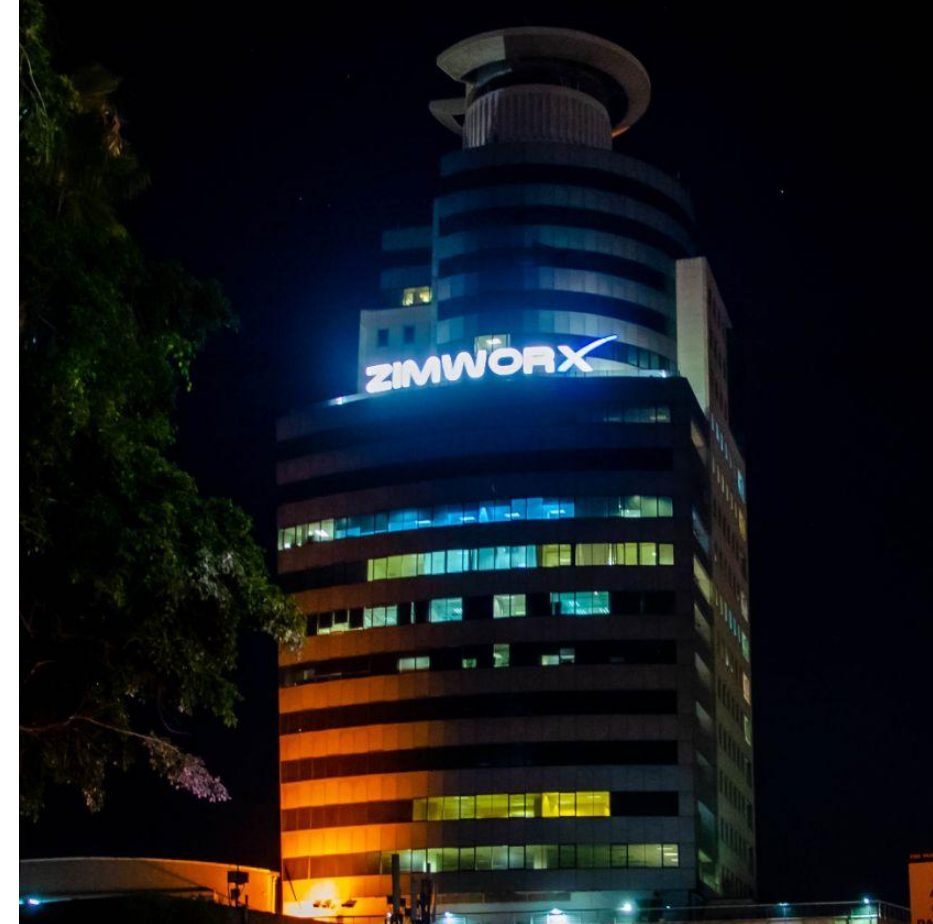


 SupportDDS



WHO WE ARE

- **SupportDDS is an outsourcing company that helps companies find the best virtual remote teams for their business.**
- **We enable business growth with an affordable and scalable approach to resource allocation and strategic planning while producing career opportunities for Zimbabweans and Costa Ricans.**
- **SupportDDS' outsourcing expertise helps improve organizations' performance and productivity by providing an all-encompassing virtual support team that empowers your local teams so they can excel.**



MISSION & CORE VALUES



"Transforming the Lives of Our Team Members while making a Global Impact for the Kingdom."

FAITHFULNESS

INSPIRATIONAL

GENEROSITY

EXCELLENCE

RESILIENCE

ABOUT US



- **SupportDDS improves productivity and efficiency while removing the hassle of recruiting, hiring, onboarding, HR, payroll, or even benefits.**



**University-Educated
Team Members**



**Dedicated Team Members
align with your time zone**



**Team Members speak the
"Queen's English"**



No long-term contracts



No work from home

DENTAL ROLES



Dental Coordinator

- Phone Support
- Hygiene Recare
- Reactivation of Patients
- Insurance Verification
- Treatment Plan Follow-Up
- Chart Audits
- Admin Duties

Director of First Impressions

- Contracts new patients
- Sends bio of doctor
- process, scan & file paperwork
- Contacts patient after appt
- Sends patient a review link
- High level customer service

Revenue Cycle Management

- Patient statements/Record
- Receive & post payments
- Submittal of claims
- Coordinate credit balances
- Patient collections
- Process aging reports
- Validate debit accounts

DENTAL ROLES



Finance & Accounting

- AP Support Manager
- Controller/Accounting Manager
- Payroll Support Manager
- Financial Planning & Analysis
- Fractional Consulting/CFO

Executive Assistant

- Manage information flow
- Manage calendars/emails
- Travel accommodations
- Submittal of expenses
- Take minutes during meetings
- Screen/direct phone calls
- Update/create SOP's
- Digital marketing
- Social Media Management

IT

- Primary point of contact for customers needing assistance
- Remote troubleshooting
- Record events/problems and resolution in logs
- Follow up and update customer status and information.
- Identify and suggest possible Improvements on procedures

OUR LOCATIONS & FACILITIES



- **We have two centers. Our primary center in downtown Zimbabwe and our Spanish/bilingual center in Costa Rica.**
- **Zimbabwe has over two million university educated men and women who are motivated to provide for their families.**
- **The World Economic Forum* calls the Costa Rican workforce the best human capital resource in Latin America due to its highly educated workforce.**



BENEFITS OF USING US



- **We provide Workstations, PC infrastructure, IT Support and Cybersecurity.**
- **HR, Finance and Account Managers who liaise between you and your team member.**
- **We offer employee benefits, private transportation, and healthcare insurance to our team members.**
- **A well supported team member is a productive member of your business- we offer spiritual, emotional and counselling support through our Workplace Wellness/Pastoral Care department.**
- **All provided at a flat monthly fee.**



PROCESS



1. **Schedule a Discovery Call**
2. **Interview team members**
3. **Select Candidate**
4. **Sign Documentation**
5. **Onboarding and IT Integration**
6. **Go!**

Process takes as little as 5-7 business days.



OUR WHY



- **“Transforming the Lives of Our Team Members while making a Global Impact for the Kingdom.”**
- **We believe in Our Three Wins**

A WIN for our clients who benefit from increased efficiency and reduced operational costs.

A WIN for our team members who gain employment and benefits that empower them to provide for themselves and their families.

A WIN for the ministries we support around the world as we donate 51% of profits.



LET'S GET STARTED

- **50 – 70% lower payroll costs**
- **Dedicated, dependable and University-educated team members**
- **HIPAA certified**
- **High level cyber-security**
- **Flat monthly fee**
- **No long term contracts**



 **SupportDDS.com**