



# Company Profile

Delivering high-quality, tailored,  
and impactful outsourcing solutions.



# Outsourcing Excellence, Customized Solutions.

We don't just outsource; we craft tailored solutions for your unique business needs.



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# About Us

Phillips Outsourcing Limited is a premier outsourcing company based in Africa. We boast over a decade of existence since initiating operations in 2007. We are dedicated to delivering high-quality, tailored, and impactful outsourcing solutions to our valued clients.

Having solidified our foothold in Nigeria, we extended our reach to Ghana with aspirations to extend our influence throughout Africa. We partner with clients across major sectors of the economy in Nigeria and Ghana. Our workforce comprises highly experienced professionals who excel in their respective fields, and we have established global partnerships.



## Our Vision

To be the preferred outsourcing solution company.



## Our Mission

To provide convenience for our customers.

## Our Values

- C** - Customer Focus
- E** - Employee Empowerment
- C** - Continuous Improvement
- I** - Integrity

**1000+** Successful Projects

**12,000+** Staff

**150+** Clients



# Corporate Registration

Phillips Outsourcing Limited is a registered and recognized company with a strong brand presence.

## Corporate Registration (Nigeria)

**Registered Name:** Phillips Outsourcing Limited

**Registration number:** 698,137

**Value Added Tax Number:** IKV10002183929

**Tax Identification Number:** 014560120001

**DUNS Number:** 85 -054-5126

**NipeX Certification Number:** 64132014090400000

**Permit:** Recruiter's License from the Ministry of Labour & Productivity

## Affiliations

- Member of the Human Capital Providers Association of Nigeria (HuCaPAN)
- Recruiter's License approval from the Federal Ministry of Labour and Productivity
- Member of the Chartered Institute of Personnel Management (CIPM)
- Registration & rating by Duns and Bradstreet – DUNS No: 85-054-5126
- Registration with the Department of Petroleum Resources (DPR)  
Registration with the Nigerian Petroleum Exchange (NIPEX)

## Corporate Registration (Ghana)

**Registered Name:** Phillips Outsourcing Limited

**Registration number:** ET000180222

**Tax Identification Number:** C0061604259

**SSNIT Certification Number:** 202203813

**Ghana Revenue Authority Number:** C0061604259

**Petra Advantage Pension Scheme Number:** CO00062151

**Permit:** Recruiter's License from the Ministry of Labour & Employment Relations



## TCERTIFICATION

Phillips Outsourcing Limited is Tcertified. Tcertification is an internationally recognized due diligence review issued by Tcompliance.

### About Tcompliance

Founded in 2007, **Tcompliance** is a leading provider of widely benchmarked third-party risk management solutions. Tcompliance offers due diligence solutions and ensures that third parties are comprehensively vetted, allowing companies to eliminate screening costs, reduce risks, and partner with trusted third parties.

### What does it mean to be Tcertified?

Tcertification confirms that Phillips Outsourcing has completed an internationally accepted due diligence procedure. Obtaining Tcertification establishes Phillips Outsourcing as a valued and trusted business partner that promotes business transparency.

**Tcertification Number:** TC4231-9916



# Our Services



**Personnel/  
Manpower  
Outsourcing**



**Recruitment**



**Expense  
Management**



**Background  
Checks and  
Certificate  
Verification**



**Payroll &  
Accounting  
Management**



**Candidate  
Assessment  
& Testing**



**Graduate  
Readiness  
Program**



**Workspace/  
Facility Rentals**



# Personnel/Manpower Outsourcing

Phillips Outsourcing is a reputable outsourcing firm with the capability and experience to manage professionals at all levels on a short- to long-term basis. Whether it is a "takeover of the client's existing employees" or a "source to manage brief", our goal is to provide competent resources that not only meet your needs but also exceed your expectations.

Our personnel/manpower outsourcing is designed to provide convenience while you focus on the core of your business. This enables you to scale faster and achieve your business objectives.

## Our Offerings

- Take over and management of existing staff.
- Sourcing and management of resources.
- Secondment of staff.





# Expense Management

Our expense management system frees you from the hassles of your projects, operational, and people costs. We leverage over a decade of experience and modern technology that enables our clients to gain control and visibility of their expenses. We bring to the table transparency, accountability, efficiency, and effectiveness.

## We manage the following expenses

- Project Expenses
- Office Running Costs
- Employees' Salaries
- Employees' Allowances and Bonuses
- Reimbursable Payments
- Other Expenses

# Recruitment

We combine globally acclaimed sourcing and selection tools with our stringent methodology to consistently identify and recruit for organizations the best of the elite talent at the right cost. We manage the end-to-end process of recruiting a large number of employees across different levels.

In addition, we design and execute your graduate recruitment program to attract the best-fit entry-level talents. We also have a job portal called **POLATS** designed to make our recruitment process and job applications seamless.

