

# Tiger Consulting Asia

*Since 1989*





# WHY WE EXIST?

- Because we understand the challenges businesses face when looking to expand into new markets.
- Because we want to help your business to quickly and cost-effectively expand into new markets in Asia and the Middle East.
- Because we are committed to making Asia and Middle East expansion easier for the rest of the world.



# WHO ARE WE?

- Staffed by experienced expatriate and local business professionals with detailed knowledge of regional business laws, practices and culture, Tiger-Consulting offers quality, cost effective HR, Payroll and Outsource Services to support its enterprise customers.
- The team speaks English as well as the languages of the countries we serve.
- We have more than a dozen offices across Asia Pacific (Asia-Pac) to support enterprise client operations in Australia, Bahreïn, Cambodia, China, Hong Kong, India, Indonesia, Korea, Madagascar, Malaysia, New Zealand, Pakistan, Philippines, Singapore, Taiwan, Thailand, UAE, USA and Vietnam.



# WHAT DO WE DO?

- ❑ Tiger Consulting offers 1-stop shop human resource (HR), payroll and business support services across Asia, US and the Middle East. Our mission is to make it easier for companies to quickly and cost-effectively expand into international markets while remaining compliant with local labor laws and employment regulations.
- ❑ By providing quality solutions and professional advice at a competitive price, Tiger-Consulting enables your company to open up shop across multiple continents. More importantly, our experienced staff will help your business to successfully expand, grow their operations as needed.
- ❑ We enable international businesses to participate in new markets to expand their reach, and in turn, grow at home.

# OUR TEAM

Founded by an American Expatriate, Neil Satterwhite who has more than 45 years of HR and payroll management and business support experience (Having spent the last 27 years in Asia).



**The Founder & CEO**

**Neil Satterwhite**

- ❑ He has become an expert in Asia business, labor laws, culture, customs, practices and outsourced services.
- ❑ He was a founder and CEO of Singapore-based Pay Asia, where he led the management and growth of the outsourced HR and payroll services firm.
- ❑ He also built and managed the Thailand operations for a regional payroll outsource provider called Out-Smart, which was subsequently acquired by US conglomerate, Convergys.
- ❑ He was the Director of Asia Pacific for San Francisco based HR and payroll software provider Integral Systems where his focus was on leading the successful development, implementation and operational support of HR and payroll software for Asian infrastructure companies.
- ❑ He was responsible for developing, implementing and managing payroll software for the City of San Diego, wherein there he also developed one of the early software systems that enabled the local police department to track criminals and arrest records.

# OUR KEY SERVICES

We provide our clients with a single-point-of-contact, even if you need business support across several countries or continents. Our team is accustomed to quick-starts with a few days notice.

Payroll, HR & Benefit Outsourcing

- Payroll Calculations
- Report Distribution
- Payslip creation
- Banking of employee net salary
- Withholding tax
- Social Security
- Provident Fund
- Workmen's Compensation
- Payments to government agencies
- Electronic interfaces
- Insurance (medical, dental, travel, life)

Accounting

- Monthly reports (BS & P&L)
- Tax Returns
- Financial statement to local government
- Supporting schedules for FS

Legal Services

- Company registration
- Visas and Work Permit applications
- Opening of Bank accounts

Business Advice

- Company structure
- Directors and shareholders
- Financial issues
- Tax matters
- Statutory requirements and changes
- Strategic solutions and alternatives

Serviced Offices

- Fully furnished service offices



# SAMPLE: Payroll Processing Flow

Tiger-Consulting has refined each process for services offered over 25 years. Each process has checks, balances, multiple reviews and formal sign-offs to manage due diligence.

Tiger Consulting provides a custom payroll calendar based on your company's payroll cycle. Here is a sample of our payroll processing flow:

- I. Email payroll changes to Tiger Consulting
- II. Tiger Consulting runs payroll and prepare reports 2-3 working days
- III. Tiger Consulting sends payroll reports for client's approval
- IV. Tiger Consulting received client fund 3 working days before set payday
- V. Tiger Consulting send email notification to client
- VI. Tiger Consulting process salary payment and makes sure employees receive their salaries on set pay day
- VII. Tiger Consulting processes payments of taxes and mandatory contributions to local tax authorities on or before the due date
- VIII. Tiger Consulting sends duly filed forms and receipts to client

