



JUPITER BPO

OUTSOURCING SIMPLIFIED

CUSTOMER SUPPORT | SALES & LEAD GEN | ADMIN SUPPORT | DIGITAL BRANDING

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ABOUT JUPITER BPO

Jupiter BPO is an Australian and Macedonian owned business with operations in Macedonia, Europe.

Our mission is to provide affordable highly skilled offshore staff so that companies can expand their team, grow their revenue and reach new markets.

We do this by providing highly skilled and experienced professional from Macedonia at a fraction of the price that companies would pay for the same employees in the UK, USA, and Australia.

With Jupiter BPO, you get a trusted business partner that is dedicated to your success.



Head Office
Sydney, Australia



Operational Centre
Bitola, Macedonia

EXECUTIVE TEAM



Ivanko Angelevski

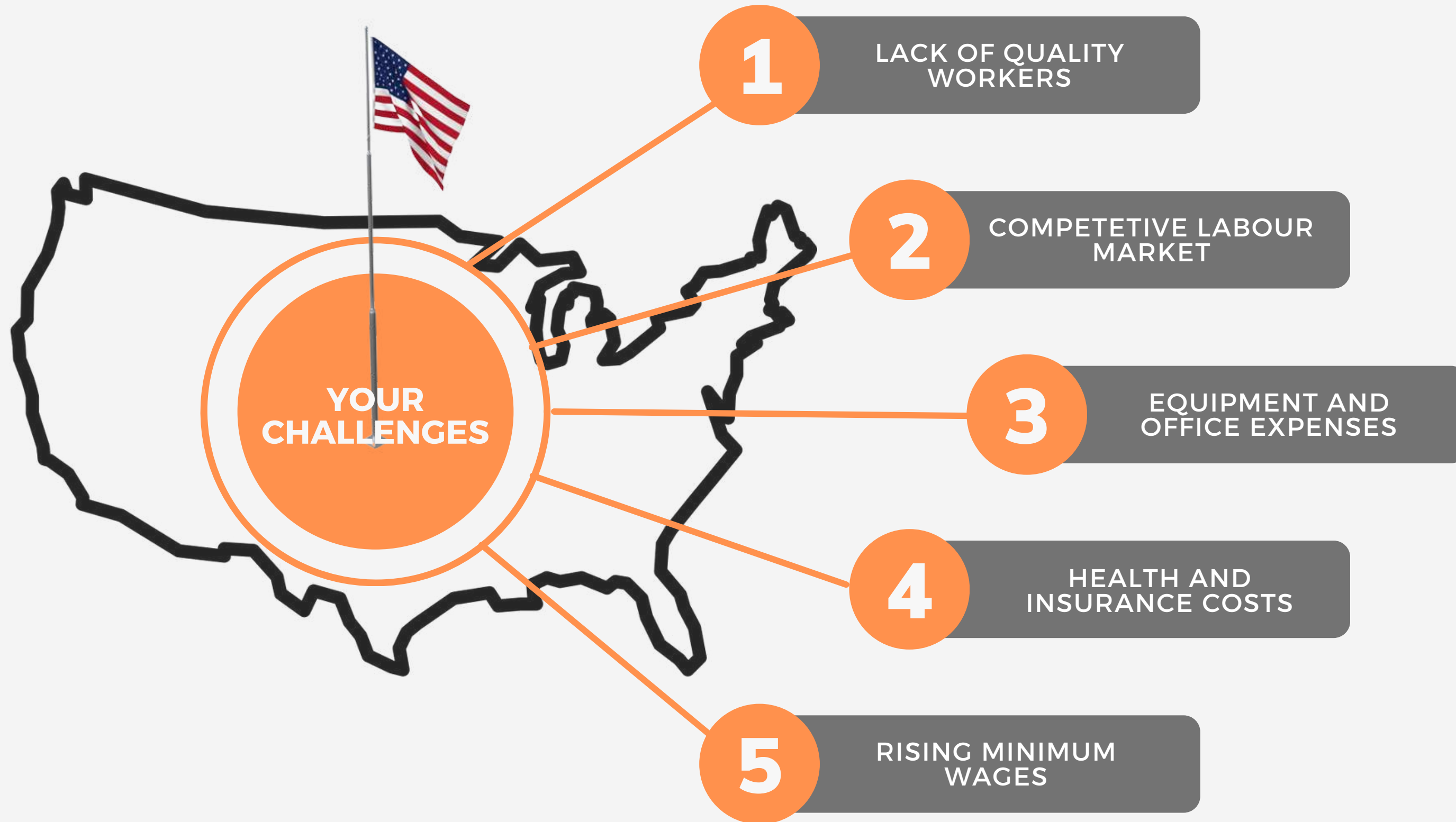
Co-Founder based in Macedonia



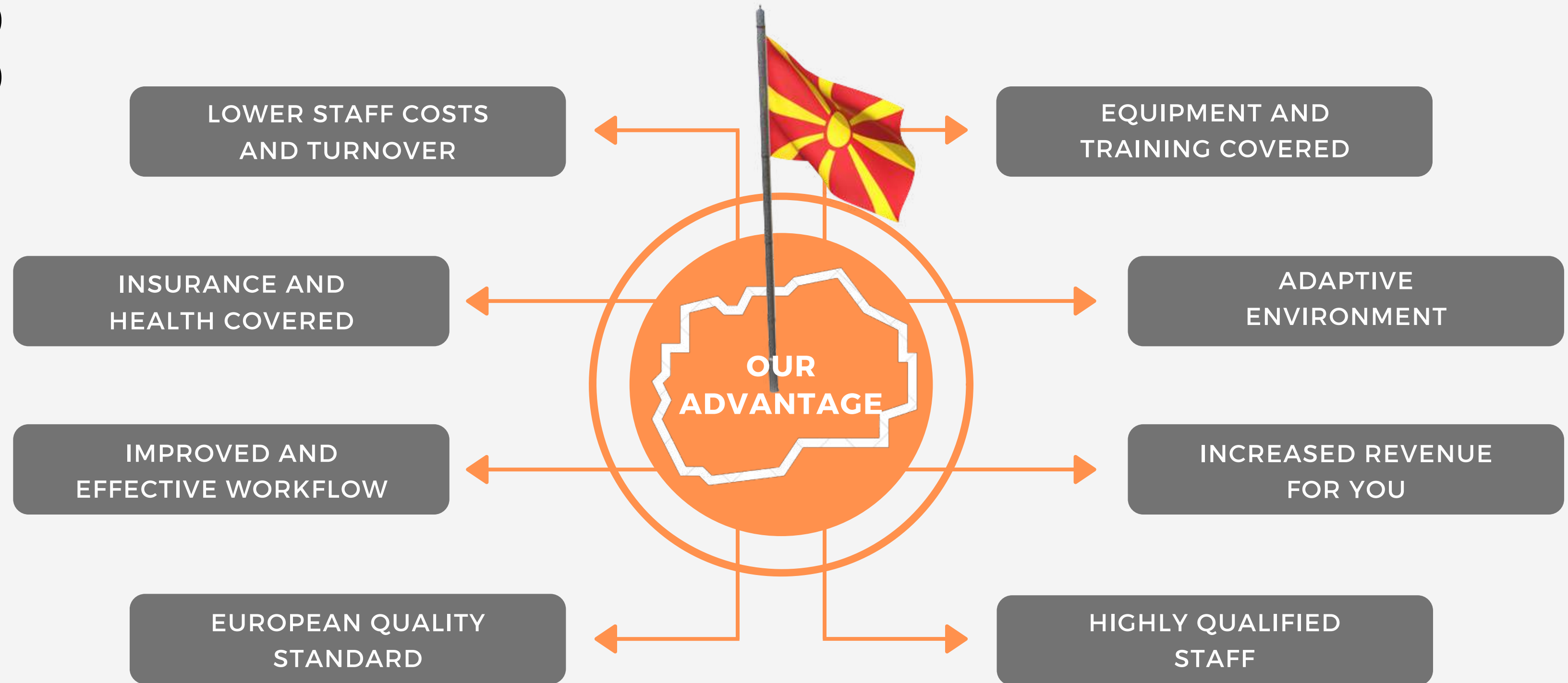
Kosta Stojanovski

Co-Founder based in Australia

YOUR CHALLENGES



OUR SOLUTIONS



WHY JUPITER BPO

Jupiter BPO operates out of Macedonia, which is a country located in the central Balkan Peninsula in Southeastern Europe. The country is surrounded by a mountainous landscape with rich flora and fauna. It has a population of approximately 2 million people, and other than the native Macedonian Language, English is the second most used language for communication both in person, over the phone, or online.

