

# Kinettix Cebu Operations Center

Information Guide

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## Information Guide

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# General Information

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## Address:

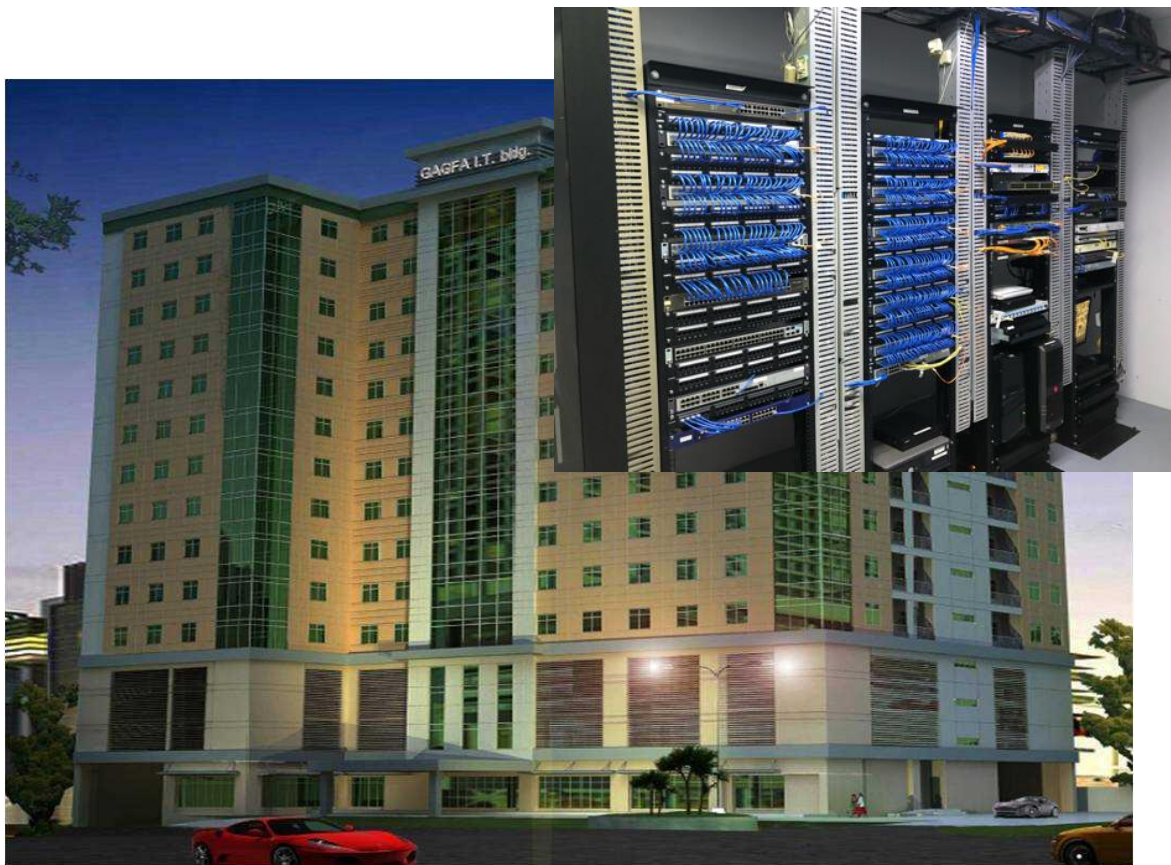
8<sup>th</sup> Floor GAGFA Tower, F. Cabahug Street  
Barangay Kasambagan, Cebu City,  
Cebu 6000, Philippines

**Number of Staff: 30+**

**Events Processed/Year: 30,000+**

**Dedicated Staffing Teams for various providers.**

**IT infrastructure allows true 24/7/365 operations**



# Staff Recruitment and Onboarding

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**Sourcing** – English is the second language in the Philippines, so most *Cebuanos* speak it fluently. As a result, Cebu offers a large pool of highly educated, tech-savvy individuals that are conversant in English.

**Recruitment portals** – JobStreet,<sup>®</sup> Mynimo,<sup>®</sup> and Indeed<sup>®</sup> are just a few of the many portals we use to find well-qualified applicants.

**Onboarding** - All confirmed new hires are asked to submit pre-employment requirements (e.g., NBI clearance, barangay health medical clearance, SSS, PHIC, HDMF, tax identification numbers, etc.) before reporting on their first day.

Kinettix's Human Resources Department in Cebu initially conducts phone interviews before recommending for a technical and final interview by Kinettix US management. Turnaround time for this process usually takes a week or two depending on the urgency of the requirement/work demands.

Our new employees are onboarded through a two-week period of technical training by their superior. Following this training, the employee's activities are observed and monitored by their superior for 90 days. It is only after this period of extended mentoring and training that they are considered a fully vetted Kinettix coordinator.