## Our Offerings

- Executive Placements and Experienced Hires
- Entry-Level Recruitment and Graduate Trainees
- High Volume Recruitment
- Ad Hoc Staffing
- Assessment and Testing
- Job Listing and Special Recruitment



# Payroll and Accounting Management

Our automated and trusted payroll management system ensures we effectively manage our clients' payroll, ensuring that staff is paid accurately, timely, and in compliance with statutory requirements.

Our accounting solutions are designed to help organizations make better decisions and investments by reducing errors and increasing efficiency.

## PAYROLL OFFERINGS

- Payroll 360 Setup and Support
- Compliant Payroll Processing Service
- Payroll Training
- End-To-End Payroll Cycle and compensation Management
- Payroll Software Application
- Management
- Tax Filing

## ACCOUNTING OFFERINGS

- Compliant Accounting Services
- Bookkeeping and Annual Accounts Preparation
- Cash Flow Preparation
- Account Payables and Receivables
- Financial payment preparation
- Audit Supervision
- Statutory remittance and compliance
- Budgeting
- Fund Management



# Background Checks and Verification

We conduct thorough background checks and due diligence for our clients. Our team of experts uncovers the truth about customers and potential hires and thereby eliminates unnecessary risks for businesses.

## Our Offerings

- Educational Qualification Verification
- Professional Certification Verification
- Know Your Customer (KYC)
- Personal/Character Reference Check
- Address/Residential Confirmation
- NYSC Certificate Verification
- Guarantors Verification
- Previous Employment Reference Check
- Criminal Record Check





# Candidate Assessment and Testing

Our candidate assessment and testing services streamline your screening process, attracting top-notch candidates and ensuring long-term retention. We customize assessments for technical, sales, and managerial roles to help you find the ideal match. Our assessments are fully customized and specific to your needs, ensuring you find the ideal match.

## Our Offerings

- Cognitive Aptitude Testing
- Behavioural Assessments
- Skill Proficiency Testing
- Personality Profiling
- Job Knowledge Test
- Integrity Test
- Emotional Intelligence Test
- Assessment Centres



# Graduate Readiness Program

The Phillips Outsourcing Graduate Readiness Program (GRP) is aimed at nurturing young talent and molding them into future leaders. This comprehensive program equips fresh graduates with the essential skills and adaptability required to succeed in the world of work. By investing in the GRP, you are positively shaping the leaders of tomorrow.

With our program, you can save both time and resources by accessing graduates who are already equipped with the essential skills and knowledge needed to excel in your company. Whether you need to hire a single graduate or an entire cohort, our program is scalable to meet your needs.

## GRP Offerings

- Tailored Job-Ready Training
- Relevant Industry-Specific Training Modules
- Development of Soft Skills
- Dedicated Mentorship and Expert Coaching
- Immersive Real-World Project Assignments
- Continuous Assessments and Progress Tracking
- Ongoing Post-Program Support and Guidance
- Smooth Integration of Graduates into Your Team





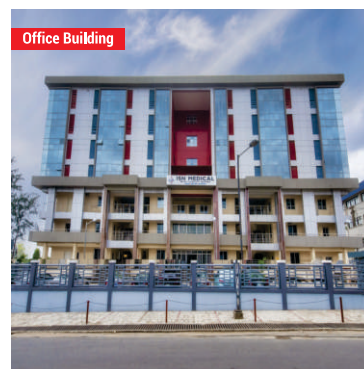
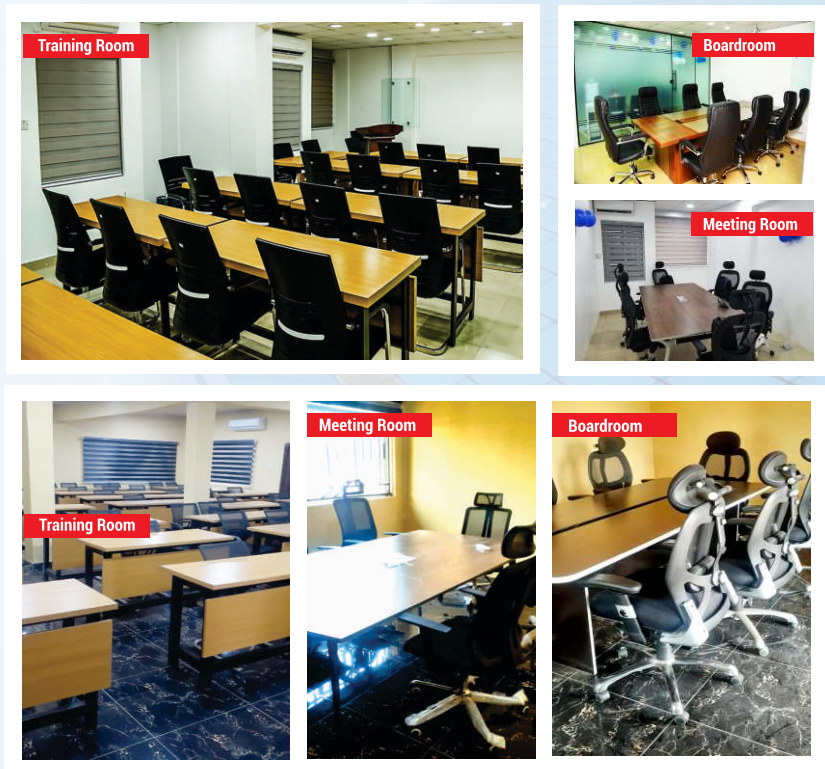
# Workspace/Facility Rentals

We understand the importance of having a suitable environment where quality decisions can be made during meetings and skills can be sharpened during training. Discover our exceptional boardrooms, state-of-the-art training centres, and contemporary co-working spaces. Each is meticulously furnished and fully equipped to provide you with the utmost convenience.