- **EDUCATION AND ENGLISH FLUENCY**

Macedonia is one of the leading countries in Eastern Europe when it comes to the percentage of highly educated people as it is considered highly necessary. This means the quality-price ratio in this country is one of the best in the region.

- **BUSINESS STABILITY AND TIME ZONE**

Your outsourced staff can work in any time zone that you require, but if you would like to have them work regular business hours, the Macedonian time zone is uniquely placed to conveniently service Western businesses.

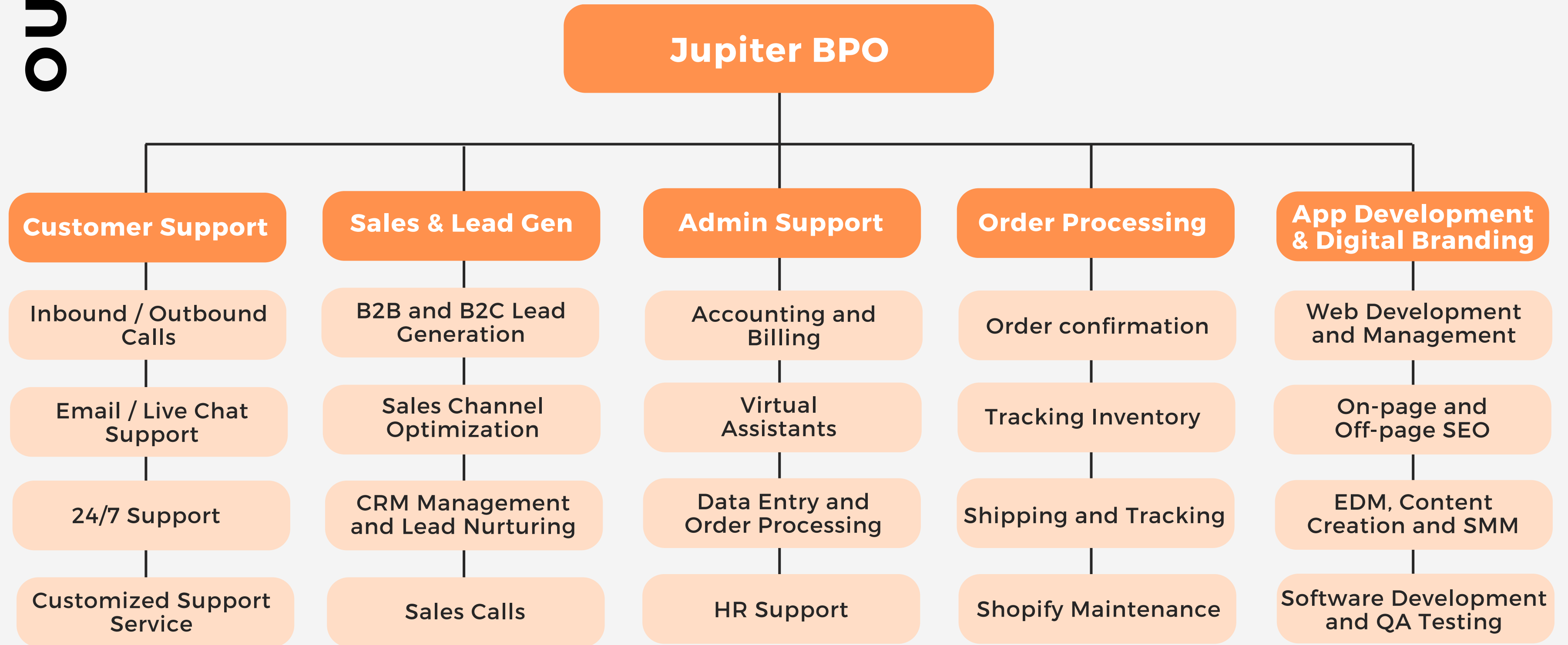
- **EUROPEAN QUALITY STANDARD AND LOW STAFF TURNOVER**

Macedonia is an EU-compliant country and has a high standard of conducting business also it has a leading industry standard of about 10-12% staff turnover.

OUR SERVICES

07

OUR SERVICES



CUSTOMER SUPPORT

Our team of skilled and empathetic agents ensures prompt, personalized, and solution-driven assistance to your customers, leaving them satisfied and loyal.

We provide the necessary equipment, tools, training and mentorship to ensure their highest capability and easy integration in to your system.

