



COMPANY PROFILE · AUSTRALIA EDITION

Outsource to Fiji. Scale your team, not your costs.

Dedicated offshore teams for ambitious businesses, recruited, trained and managed by PCS Global from our delivery centre in Suva, Fiji.



WHO WE ARE

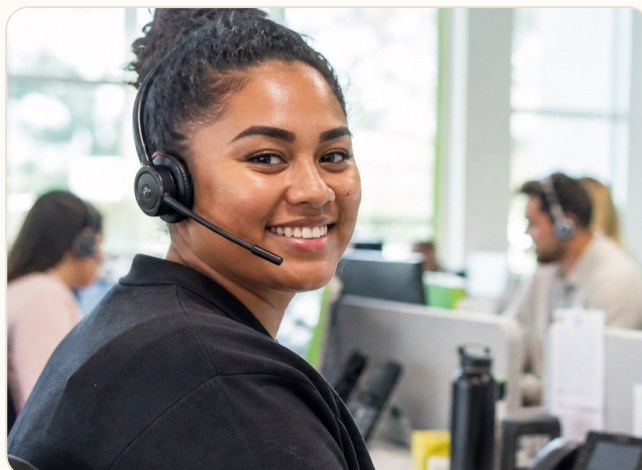
NZ-founded. Fiji-powered. Since 2017.

PCS Global (Proficient Customer Solutions) was founded in Auckland in 2017 by Yogesh and Sangita Chand. Today we run a dedicated delivery team from our purpose-built centre in Suva, Fiji. A managed operation, not a freelancer marketplace.

NZ-founded and NZ-led, with ANZ management culture, delivered from Suva. Every engagement is overseen by our NZ-based leadership, so accountability sits in your timezone and your business culture.

Fiji runs 1–2 hours ahead of the Australian east coast, so your offshore team overlaps your full business day, with no overnight handoffs.

English is Fiji's language of business and education, so your customers hear warm, natural conversations, not scripts.



2017

Founded in Auckland

\$10M+

Client savings to date

70%

Savings vs local hiring, up to

TRUSTED BY LEADING ANZ BUSINESSES

Genesis Energy • solarZero • DebtManagers • SwitchMe • NZ & AU energy, finance and e-commerce brands

WHAT WE DO

Dedicated teams across three service lines

Customer Service & CX

Inbound support, ticket triage, live chat, retention and customer care across phone, email and chat, in your systems.

Sales, Marketing & Lead Gen

Outbound calling, SDRs, appointment setting, lead qualification and CRM nurture that keeps your pipeline moving.

Back Office, Finance & Admin

Data entry, document processing, bookkeeping, accounts admin, claims processing and the work that eats your day.

ROLES WE PLACE

- Customer service agents
- Sales reps & SDRs
- Appointment setters
- Virtual assistants
- Finance & accounts admin
- Bookkeepers
- Data entry specialists
- Technical support agents
- Insurance claims processors
- Paraplanners
- Property manager assistants
- Custom team builds

HOW IT WORKS

1

Discovery

We map the roles, volumes and systems, then give you a fixed, all-inclusive price.

2

Recruit & train

We hire from our Suva talent pool and train on your processes, tone and tools.

3

Go live in 3–4 weeks

Your first seat is live fast, with NZ-led management wrapped around it.

4

Scale

Add seats as it proves out. Most clients start with one and grow.

Security & compliance, built in

Documented security controls, NDAs and background checks on every engagement. Staff work on PCS-managed hardware with least-privilege access to your systems. Engagements are structured to support your Australian Privacy Principles (APP 8) obligations.

Two commercial models. You choose.

Employed model

A dedicated employee billed across all employed hours (40 hrs/week) at the lower rate, with statutory entitlements included: annual leave, sick leave, bereavement leave, parental leave and public holidays. Predictable monthly invoice.

Worked-hours model

You're billed only for hours actually worked. Leave never appears on your invoice. PCS carries the entitlement cost, funded by a rate approximately 12% higher. Pay purely for productive output.

TIER	EMPLOYED (AUD)	WORKED HOURS (AUD)	BEST FOR
Tier 1	\$10.50 /hr	\$11.75 /hr	Data entry, document processing, basic admin, repetitive back-office work.
Tier 2	\$12.50 /hr	\$14.00 /hr	Customer support, appointment setting, inbound calls, ticket triage, junior CSR.
Tier 3	\$15.00 /hr	\$16.80 /hr	Mid-level outbound, qualifying, admin-heavy ops, lead nurture, CRM hygiene.
Team Leader	\$16.50 /hr	\$18.50 /hr	Senior sales, complex conversations, specialised industry knowledge, team lead capability.

Specialised roles, e.g. Accounting & Engineers (AUD)

TIER	EMPLOYED	WORKED HOURS
Tier 1	\$14.00 /hr	\$15.70 /hr
Tier 2	\$15.00 /hr	\$16.80 /hr
Tier 3	\$16.50 /hr	\$18.50 /hr
Team Leader	\$17.50 /hr	\$19.60 /hr

Rates are all-inclusive: salary, facilities, hardware, HR and day-to-day management. No setup fees, no management fees, no hidden extras.

Month-to-month

No long lock-in contracts

3–4 weeks

First seat live

You pick the hires

Interview the shortlist yourself

Get your free staffing plan

Tell us the role that's hardest to fill locally and we'll send a tailored cost breakdown within 24 hours, no call required.

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