At an affordable rate, you can book a conducive space with us for a day or more.

## Our Offerings

- Boardroom
- Training room
- Co-working space



# Introducing PEMS

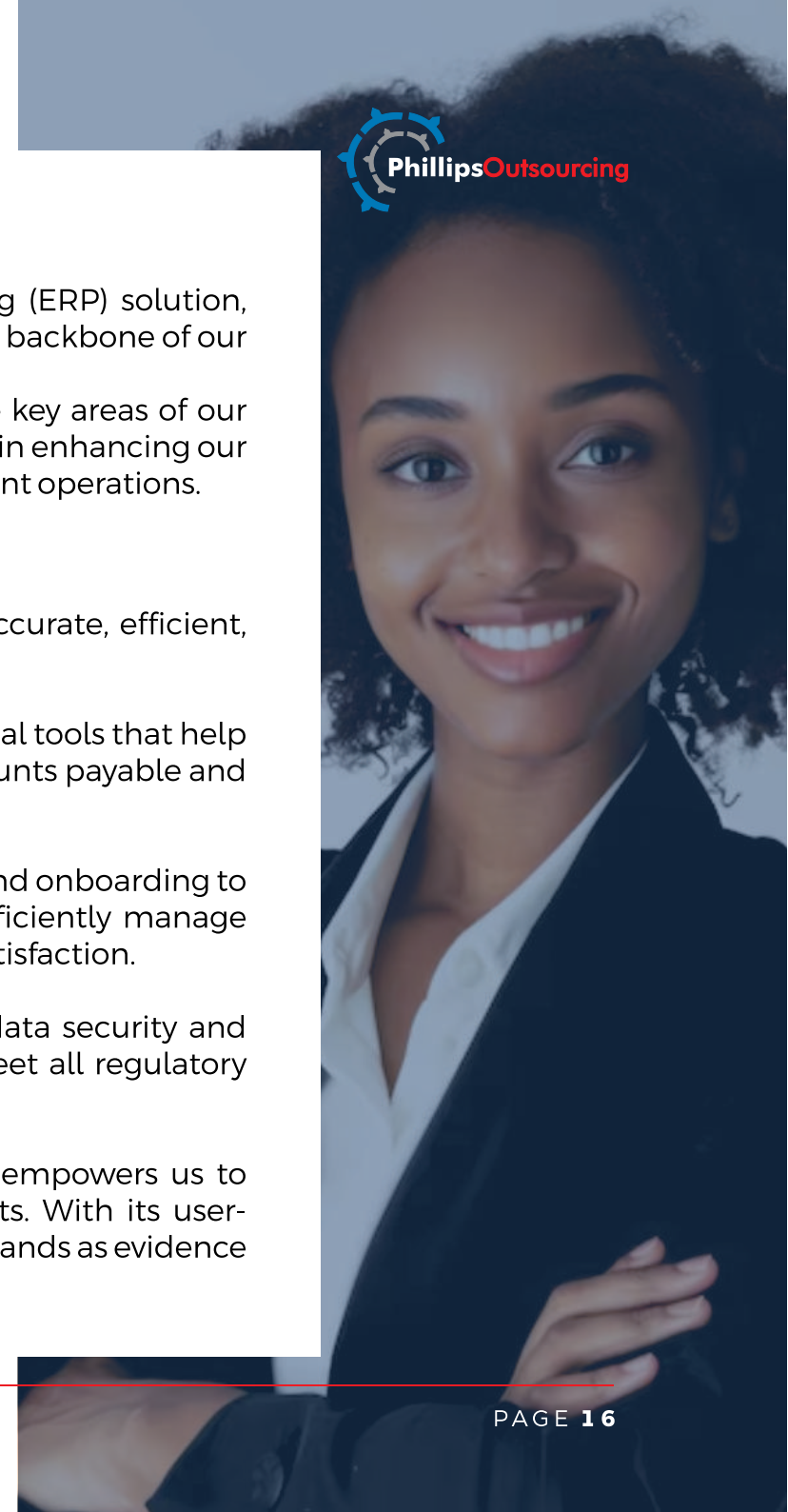
Phillips Outsourcing is proud to introduce our Enterprise Resource Planning (ERP) solution, known as PEMS. PEMS is a comprehensive software platform that serves as the backbone of our operations, streamlining various essential functions within our organization.