- **Inbound calls**

Quotations, Order Processing, Complaint Handling, Order Tracking, FAQs.

- **Outbound Calls**

Appointment Setting, Client Outreach, Promotional Campaigns.

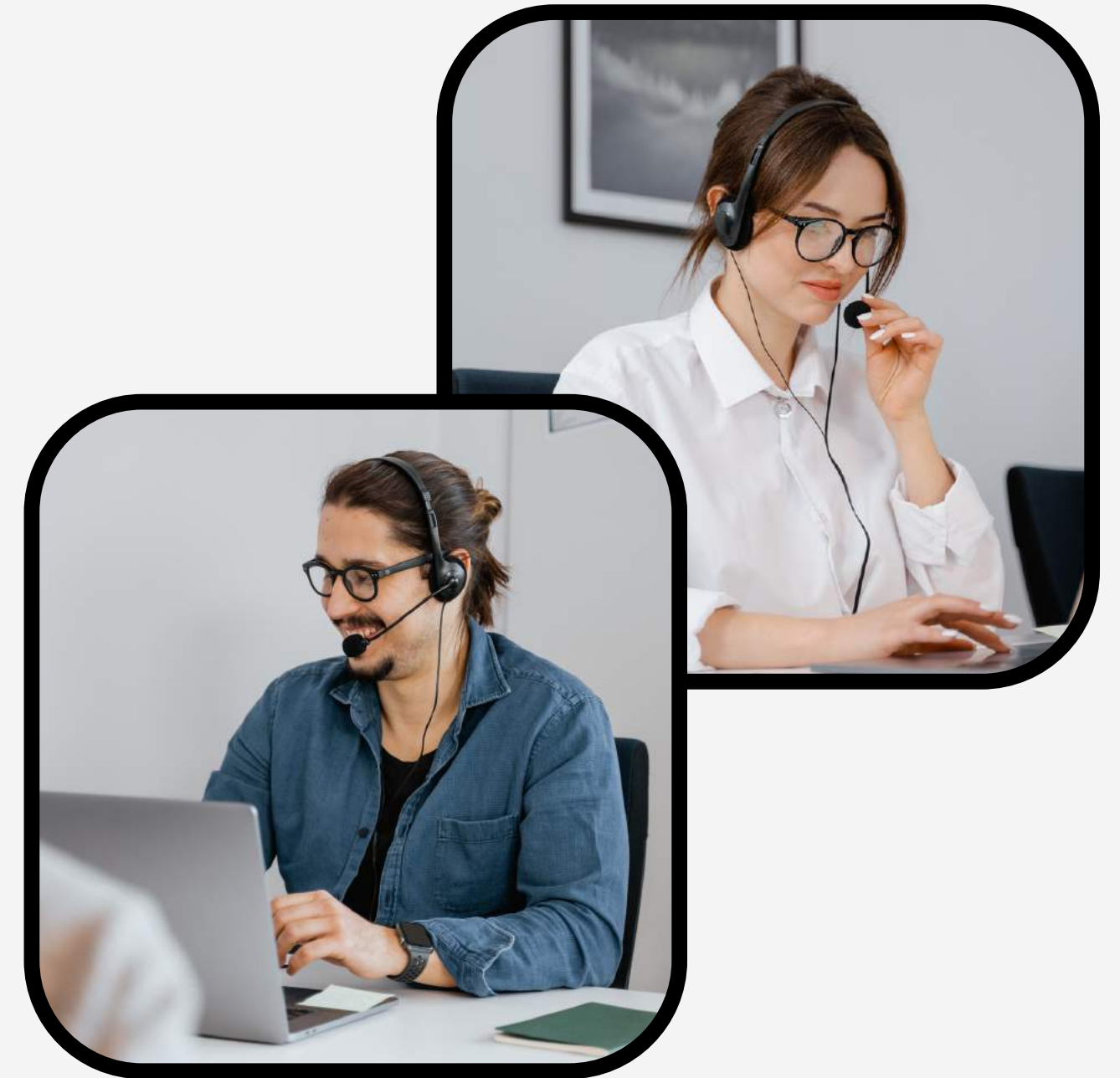
- **E-mail Support**

Responding to Enquiries, Follow Up Payments, Returns and Refunds.

- **Live Chat Support**

Real Time Assistance, Engagement and Interaction, Feedback Collection.

We can also provide any customized customer support services specific to your needs like 24/7 Customer Support.



