

THE VASQUEZ ADVANTAGE – FREQUENTLY ASKED QUESTIONS

ONBOARDING AND INTEGRATION

1. *How are offshore resources selected for roles within our firm?*

Answer:

Tailored Selection Process:

We carefully assess your firm's specific needs including the required skills and experience to align our resources with your requirements.

Qualifications:

Our employees hold B.S. in Accountancy degrees from top Philippine institutions. Senior team members have 3-10 years of experience with leading global CPA firms.

Our selection process ensures we provide skilled professionals well-suited to your firm's demands.

2. *Will our firm be able to interview the candidates/employees assigned to our organization?*

Answer:

Interview Opportunity:

Yes, your firm can interview the candidates assigned to your organization.

Resume Review:

We provide candidate resumes for your review.

Input and Selection:

You can interview candidates based on resumes and provide input on your preferred choice.

3. *How long does it take to identify and start an employee for our firm?*

Answer:

Ad hoc or Full-Time Equivalent Basis:

If available, we can assign a resource within 1 to 2 weeks.

Sourcing Talent:

If needed, sourcing typically takes 1 to 2 months, depending on the requirement's uniqueness.

Transparency and Communication:

We provide regular updates throughout the process.



4. What is the onboarding process like for offshore employees?

Answer:

Training:

We provide extensive software training and necessary certifications.

Industry-Specific Training:

Our training includes industry-specific practices.

U.S. Team Integration:

We focus on effective communication and collaboration with U.S. teams.

5. How can our firm help integrate offshore employees with our U.S. teams?

Answer:

Team Integration:

Offshore employees are integrated into your processes as an extension of your team.

Comprehensive Kick-Off Call:

We start with a kick-off call to understand your processes and requirements.

Regular Communication Channels:

We establish regular status calls for updates and collaboration.

Flexibility and Responsiveness:

We adapt to your needs to ensure smooth integration.

6. Could you provide an estimate of the timeline for our clients to become fully acclimated and effectively utilize this new offshore resource to its full capacity?

Answer:

Accounting Tasks:

Typically takes 1 to 2 weeks for acclimation.

Audit Tasks:

Around 2 to 3 weeks, especially if using the same software and methodology.

Engagement Complexity:

Simple engagements: 1 week. More complex: up to 3 weeks. Ongoing relationships streamline this process.



TRAINING AND SUPPORT

7. *What type of training is offered to help integrate and utilize offshore resources?*

Answer:

Employee Integration:

Onboarding includes software training and updates on service line practices.

Professional Development:

Ongoing certifications and annual training sessions.

Soft Skills Training:

Enhances communication and problem-solving abilities.

Best Practices and Collaboration:

Pilot engagements and process walkthroughs ensure smooth integration.

8. *What training and support is provided to offshore employees once on the job?*

Answer:

Holistic and Continuous Training:

Employees access various professional development resources.

Mentorship and Support:

We offer mentorship programs and regular check-ins to ensure success.

Confidentiality and Security:

Strict confidentiality agreements and robust security measures protect your data.

PERFORMANCE AND MANAGEMENT

9. *How is career development (raise, promotion, evaluation) managed for offshore employees?*

Answer:

Your Feedback Matters:

We highly value your feedback to evaluate performance.

Career Advancement:

We foster growth and discuss upward movement opportunities.

Structured Career Development Programs:

We support growth through structured programs.

Collaborative Effort for Growth:

We ensure opportunities for advancement in collaboration with your firm.



10. Who handles performance-related discussions: your firm or ours?

Answer:

Performance discussions are collaborative. We manage overall development and rely on your feedback.

11. How do you handle performance issues with offshore employees?

Answer:

Annual Performance Reviews:

Regular evaluations to monitor performance.

Feedback and Development:

Constructive feedback and development plans address areas of improvement.

Client Experience Monitoring:

Ongoing feedback to address concerns.

Collaboration:

Insights from your firm ensure performance expectations are met.

Escalation Process:

We promptly address persistent issues through an escalation process.

OPERATIONAL DETAILS

12. What is a typical working schedule for offshore employees?

Answer:

Official Work Hours and Time Zone Difference:

Employees work from 9 a.m. to 6 p.m. Philippine Time (PHT), 15 hours ahead of Pacific Time (PT).

Overlap Agreement:

We agree on overlapping work hours to ensure effective collaboration.

Check-In Calls and Flexibility:

We establish check-in call schedules and adjust as needed.



13. Do we need to supply offshore employees with our firm's laptop and email? How is data handled?

Answer:

Commitment to Confidentiality and Security:

Our team uses your firm's email system for communication, and we provide office equipment.

Communication Protocols:

All correspondence stays within your firm's system.

Client Interaction Arrangement:

We can discuss arrangements for our team to engage with your clients as needed.

14. How can we leverage the time difference between Los Angeles and the Philippines to enhance productivity and efficiency?

Answer:

Continuous Productivity:

Philippine team works while your U.S. team is off-duty, ensuring a 24-hour work cycle.

Seamless 24/7 Service:

Tasks are completed promptly without delays, enhancing productivity.

15. Can we scale our offshore team up or down based on our needs?

Answer:

Flexibility and Scalability:

We quickly adjust team size to meet your requirements.

16. What communication tools do you use to facilitate collaboration between teams?

Answer:

Video Conferencing:

Microsoft Teams or Zoom for regular meetings.

Instant Messaging:

Microsoft Teams for day-to-day communication.

Email:

Used for formal and secure communication.

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