PEMS is a versatile ERP system designed to efficiently manage and optimize key areas of our business, including payroll, accounting, and HR functions. It plays a pivotal role in enhancing our ability to deliver high-quality services to our clients, ensuring smooth and efficient operations.

## Key features and capabilities of PEMS

- 1. Payroll Management:** PEMS simplifies the payroll process, making it accurate, efficient, and compliant with relevant regulations.
- 2. Accounting and Financial Management:** PEMS provides robust financial tools that help us maintain precise financial records, monitor expenses, and manage accounts payable and receivable.
- 3. Human Resources:** PEMS streamlines HR operations, from recruitment and onboarding to employee management and performance evaluation. It enables us to efficiently manage HR-related tasks, fostering a conducive work environment and employee satisfaction.
- 4. Data Security and Compliance:** PEMS places a strong emphasis on data security and compliance, safeguarding sensitive information, and ensuring that we meet all regulatory requirements.

As we continue to grow and evolve, PEMS remains an invaluable tool that empowers us to achieve operational excellence and deliver exceptional services to our clients. With its user-friendly interface, powerful features, and commitment to data security, PEMS stands as evidence of our dedication to innovation and efficiency in the outsourcing industry.





# Meet POLATS

Job hunting, for many, can be a daunting and time-consuming endeavour, often demanding significant dedication and consistency. However, at Phillips Outsourcing, we have taken a giant step toward addressing this challenge and redefining the job search experience.

In 2022, we introduced an innovative solution to revolutionize recruitment in Africa, birthing Polats, an online platform designed to simplify job searching and streamline the application process.

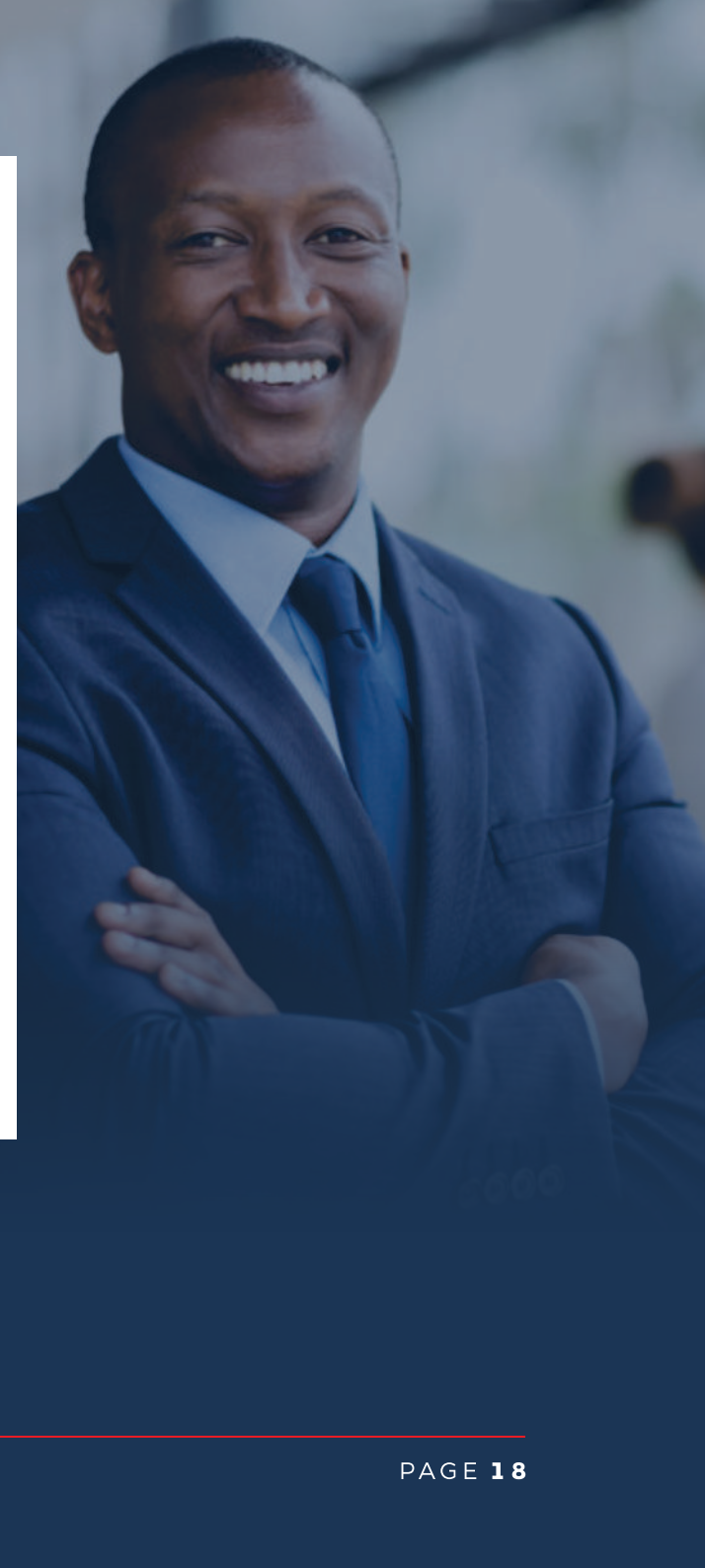
**Polats** is a job portal meticulously crafted to offer job seekers a contemporary, user-friendly experience. Users gain access to a constantly updated database of the latest job listings, with the added convenience of real-time job alerts sent directly to their inbox, essentially bringing job opportunities to their fingertips.