# SAMPLE: Payroll Processing Flow

**I. Email payroll changes to Tiger Consulting**

**Required documents (from client)**

1. Completed employee and company template
2. Employees Passport
3. Employment contract

**II. Tiger Consulting runs payroll and prepare reports 2-3 working days**

**Reports send**

1. Invoice
2. Payroll Summary
3. Bank Transaction
4. Checkbook
5. Payslip

**III. Tiger Consulting sends payroll reports for client's approval**

**IV. Tiger Consulting received client fund 3 working days before set payday**

# SAMPLE: Payroll Processing Flow

**V. Tiger Consulting send email notification to client**

**Document send**

1. PDF file of fund received / bank receipt

**Documents send**

1. To client: Bank payment receipts / bank payment confirmations
2. To employees: Payslip send to employee's individual email add

**VI. Tiger Consulting process salary payment and makes sure employees receive their salaries on set pay day**

**VII. Tiger Consulting processes payments of taxes and mandatory contributions to local tax authorities on or before the due date**

**VIII. Tiger Consulting sends duly filed forms and receipts to client**

# SAMPLE: Payroll Processing Price Guidelines



- Price varies based on complexity and volume of transactions .
- We charge fixed prices per employee.
- Our prices do not vary based on variances in employee salaries.
- Your monthly invoice is predictable.
- There is a 1-time set up fee, monthly recurring fee and annual wage report fee.
- Fee is due monthly when payroll reports are delivered to you.



# OUR RESOURCES

## General Employee Practices, Policies & Regulations

Employment in each country is different. So we compiled the General Employment Information that outline general employee practices and regulations for each country in Asia that Tiger Consulting represents including basic information surrounding Holidays, Leave and Benefits.

List of General Employment Information that are found in our website;

[Cambodia - PDF](#)

[China - PDF](#)

[Indonesia - PDF](#)

[Korea - PDF](#)

[Malaysia - PDF](#)

[Myanmar - PDF](#)

[Philippines—PDF](#)

[Thailand \(complete handbook\) -](#)

[PDF Vietnam - PDF](#)

# FREQUENTLY ASKED QUESTIONS



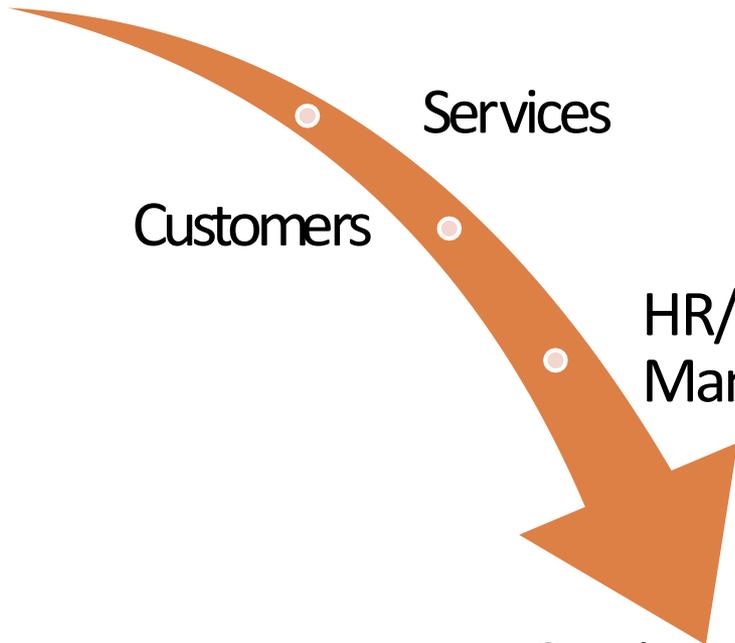
*Business*

Services

Customers

HR/Payroll  
Management

Getting Started





# On Business

## **How long have you been in business?**

Tiger Consulting has been in business in Asia for more than 27 years. Our founder has over 45 years of expertise in managing HR and payroll worldwide.

## **How many employees do you have?**

We employ 40+ experienced full-time staff members who speak both English as well as the languages of the countries they serve on behalf of our clients.

## **Which countries do you service?**

The list is always growing. We have more than a dozen offices throughout Asia-Pacific including Australia, Bahrein, Cambodia, China, Hong Kong, India, Indonesia, Korea, Madagascar, Malaysia, New Zealand, Pakistan, Philippines, Singapore, Taiwan, Thailand, UAE, USA and Vietnam.



# On Business

## **How do you differ from other HR, payroll outsource providers?**

- Our clients do not have to find different providers in each country in which they want to do business.
- We are a one-stop shop with both centralized and decentralized processing with staff on the ground in each country we service.
- We provide a single-point-of-contact to coordinate regional payroll for clients with staff in multiple countries.
- For clients who do not have legal entities in a given country, we are able to employ staff to support the client's Asian operations.
- In addition to HR/payroll outsourcing, we also provide related peripheral services such as benefits, visas, work permits, relocation, accounting, audit, income tax preparation, office space and secretarial support.



