better support

Accelerate Your Business With World-Class Support

Save $25,000 Per Employee Annually with Top 5% Filipino Talent, Working Only for Your Company Within Your Existing Systems.



Presentation 2024

Outsourcing done better.



About Us

Better Support was founded in 2022 with one clear mission - To Provide The World's Best Support Talents.

Based in Manila, we're at the heart of the world's number one outsourcing destination, where English is an official language, high educational level and excellent work ethic.

We´re a fast-growing Manila-based outsourcing company with 40 employees serving medium-sized to globally recognized companies. Our management has more than 25 years of experience helping Western-based businesses get quality support so they can spend more time developing their business and cutting costs.

It´s no coincidence that world-leading companies like Google, Canva, Zendesk, and Apple have chosen the Philippines as a hub for their support operations. When done better, outsourcing can provide enormous value to smaller companies too.

At Better Support, we have extensive expertise and knowledge of how to find and manage the country's leading talents. When working with us, you get more than a staffing solution; you get a long-term partner supporting your busin





Johan Jedaker

Better Support is the brainchild of Johan Jedaker, a visionary from Sweden with more than a decade of experience in the Philippine outsourcing sector.

Before founding Better Support, Johan was the COO/Partner at an outsourcing firm he guided from a modest 10 employees to more than 200 FTEs. His journey involved supporting more than 120 clients, including globally recognized names.

Johan´s drive stems from showcasing the extraordinary talent of the Philippines to the world and bringing unparalleled value to its customers. With Johan at the helm, you're partnering with a seasoned professional who can help your business to its next level in terms of scalability and increased profits.

If you´re looking for an expert in the Philippine outsourcing scene and want to maximize the value outsourcing brings to the table, Johan has a proven track record and is a respected name in the industry.

Outbound Sales



We identify, hire and manage the top 5% Sales Reps. in the Philippines. All Sales Reps. we provide have a proven track record of calling US-based companies/customers and come with top references.

Where many outsourcing companies get it wrong is hiring cheap staff with quality and retention of employees to suffer.

At the end of the day, the only way to successfully serve our clients is to have happy employees. We stand out by providing our employees with competitive compensation packages, private health insurance, and being part of a positive company culture. We make sure to not only get the best people – but also retain them.

When working with us, you can always terminate the agreement with immediate notice within the first month if you´re not happy.

Pricing starts at 1990 USD/month per full-time employee. No hidden fees or charges. Each employee we provide will only work for your company.

Visit Our Website!

How it Works?

When you partner with Better Support, you get a company that cares about your business's success. We are here to tailor a solution to your needs and provide long-term support. We have decades of experience working with different clients and are here to guide you in getting started every step of the way.

1

Discovery Call

Your business is unique. That´s why the first call is all about discovery - your goals, your hurdles, and how we fit into that story. It´s a conversation, not a pitch. We listen, we learn, and together, we lay the groundwork for a partnership.

2

Talent Hand-Picked For You

We don´t just fill seats; we enrich your team with skilled talents to meet your exact needs. It´s a two-way process; you´re even welcome to approve every match.

3

Seamless Onboard & Training

Your new talents fit into your systems without you having to adapt. We ensure that your talents have everything they need, and our management will be with you during the onboarding.

4

Continuous Success Monitoring

We don´t just leave you to manage everything yourself. We actively monitor and engage the talents to ensure their performance remains top-notch. Our CEO will be your personal point of contact for everything you need.

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Why Us?

You don’t want to sacrifice quality if you’re scaling your team to support business growth. You need top talents; we´re a trusted partner for just that.

Save - We provide 50-70% cost savings per employee with equal or better quality than hiring in-house. This massive value enables our clients to invest more heavily in other business areas for continued growth.

Top Talents - When working with us, you get access to the top 5% of talents in the Philippines. We have decades of experience recruiting and managing the most suitable professionals for our clients, ensuring you maximize the potential of outsourcing. We usually say you can expect equal or better quality than hiring in-house.

Support - We handle recruitment, employment and monitor performance. We have deep expertise in local culture and how to get the best out of people.

Security - Unlike many alternatives, outsourcing to us won't compromise your or your customer´s data. Our computers comply with the latest ISO standards and GDPR requirements.

Talent Retention - One unfortunate problem in the outsourcing industry is employee attrition, which is, in some cases, as high as 50%. We provide our employees with a great workplace and generous compensation, enabling us to retain talents with as much as 97%, resulting in higher quality and time-savings for our clients.

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Our Management



Johan Jedaker
Founder & CEO



Robert Lee
HR Manager



Mairah Bertulfo
Head of Marketing



Kim Alexandria
Head of Content

Data Center Certified By:

Proud To Be Powering Clients Such As

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