SALES AND LEAD GENERATION



At Jupiter BPO we understand the significance of lead generation in fuelling business success. Whether your target market is B2B or B2C, we adapt to your campaign needs, crafting a proactive strategy to generate and qualify leads and help you reach the projected KPIs for your business. We analyse your competitors and give you industry insight, which will provide you competitive industry advantage.

- **Strategic Prospecting**

We use the latest technologies and methods, Zoominfo, Seamless and Scrapers.

- **Outbound Calling Expertise**

We help overcome objections and obstacles by using our systems and industry experience.

- **Lead Generation and Qualification**

Identify, Qualify, Nurture the leads from Cold to Warm and into Customers.

- **CRM Integration, Management and Lead Nurturing**

Fortnightly reports of campaign progress and Integration to your dedicated CRMs of the leads generated.

ADMIN SUPPORT

Our data entry sector has been developed to ease and simplify your day to day tasks. All the staff that we employ have basic to advance knowledge of Microsoft and Google suite programs. Our staff is also trained and mentored so they are compliant with any CRMs and Programs that might be used.

- **Data Entry and Order Processing**

Data Input and Output, Data Cleaning, Formatting, Indexing and Management, Order Confirmation, Order Tracking.

- **Accounting and Billing**

Bookkeeping, Bill Processing, Credit Check, Accounts Payable/Receivable, Financial Reports and Analysis.

- **HR Support**

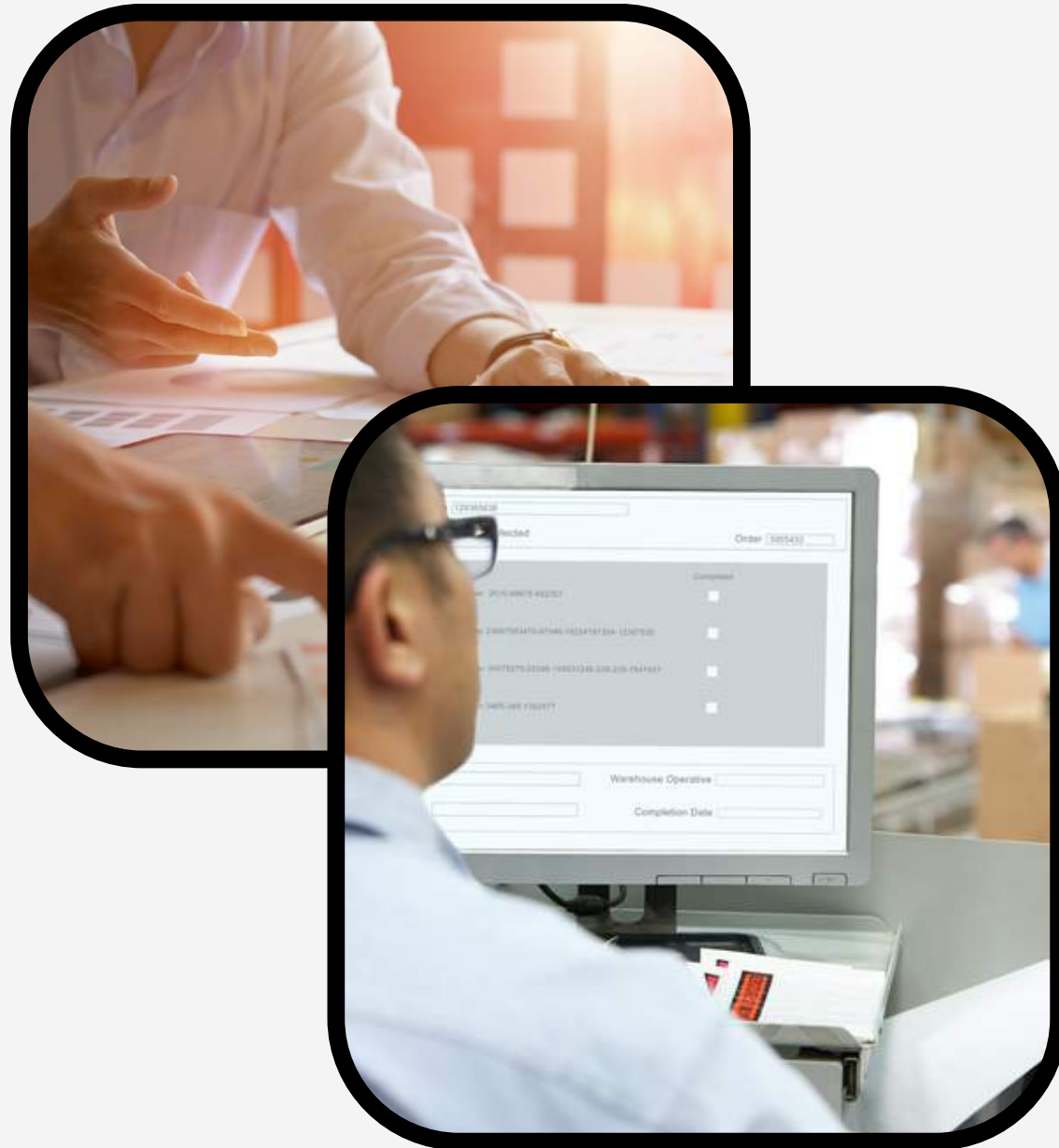
Employee Onboarding/Offboarding, Documentation and Record Keeping.