## What Makes Polats Unique?

- 1. User-Friendly Interface:** Polats is thoughtfully designed with a user-friendly interface, ensuring effortless navigation and simplified job searches with just a few clicks.
- 2. Seamless Profile Management:** Users can create and maintain their profiles on the platform, allowing for easy updates with new information and credentials.

- 3. Automated Job Alerts:** Stay informed with automated job alerts, providing timely notifications about relevant job openings.
- 4. Hundreds of Job Opportunities:** Polats showcases a vast array of job opportunities, helping users stay informed about the latest openings in various industries.
- 5. Mobile Optimization:** Polats is meticulously optimized for mobile devices, ensuring accessibility from any location, at any time.
- 6. Data Security and Privacy:** Data protection is a paramount concern for Polats, and we prioritize data security and integrity to safeguard user information.

Polats is our commitment to simplifying the job search process, facilitating career growth, and connecting talented professionals with organizations that value their expertise. We believe that Polats not only streamlines job hunting but also paves the way for a more efficient and user-centric recruitment experience.

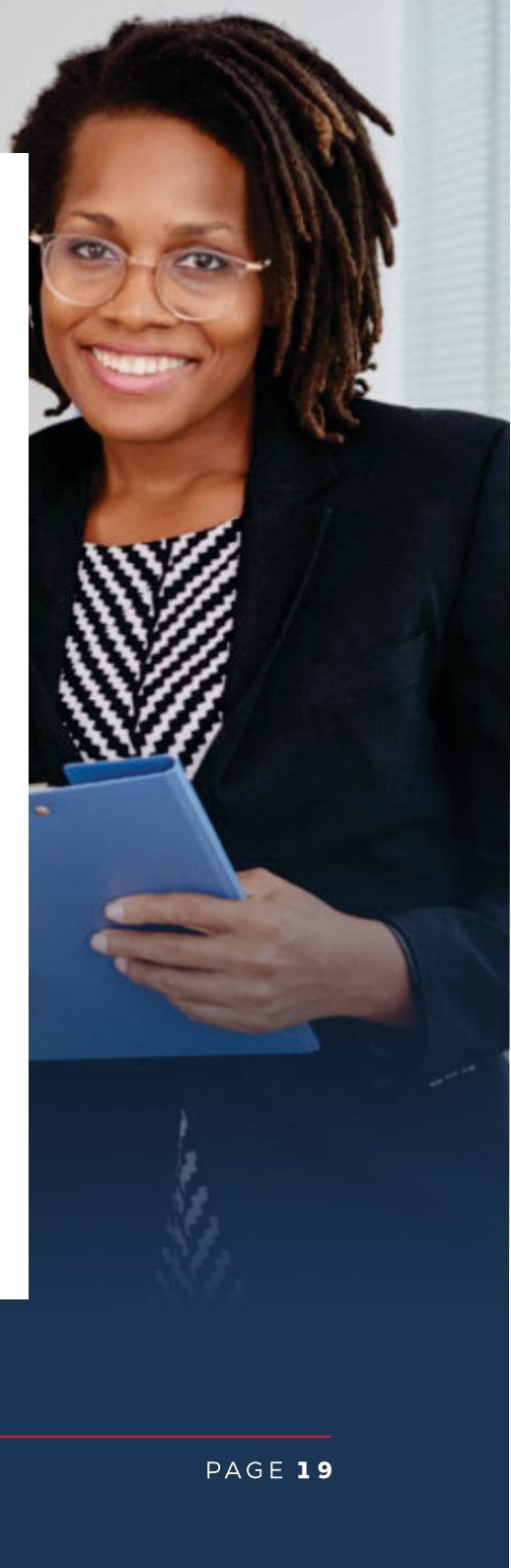


# Phillips Outsourcing's CRM System

At Phillips Outsourcing, we understand the pivotal role that efficient client management plays in the success of any business. That's why we are thrilled to introduce our newly developed Customer Relationship Management (CRM) system, designed to revolutionize how you interact with your clients and manage their requests. Our CRM is not just a tool; it's a strategic asset that empowers our teams to deliver exceptional service and foster long-term partnerships with our valued clients.

## Key Features and Capabilities

- 1. Centralized Client Database:** Our CRM serves as a centralized hub for storing all client information, including contact details, communication history, preferences, and past interactions.
- 2. Task and Request Management:** The intuitive interface allows users to create, assign, and track tasks efficiently, ensuring that nothing falls through the cracks and all client needs are addressed promptly and effectively.
- 3. Customizable Workflows:** From onboarding new clients to managing ongoing projects, our flexible workflows adapt to the diverse needs of our clients, enhancing efficiency and productivity.
- 4. Automated Notifications and Reminders:** Our CRM automates routine tasks such as sending notifications and reminders, ensuring timely follow-ups and proactive communication.





