology, Operations, Quality, Training, Workforce Management, and Compliance functions as they are built out.

THE OPPORTUNITY

Why Partner With SJA

Reliable, Compliant Delivery

Lower operating overhead than onshore hiring, delivered under lawful, controlled, and auditable processes.

A People-First Workforce

Career progression, training, and benefits designed to build stability and sustain retention.

Integrated Service Lines

Voice, technical, non-voice, and administrative support from a single accountable partner.

Scalable Operating Platform

Rapid team ramp-up and shift coverage aligned to your operating hours across the US, Canada, UK, and Australia.

Community & Economic Impact

Responsible employment and business practices supporting local economic development.

Integrity With Stakeholders

A disciplined quality framework with regular auditing, applied with transparency at every level.

CONNECT WITH US

Corporate Contact Information

- Metro-Rei Annex Building, Barangay Palindan, Ibaan, Batangas 4230, Philippines
- +63 43 349 5039
- execom_org@sjaglobaltechservicesinc.com
- 24/7 / 365 Operations Center
- Request a free 30-minute consultation and risk-free pilot





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Thank you. We welcome the opportunity to discuss how SJA Global Tech Services Inc. can support your customers, your operations, and your growth.

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