- **Virtual Assistant**

Calendar Management, Meeting Coordination, Customized Reporting Solutions.



ORDER PROCESSING



Precision and accuracy are Jupiter BPO's top priorities. There is a lot of emphasis on that characteristic in this department. We can manage the whole process, from procurement to warehousing to the final consumer.

- **Order Confirmation**

Verifying all details with the customer, including the total cost, delivery details, payment specifics, and the method of shipment.

- **Tracking Inventory**

Updating inventory data, monitoring stock levels, and coordinating with suppliers for restocking as needed.

- **Shipping and Tracking**

Coordinating with shipping partners to ensure timely and cost-effective delivery of orders. This includes selecting appropriate shipping methods, generating shipping labels, tracking shipments, and more.

- **Shopify Maintenance**

This involves regular checks and updates to ensure a Shopify store runs smoothly, including updating product listings, managing inventory, ensuring security, optimizing performance, and enhancing user experience.

AND DIGITAL BRANDING

Using our expertise and cutting-edge digital branding tools, we conduct a comprehensive analysis of your competitors, industry trends, and assess your existing digital presence. Armed with valuable insights, we craft a powerful and competitive marketing strategy tailored to increase your business awareness, reputation and online impact.

- **Website Development and Management**

Website Development and Management, Basic SEO , Copywriting, Content Creation, Blog / Article Posts.

- **EDM, Content Creation and SMM**

Content Creation, Graphic Design, Content Scheduling, Social Media Marketing, Monthly Reporting.

- **SEO and ORM**

Full On-Site and Off-Site SEO Management, Monitoring and Managing Online Reviews and Interactions, Setting Up and Managing your Search Engine Business Profiles.

- **Software Development and QA Testing**

Creating Online, Desktop or Phone Apps, Quality Assurance Testing and Reporting.