The Cebu DevOps team (consisting of software, quality assurance, and user-experience engineers), have a specialized onboarding process. This process varies slightly based on role, but the general program consists of some combination of the following:

- a. Project coordination training with a training specialist to learn the business domain
- b. Microsoft Azure DevOps training (Udemy)
- c. Test Driven Development training (Udemy)
- d. Microsoft SQL Server training (Udemy)

Weekly design patterns training on architecture and coding strategy best-practices is required for all team members. Pair-coding with a technical lead is required in some roles and encouraged for all. Code reviews with a technical lead is encouraged and will soon be required as part of the software development lifecycle. Managers and technical leads work with team members on a customized educational path when requested or deemed necessary.

# Staff Training & Development

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Kinettix puts a strong emphasis on employee training and development. The program is designed to enhance and further develop skills that align with product and service offerings.

Below is an outline of the various components of the training and development program.

1. **Training platform;** Kinettix utilizes the Percipio Skillsoft platform. Percipio is an intelligent online learning platform, which leverages highly engaging content, curated into over 500 learning channels that are continuously updated. With Percipio, learners choose how they want to learn with videos to watch, books or summaries to read and audiobooks to listen. The major focus areas are:
  - a. Customer experience
  - b. Leadership and management skills
  - c. Communication
  - d. Specialized training
    - i. PMI – Project Management
    - ii. ITIL Training
    - iii. Technical Training
2. **Cross-training;** Kinettix schedules inter-departmental and cross-departmental cross-training rotations based on the employee's development plans. These activities are coordinated between department managers, and the training manager.
3. **Outside training courses,** Kinettix leverages a variety of third-party training partners to supplement the internal training resources.
  - a. Rivan IT Training – Local to Cebu Philippines, Rivan provides on-site, hands-on IT training.
  - b. PMI Bootcamps

4. **In-house Training Courses:** Kinettix provides in-house, Computer Based Training courses on the various tools and platforms.
  - a. Dispatch1
  - b. Accounting software and tools
  - c. Customer tools and platforms
  - d. General process improvement
  - e. Project Coordination



# Staff Management

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Our local Specialists are subject matter experts who are trained to equip and coach their subordinates. The entire team is overseen by the US management team and the local HR/Accounting department heads.

Employees also undergo an annual performance evaluation (self-assessment and by management). These assessments are discussed to ensure a workforce that is constantly growing and improving.

Kinettix is committed to a management style that emphasizes the development of our staff. We are constantly seeking ways to surface and develop training needs for the good of our employees and the furtherment of our company.



# Capabilities

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## Project Management

Kinettix primary Project Coordination and remote services are based in the Cebu Center. This team has been built from a proven operating model allowing our clients to quickly scale their deployments to meet the demands of the business. The Project Coordinators specialize in;

- Talent Pool Development
- Field Technician Management
- Ticket Management
- Field Technician and Site Call-Aheads
- Field Technician Check-In / Check-Out
- Deliverables Collection & Auditing
- Installation Reviews
- Equipment Shipping & Arrival Confirmation
- Billing Audits

## Development

The majority of Kinettix's DevOps Team is centralized in the Cebu office. This team is comprised of full-stack developers, UI/UX developers, mobile developers, and quality assurance engineers. The team is the primary source of development for our proprietary platform Dispatch1. This platform is architected on the Microsoft Azure platform and is used not only internally by Kinettix, but our clients are integrated directly into Dispatch1.

The team is managed by the U.S. team and operates using the agile development methodology. Sprints are completed weekly or biweekly, as determined by the business needs, and regular reviews, retrospectives and planning meetings are conducted. All team members attend a daily stand up with the U.S. team where they share their completed and planned work and review any issues they may be encountering. The leadership strives to make the team collaborate and constantly growing by conducting peer coding sessions, one-on-one mentoring sessions, as well as team collaboration events.

## Accounting

Kinettix conducts business in all 50 states, we also operate in over 100 unique countries. To meet this challenge, we have developed an accounting team that is knowledgeable and skilled in navigating reporting requirements, understanding varied tax requirements, and invoicing and payments in any currency desired to the ever-expanding global marketplace.

Kinettix currently files sales and use tax in all 50 States with the remittances and filings being performed by our Cebu accounting team. We also have entities in various countries around the globe to ensure VAT recoverable invoices are generated and VAT / GST is recovered. Again, all these tasks are performed out of the Cebu Center. Our accounting department is also equipped to manage the day-to-day tasks of invoicing, collections, payables, and PO generation. We can also do internal auditing for SOX compliance in addition to the development of process and procedure documentation tailored to your company and industry. With our full time CPA's and dedicated support staff our accounting team can offer scaling and remote services (staff augmentation for service providers as needed).