# On Business

## **What services does Tiger-Consulting offer?**

Our experienced team offers comprehensive HR and payroll outsource services that enable our enterprise clients to successfully expand their business in Asia.

## **What would be a typical scenario that would require your services?**

An International business that wants to have 1-200 employees in one or more Asian countries but doesn't want to waste time or money trying to manage HR or payroll functions themselves will approach us to serve as the "back office".

## **Why can't our company simply manage HR, payroll in Asia if we are successfully managing these functions for our operations in the West?**

Most companies find it very challenging and cost prohibitive to open offices, hire local talent and manage HR, payroll and staff while staying in accordance with local business and tax laws. We are experts in this area and will make setting up shop in Asian countries easier and more cost-effective for your company.



# On Customers

## **How many clients do you have?**

Tiger Consulting currently serves more than 300+ enterprise clients.

## **What kind of customers do you serve?**

Tiger Consulting works with medium to large enterprise clients (mainly U.S.-based International businesses including some Fortune 500 companies)

## **Can you provide me with a list of your customers?**

No. We honor our clients' desire for privacy and do not share their information with prospects. Outsourcing not only offers a competitive advantage that our customers want to protect but as their HR and payroll outsource provider, we are charged with managing highly sensitive information that requires confidentiality. For these reasons, we take very seriously the need for protecting our clients' privacy and can promise the same will be provided for your company if you should choose to work with Tiger Consulting. To learn more about our extensive knowledge in HR, payroll and regional business practices and culture, there are a number of resources on our website available for review.



# On HR/Payroll Management

## **How much notice do you give an employee prior to termination?**

The notice period varies from country to country. Most employers put the termination terms and conditions in the employment agreement. Typically, 30 days is the minimum.

## **What are the severance pay rules?**

Severance pay rules vary from country to country. We provide handbooks that explain the rules for each country.

## **Where can I find basic information about employment practices and regulations in each country?**

Please visit our [Manuals page](#) for general information regarding Holidays, Leave and Benefits in each country.

## **Where can I find holiday calendars for each country you service in Asia?**

Please visit our [Holidays page](#) for 2017 holiday calendars.



# On Getting Started

## What documents are required to start your services?

Documents required for Payroll Implementation include:

Complete Employee Template

Employee passport copy

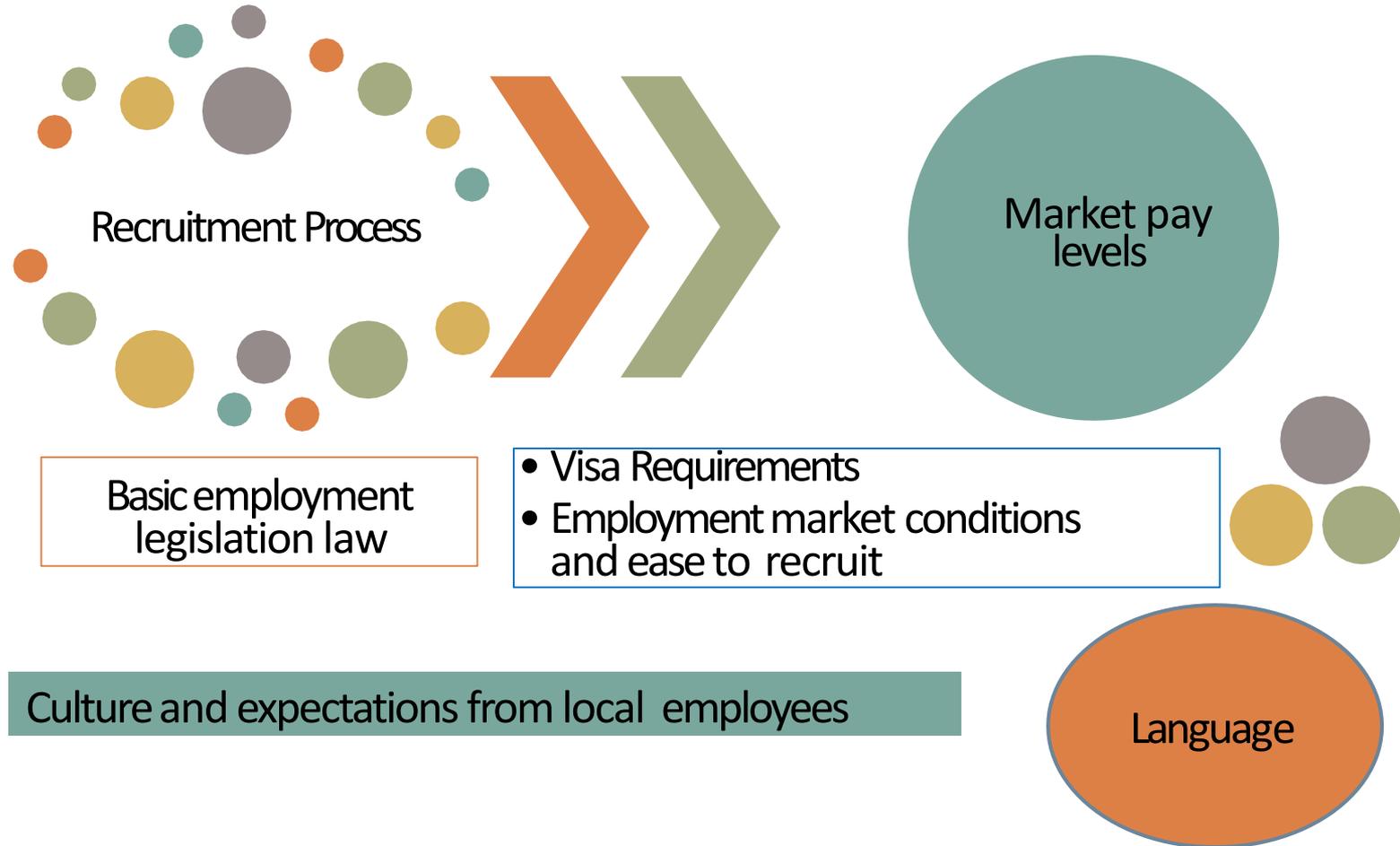
Employee Nationality Identity Card

Offer letter or employment contract

## What documents are required for Visa Applications?

It depends on the country. Please visit our [FAQ page](#) for more information regarding documents that are required for Visa Applications.

# OTHER INFORMATION THAT YOU MAY WANT TO KNOW



# Employment market conditions and ease to recruit



- It depends on the country. Most Asian countries have an excellent pool of well educated, English speaking people.
- When we recruit, we typically have 10-100 applicants depending on the job description.
- For example, when we look for accountants in Vietnam, there are hundreds of interested candidates. When we look for quality control managers to inspect factories that make purses for export, we get less than 10 candidates.
- So, it really depends on the job as some jobs have high interest while some have not.



# Market Pay Levels

- It depends on what job and in what country.
- Just give us the job descriptions and countries, we will send you an email with the current pay levels.



# Language to interview in

- We speak English plus the language of the countries we serve. We are in 19 countries.
- We are registered in 19 countries where we have our own offices and staff (Thailand, Singapore, Malaysia, Indonesia, Hong Kong, Philippines, China, Taiwan, Korea, Madagascar, Bahrein, Pakistan, Vietnam, Cambodia, USA, New Zealand, India, UAE and Australia.).



# Recruitment Process

- We provide recruitment service. We get job description from client; advertise in jobsdb and jobstreet; screen candidates and send short list to client to arrange interview (phone or in person)

# Visa Requirements

- Varies from country to country. It takes 1 week to 2 months depending on the country. Singapore can take 1 week. Less developed countries can take up to 2 months (Malaysia, Thailand, Vietnam and Philippines). Plan on 4-6 weeks average. Cost varies from USD 1000-4500 per employee. Tell us the country and we will send quote.
- There are restrictions and ratios in some countries. Singapore is becoming more difficult for work permits because they have an overabundance of foreign workers. Thailand requires that companies have 4 Thai staff for each foreign worker.
- Best to hire locals wherever you can.

# Culture and expectations from local employees



- Every country in Asia is different in terms of culture and local employee expectations. From a high level point of view, Asia now has a pool of highly skilled, English-speaking young professionals who are well-qualified and anxious to work.
- It's not like 20-30 years ago where Singapore was the only place to find well educated, English-speaking professionals. Every Asia country has them now. You just have to find them. Their expectations are increasing. They want career paths, retirement plans, medical benefits and vacation. It's similar to Europe and America. The salaries are highest in Singapore, Hong Kong and Japan. The salaries are lowest in Indonesia, Thailand and Philippines.

# Basic employment legislation overview



- We have a "Fact Sheet" for each country with basic overview. We answer questions on an "as requested" basis as part of our standard service. We provide custom HR manuals for each country that shows statutory requirements, client specific policies and common industry practices. The manual is USD 750 per country.
- There is also a list of fact sheets on the [www.tiger-consulting.net](http://www.tiger-consulting.net)

# CONTACT INFORMATION



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