**5. Analytics and Reporting:** We gain valuable insights into client behaviour, preferences, and trends with our advanced analytics and reporting tools.

**6. Integration Capabilities:** Our flexible integration capabilities ensure smooth data exchange and workflow continuity, enabling us to leverage the full potential of our CRM within your existing infrastructure.

**7. Security and Compliance:** Our CRM protects sensitive client data and ensures compliance with industry regulations using our robust security features and built-in compliance measures.

In summary, our CRM is more than just a software system; it's a strategic tool that empowers our teams to build stronger client relationships, streamline operations, and drive business growth. With its advanced features, customizable workflows, and intuitive interface, our CRM sets the standard for excellence in client management and service delivery.





# What Makes Us Different

## Our Team

Our team of **over 12,000 staff** is the backbone and driving force of all we do. We have seasoned, dedicated, and dynamic professionals who are proficient and committed to delivering exceptional services.

## Expertise

We have been in business for several decades, managing resources for **more than 150 major clients across all sectors** of the economy in Nigeria and Ghana.

## Support

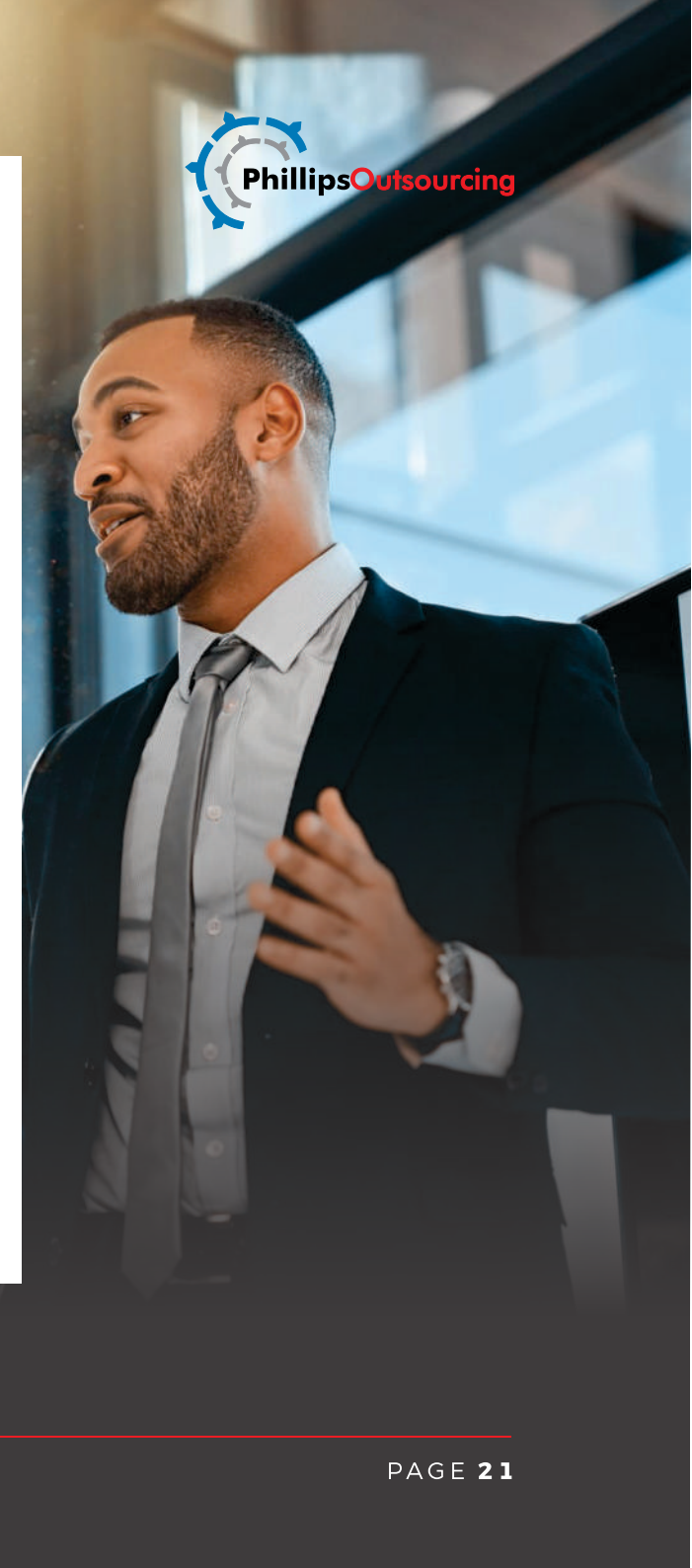
Our framework is developed to fully support the businesses of our clients, propelling them **toward achieving their business objectives**.

## Quick Turnaround Time

We **boast the capacity to deliver the right people** and services to you within your prescribed time frame.

## Technology

We **leverage the latest technology** to bring to your doorstep world-class, seamless processes and services.