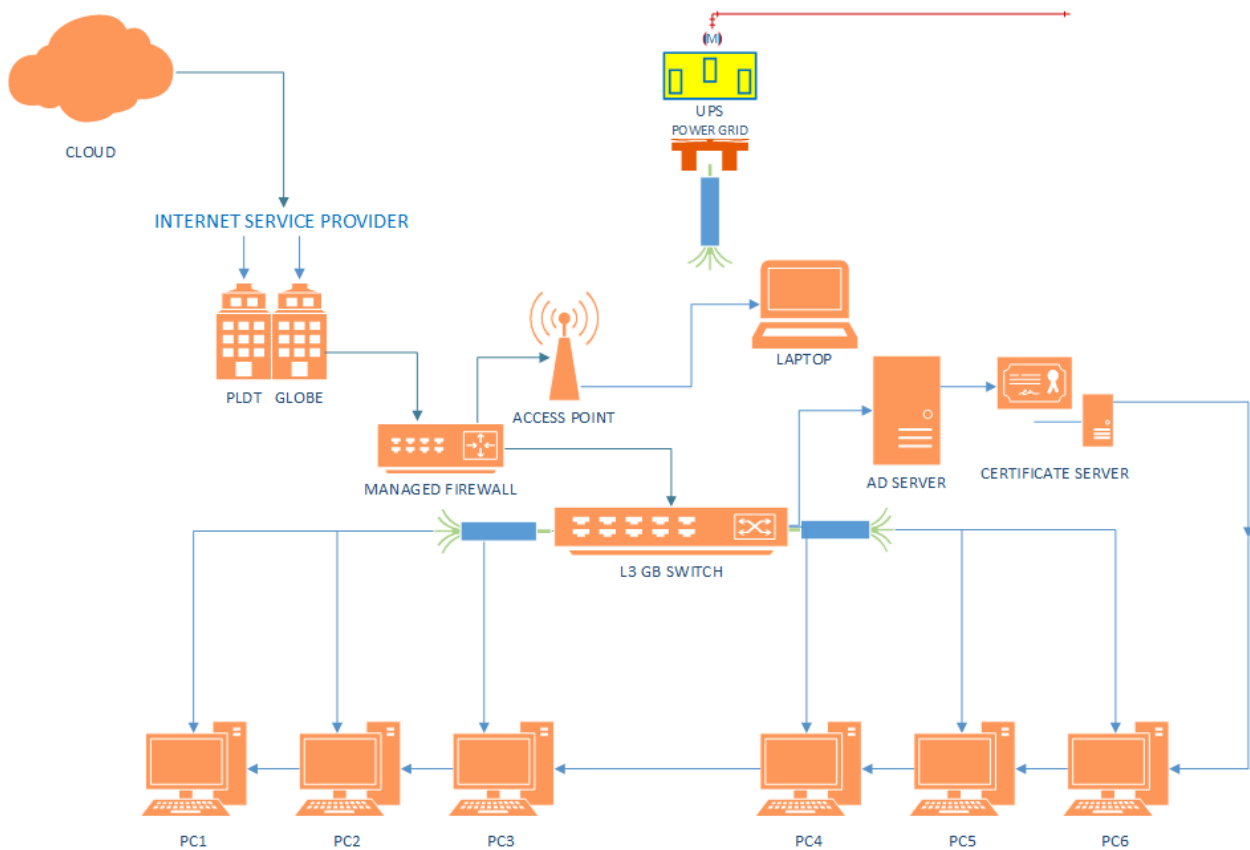
# IT Capacity

As a key component of our 24/7 global IT management capacity Cebu has state-of-the-art IT and security systems. Together they provide the capacity and reliability to meet our growing global demand.

The system is highlighted by:

- A 100 Mbps Fiber Optic line with back-up
- CAT 5 Standard computer cabling
- A managed firewall
- Backup Generator

Network Diagram of Cebu's



# Life at Cebu Headquarters

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Cebu-City is also called Queen City of the South and has become one of the most popular tourist destinations in the Philippines. It is the capital and largest city on the island of Cebu. Cebu is a rapidly growing city that provides an excellent quality of life. This vibrant city serves as the ideal location of our global operations center. It allows us to draw from a large pool of energetic, tech-savvy, English-speaking applicants.

Our offices in the GAGFA IT Center are ideally located for providing excellent IT support. The Center is a short drive from the airport and is served by 24/7 public transportation. It is surrounded by a shopping and restaurant district making it an attractive work location for talented employees.

The Cebu office has a designated area for Project Coordination, Software Development and Administrative departments. It includes a breakroom, conference room, training room, interview rooms, and even a fully staffed health clinic.



In addition to our optimal office space, we seek to draw top talent by offering an attractive employment package including:

- Competitive salary, account-specific benefits, and performance incentives
- HMO coverage (medical and dental)
- Life Insurance
- Modern office spaces and employee-centric facilities
- Accessible locations around commercial areas and transportation hubs
- Mentoring and development programs for career growth opportunities
- Exceptional employee engagement activities
- Monthly Breakout meetings, daily pep talks
- Monthly rewards and recognition
- Monthly Birthday Bash
- Bi-monthly Pizza Day / Burger-Fries Day

We are proud of our team at the Operations Center in Cebu. They have created a dynamic environment filled with talented employees. This allows Kinettix to deliver world-class IT tech management services around the clock and around the globe.