THE NUMBERS

SERVICE PRICE GUIDE

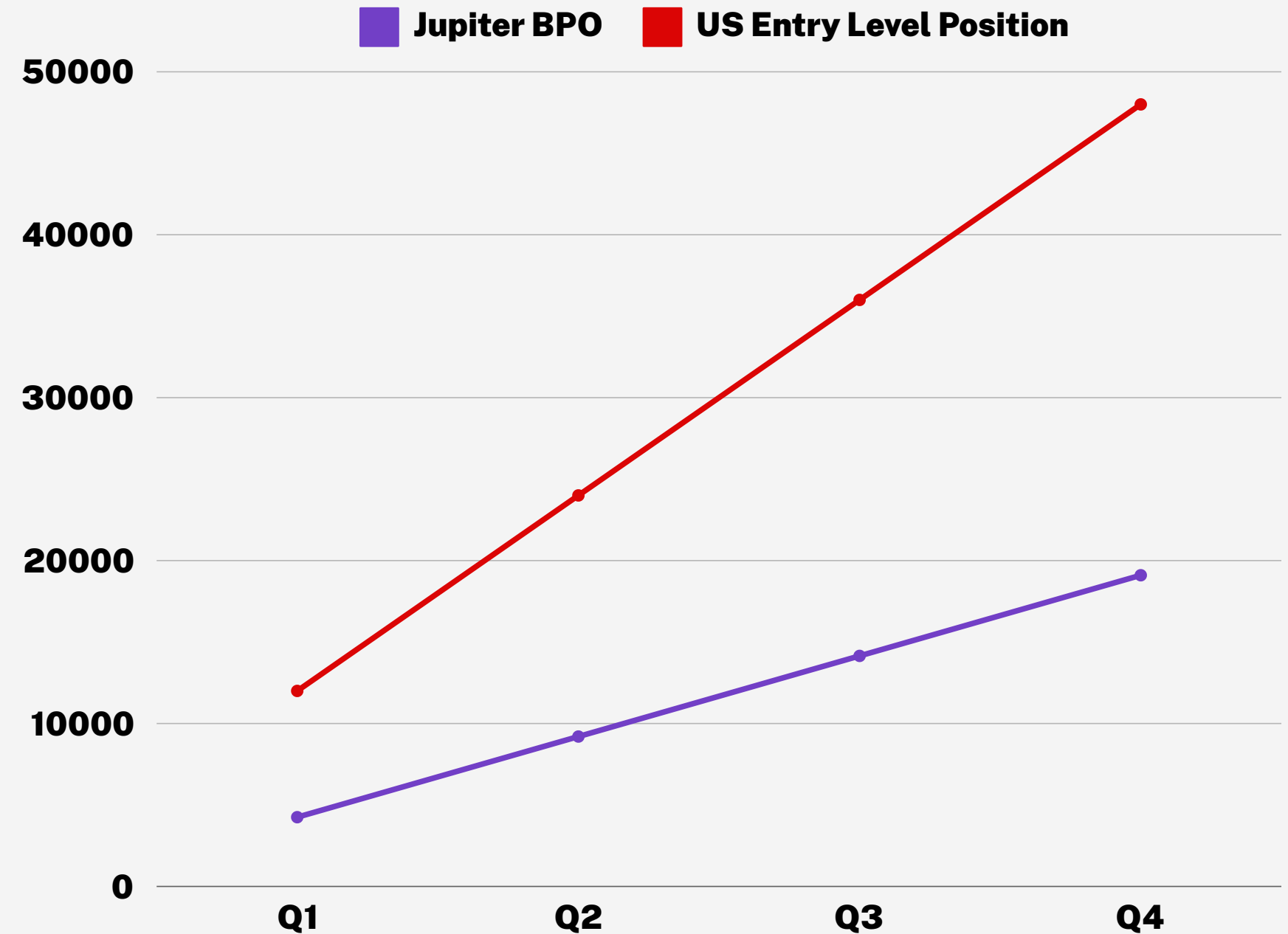
Risk Free Trial Month

We are confident in our services, that is the main reason why we offer the Risk Free Trial Month. You can end the collaboration within the initial month at no cost and no hard feelings if you are not fully satisfied.

Monthly Service Fee

This service fee provides you with a staff member who will work 40 hours per week. The fee also includes the recruitment costs, service fee, management fee, and applicable local and national taxes.

*We only provide Full-Time and Part-Time Employees



The average wage in the USA is in-between \$40000 - 55000 USD not inclusive of all employee overheads and benefits. The above line chart shows what the average quarterly expenses would be and the difference in working with Jupiter BPO, which will provide you with up to 60-70% lowering of your staffing and operational costs.

ASKED QUESTIONS

1. Are the employees capable of producing results? Are they as good as my in-house employees?

- **SOLUTION:** Job Specific Interview Process followed up with Technical and Personality Test and Reference Check.

2. Will I lose control of the process? How will I know if the employee is performing well?

- **SOLUTION:** Management Support and Fortnightly Reports, Transparent Tracking Information based on KPIs, Clock In Evidence, Call Recordings and Transcripts, Screenshots of their Work Computers.