# Meet Our Executives

## 1. CHAIRMAN- **Foluso Phillips**

Foluso Phillips is the executive chairman and founder of Phillips Consulting Limited, a business and management consulting firm, with offices in Nigeria and representation in South Africa. Phillips Consulting is the leading firm for transformation, technology, and outsourcing in Africa, dedicated to devising strategies, enhancing work processes, and developing the competence of employees. The firm is the largest indigenous management consulting firm and has been operating since 1992. He is known within the industry for driving business results, delivering exceptional product quality and service, and prudent management of people, technology, and processes.



## 2. MANAGING DIRECTOR- **Olayemi Fadahunsi**

Olayemi Fadahunsi is the Managing Director of Phillips Outsourcing. He is a Fellow of the Institute of Chartered Accountants of Nigeria (ICAN) and a Fellow of the Association of Outsourcing Professionals of Nigeria (AOPN). He graduated as an Accountant and bagged a master's degree in business administration and a Bachelor of Law (LL.B.) degree from Edith Cowan University, Australia. He has cumulative professional experience spanning over 28 years in Finance, Administration, Human Resources, and Training in the private and public sectors. He was a pioneer financial controller at Phillips Consulting and later rose through the ranks, becoming an Associate Partner in charge of Practice Management. Subsequently, he became the Managing Director of Phillips Outsourcing Limited. He played a pivotal role in the growth and expansion of both Phillips Consulting and Phillips Outsourcing.



### 3. HEAD, OPERATIONS- **Felicia Ebhohimen**

Felicia Ebhohimen is a seasoned Human Resource practitioner with over 20 years of experience in Corporate Communication, Administration, and Human Resources. She provides leadership and management of a broad scope of HR operations. She develops sustainable workplace capabilities and partners with key executives across the business to engender productivity and desired business outcomes. Felicia holds an MBA from the University of Benin, a bachelor's degree in English from the University of Ibadan, an Advanced Diploma in Human Resource Management from the University of Lagos, a Diploma from the Chartered Institute of Personnel Management, and a Certificate in Project Management from the Project Management College, UK.



### 4. HEAD, FINANCE- **Folaranmi Adara**

Folaranmi is a Chartered Accountant (a Fellow of The Institute of Chartered Accountants of Nigeria) and a Certified Information Systems Auditor. He is responsible for the company's financial functions including budgeting, reporting, taxation, treasury, investments, and financial planning. Prior to his current role, Folaranmi had over two decades of experience managing financial operations as well as internal control roles in the Manufacturing, Trading, Telecom, Information Technology, and Oil and gas industries.



# Our Awards and Recognition

At Phillips Outsourcing, our commitment to excellence has always been at the forefront of our operations. Over the years, this dedication to delivering exceptional outsourcing services has been consistently acknowledged and celebrated by industry experts and organizations alike.

We take immense pride in the awards and accolades bestowed upon us, which not only validate our efforts but also inspire us to reach even greater heights.

Take a moment to browse through and witness the milestones that have propelled us forward on our journey to delivering outstanding outsourcing solutions.





# Our Awards and Recognition



**2019**

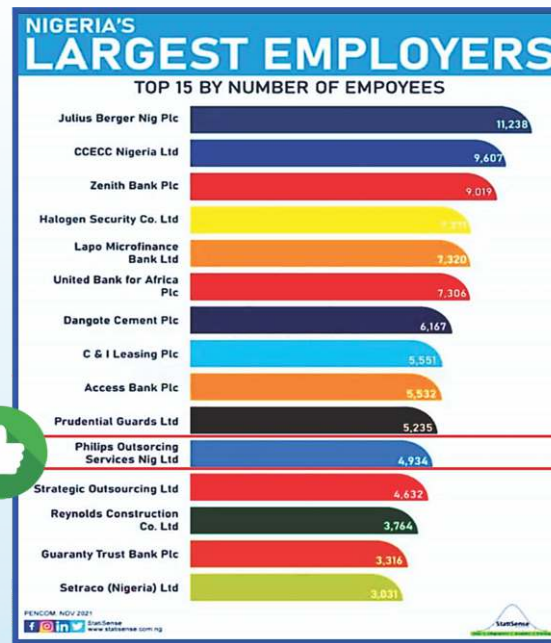
**Human Resources  
Leadership Excellence Prize**



**Presented By:**  
African Institute for  
Leadership Excellence

**2021**

**11th biggest employer  
and the biggest amongst  
outsourcing companies in Nigeria**



**Statistics By:**  
StatiSense/National  
Pension Commission

**2022**

**West Africa's Best  
World-Class Human  
Resources Firm**



**Presented By:**  
The Institute of Brand  
Management of Nigeria



# Google

## Reviews ★★★★★

Our Google Reviews stand as a testament to the trust and satisfaction we have earned over the years.

With an impressive 4.8-star rating and over 170 reviews, we are humbled by the positive feedback and support from our clients, partners, and community. Each star represents a level of trust, reliability, and excellence that we consistently strive to achieve.

