



**MeBS**

Mancao E-connect Business Solutions  
**MANCAO-LAPASTORA GROUP**

# Company PROFILE

“ Together,  
We Reach  
ACHIEVABLE GOALS ”



# Company Overview

## We Strive and Succeed Together!

**MEBS (Mancao E-connect Business Solutions) Call Center PH** is a Business Process Outsourcing (BPO) Company, with its production office in Southern Leyte, Philippines, and with 4 sites, situated along the vicinity of Eastern Visayas. Established in 2016, MEBS possesses employees and clients that have been each other's partner for growth since day one. MEBS has built a great rapport with each of its proponents, which nurtured them and brought them towards greater heights in their business and career-wise.

### MEBS as a Partner for Growth

MEBS have always been a partner for growth, to clients, customers, and stakeholders, and most especially their ever strong-willed agents. We essentially provide satisfactory call center and back office support which is mainly grounded to the goal of uplifting clients and customers to the greatest possible ease and success. MEBS is not only a BPO Company, but a company with due sets of corporate principles and is truly value-laden, which you can see on how the associates, stakeholders and its agents vibrate professionalism, efficiency, and success, the end-goal that we have been continuously surpassing for 6 years now. With its full potential, MEBS has catered beyond inbound and outbound calls. We make sure to assist you holistically, and make the clients, and its customers experience a high-end and cost efficient business solution that you can only encounter exclusively at MEBS. Rooting to what we mission and envision, we can be living the dream as we strive and succeed together!





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# History: OUR THEN AND NOW

then.



MEBS Call Center PH humbly began in August 2016, having only two agents with its internet service clientele from Japan, only having an internet cafe in the locale of Maasin City as their humble facility to begin with. Later in 2018 MEBS launched their night accounts facilitating clientele from the United States providing outbound services with another 2 agents, having 4 in total.

now.



Year 2020 was when MEBS was able to expand to various sites in the municipality of Sogod, Southern Leyte and two other cities from the north of Leyte, Ormoc and Tacloban City, serving both inbound and outbound services from several accounts already, even amid the global pandemic and being hugely affected with Typhoon Odette on late 2021 and early 2022. Despite all of that, MEBS has a steadfast growth, with 200 plus agents, enabling them to provide their very own facilities in Maasin, Ormoc, and Tacloban that cater more than a hundred agents on each site. Soon enough, they will be providing more seats to close a total of 500 agents before the year ends.



# 1 The keys of making our goals **ACHIEVABLE**

## Amazement: An Extension to Customers' and Clients' Satisfaction

Satisfaction is the equity of the cost paid by the clients and customers. However, MEBS Calls Center PH aims beyond its limits in cutting edge of the BPO industry. MEBS will not settle for less. We dream for the sustainability of the entirety of the company. From the employees, to the customers, and the clients, we want to embrace challenges in the industry that would not only sustain the services needed by the clients, but to nurture the potential and prosper success to each and every proponents. Satisfaction must be taken beyond equity, and amazement as an afterglow of that fulfillment.

### We Foresee and We Become

As what we envision, we are truly dedicated to create a future as what we dream and foresee. Undeniably, in our own graceful phase, we are living the vision of having a strong-bond relationship with our clients, customers, and employees. This rapport, with deep faith and adherence to our own mission and vision, we are confident enough to live and relive the dream of having a long-term sustainability and dependability with every proponent of our industry. We are now at the moment of what we dream, and we shall dream on, serve with our full potential, while we continuously contemplate for what we dream, foresee and become, we AMAZE, and we realize ACHIEVABLE GOALS.

### We have a Powerhouse of Great Minds!

Handling inbound and outbound calls are beyond just simple conversation. Communicating with customers has never been an easy task, thus, MEBS hires proficient manpower that deduces a high quality service to the customers and clients. Moreover, MEBS cultivates the capabilities of these resources and exposes them to the greatest opportunities that they deserve. With this, MEBS ensure that we can guarantee the best and the efficient BPO services we can possibly offer.

# Know What We Value the Most

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Satisfaction must be taken beyond equity, and amazement as an afterglow of that fulfillment. This goal comes in compact to our dream of providing sustainable jobs in the vicinity of Eastern Visayas. Through that, we are able to uplift their lives as we value their welfare at the first place. With our happy and dedicated agents, we can definitely provide the service that you need.

We do our best to inspire and help them become the best version of themselves through the empowerment from serving others genuinely. We believe that there individual fulfillment is the also the fulfillment of our purpose's void. All of these are claimed possible. We manifest that by building strong, trusted, and dependable relationships with our employees, we can also employ the same strength of rapport towards our customers and stakeholders.

# Together, We Reach Achievable Goals.



## 2 Our Greatest Drive and Inspiration

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# MEBS SITE LOCATIONS

MAASIN.



SOGOD.

ORMOC.



TACLOBAN.

To date, MEBS Call Center PH has emerged in different areas in Eastern Visayas since we germinated in southern Leyte Philippines back in 2016. We now have four sites in both Leyte and Southern Leyte, right on the domain of the 8th region in the Philippines. The Maasin site was the only site to provide services for morning accounts (Internet Service Provider) while all others sites including Maasin as well, along with Sogod, Ormoc, and Tacloban sites, served for night accounts, inbound and outbound such as help desk services and B2B lead Generation.

# LET'S HEAR FROM THEM!



**Ruver John Caberte**  
(Ex-Agent)

I primarily chose to work with MEBS because I knew that they are easy to work with. As an aspiring social worker, my communication skills grow more along with my capabilities to handle myself on the roller coaster ride of life.



**Meriam Tomon**  
(Returning Employee)

Losing my father was hard, but there came MEBS, which gave me the opportunity to be a dialing agent and finance my studies. I had to stop working to finish my college degree, and that is thanks to MEBS. Now I came back with MEBS to pursue the career on accounting.



**Margielyn Aseo**  
(Tenured Agent)

It was 2017 when I chose to be with MEBS, to have a salary of my own, to provide for my son. With MEBS, I am not only able to provide for myself, but also my family. I was also able to create a bond with my colleagues because of its very healthy environment. More than that, I am also able to travel for free. With MEBS, hard work is really paid off.



# Going back to the Bottomline

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“ We keep ourselves grounded with our **MISSION** and **VISION** ”

## MISSION

Not just to satisfy or clients, customers, and employees but to AMAZE them.

## VISION

We envision ourselves to have a strong trusted and dependable relationship, among our clients, customers, and, employees, reaching **ACHIEVABLE GOALS**.

### **MEBS Call Center PH: The New and the Next-gen Outsourcing Partner in Reserve for You**

MEBS make customer service via call center a very good resort to be your partner for growth. We provide the best call center services by prolonging high quality standards with respect to the industry, incorporation of AI and Data Driven technology offering with 100% customer support. With MEBS, you certainly endowed a BPO Company founded with strong, trustworthy, and dependable rapport among its clients, customers, and stakeholders.