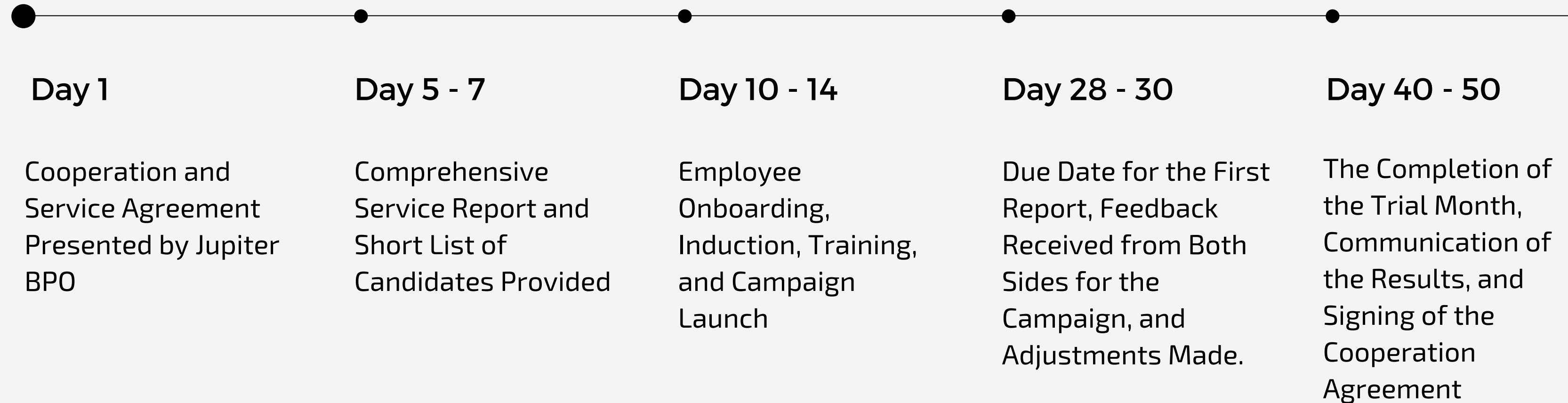
3. Will the outsourcing partner be able to align with my company and it's goals?

- **SOLUTION:** We Provide 100% Alignment with your Terms and Conditions, Policies, Operational Applications, CRMs & Your Local Time.

4. How will I be able to trust your process and charges?

- **SOLUTION:** Starting Small + Risk Free Trial Period + Transparent Fee Breakdown

INTEGRATION TIMELINE



We have a 4 step process for how we recruit the right staff for your projects:

- Talent Scouting and Initial interview (Jupiter BPO)
- Technical Test (Jupiter BPO x Your Company If Needed)
- Interview with the Internal HR or Project Manager (Jupiter BPO x Your Company)
- Contract Proposal and Staff Onboarding

TESTIMONIALS

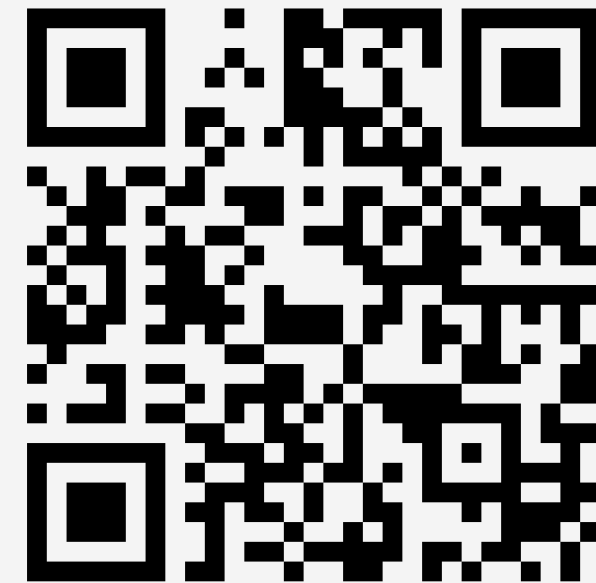
" We have been working with Jupiter BPO over the past year, and they have gone above and beyond of what we have expected. The team is easy to work with and they are dedicated to their work, they have spent the time to learn about our business and industry so they would know how to best help us "

Ryan Nugent - General Manager of Sunbound Lighting

" We have been working with Ivancho and Kosta and the Jupiter BPO team for more than 4 months now, they helped us with our staffing needs, they are awesome, we love working with them, they provide great support to our outsourced staff and operations. "

Chris Dobroth - Vice President of Lighting Reimagined

For more case studies and client testimonials scan the QR Code



GET IN TOUCH

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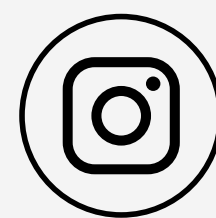
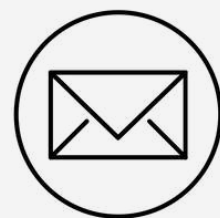
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An aerial photograph of a city, likely Sydney, Australia, with a large, modern, multi-story building in the foreground. The building has a light-colored facade and a dark, angular roof. In the background, there are rolling hills and a dense urban area with many smaller buildings. The entire image is overlaid with a semi-transparent orange filter.

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