We celebrate the feedback and experiences shared by those who have worked with us.

Explore some of our Google Reviews to hear firsthand the stories and experiences of those who have chosen Phillips Outsourcing.

# Google

## Reviews ★★★★★

All reviewers gave **5 stars**.



**Abiodun** ★★★★★

Phillips Outsourcing Limited is a great and wonderful organization that provides top-notch and quality outsourcing services. The company promotes a healthy and conducive work atmosphere. 👍 Like



**Olubunmi** ★★★★★

Phillips Outsourcing Limited is rated highly among other competitors and has always delivered top-notch consultancy services across various sectors within and outside Nigeria. It is always the most preferred choice! 👍 Like



**Faith** ★★★★★

Phillips Outsourcing is the place to be. Amazing internal work culture, client service, and satisfaction are of the utmost priority, and its people are driven by excellence and dedication. Great Place! 👍 Like



**Ugochukwu** ★★★★★

I have had a great **experience** with Phillips Outsourcing Limited so far.



**Adedoyin** ★★★★★

Phillips Outsourcing is one of the great recruiting firms that care about the well-being of their employees. They have a good customer service team that proffers solutions to issues. The feedback from their team is top-notch. 👍 Like



**Fiifi** ★★★★★

The most trusted Recruitment and Outsourcing company. I enjoyed your service. 👍 Like



**Deborah** ★★★★★

Phillips Outsourcing **services** are indeed top-notch! Keep it up! 👍 Like



**Tolu** ★★★★★

Outstanding services by Phillips Outsourcing. What I like best, is the humane side of treating people and the quality of service is never in question. 5 stars and more for me. 👍 Like

# Business Review Survey (BRS)

The Business Review Survey (BRS) is an integral part of our client feedback mechanism, aiming to assess our services comprehensively and solicit constructive feedback from our esteemed clients. It is a comprehensive tool designed to gauge customer satisfaction.

In 2023, we invited our clients to participate in the survey, with an impressive 80% response rate.

## Key Ratings

- 1. Quality of Service (4.19/5):** This rating measures the overall excellence and effectiveness of the services provided by Phillips Outsourcing.
- 2. Speed/Response Time (4.07/5):** This rating evaluates the timeliness and efficiency of Phillips Outsourcing in addressing client queries, concerns, and service delivery.
- 3. Communication (4.31/5):** This rating assesses the effectiveness and clarity of communication between Phillips Outsourcing and its clients.
- 4. Customer Support (4.10/5):** This rating gauges the proficiency and helpfulness of Phillips Outsourcing's customer support team in assisting clients and addressing their issues or inquiries.



**5. Attitude Check (4.45/5):** This rating evaluates the demeanour, professionalism, and overall attitude of Phillips Outsourcing's team members when interacting with clients.

**6. Referral:** Referral rate is a crucial metric that indicates the likelihood of clients to recommend or refer Phillips Outsourcing's services to others within their network. It demonstrates the extent to which clients perceive the company as reliable, trustworthy, and capable of delivering value to others. 90.5% of our clients are willing to refer us to others.

### **Total Satisfaction and Inference:**

With a total average rating of 4.22/5, it is evident that Phillips Outsourcing has excelled in meeting and exceeding client expectations. Notably, 84% of our clients expressed satisfaction with our services.

According to [SurveySparrow](#), industry experts say a good CSAT score is typically above 80%. Our rating aligns with the industry benchmarks.

# Locations

## Nigeria

### **Lagos**

- **Lagos Island:** 9A, Shafi Sule Street, Off Admiralty Way, Lekki Phase 1, Lagos, Nigeria.
- **Lagos Mainland:** 40 Association Avenue, Illupeju by Obanikoro Bustop, Lagos Mainland. Lagos Nigeria.

### **Abuja**

2nd Floor, NEXIM House Plot 975, Cadastral Zone AO Central Business district Abuja, Nigeria.

### **Ibadan**

Ebunoluwa House, 1-3, Subulade Close, Off Liberty Stadium Road, Ibadan Oyo State, Nigeria.

## Ghana

### **Accra**

No. 4, Adomkorapa Street, Odotei Tsui Avenue, Dzorwulu Residential Area, Accra, Ghana.

# 1000+

Successful  
Projects

# 12,000+

Staff

# 150+ 2

Countries



Clients

Focus on what you do best and  
let us handle the rest.







Contact Us Today





# Contact Us

In a world where every minute and resource counts, outsourcing becomes the key to unlocking efficiency, innovation, and growth. At Phillips Outsourcing, we don't just provide services; we empower your business with the freedom to focus on what truly matters. Partner with us, and together we'll redefine possibilities, exceed expectations and shape a brighter future for your company.

**Nigeria** +234 1 280 3580  +234 913 219 4404**Ghana** +234 1 280 3580  +233 244 989 964

## Other Details

 sales@phillipsoutsourcing.net info@phillipsoutsourcing.net www.phillipsoutsourcing.net**Schedule a meeting**

# Smart Outsourcing Smarter Results



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