

intogreat

Be Sure. Offshore.

Your Trusted Partner in Scalable Global Talent

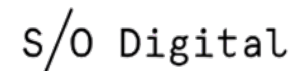
Who We Are



Intogreat Solutions is an Australian-registered company delivering offshore staffing and managed services to clients in Australia and throughout the world. Our delivery teams are based in the Philippines and operate under a single leadership, governance, and compliance framework.

We provide highly skilled offshore staff to help SMEs in insurance, finance, and professional services increase capacity, maintain consistency, and scale. Our model combines dedicated delivery management, compliant systems, and cost-effective teams that integrate into client operations.

A Selection of Intogreat's Clients





Services We Offer



Offshoring Solution

Access skilled offshore talent to reduce costs without sacrificing quality



Business Improvement

Identify and implement practical improvements to drive business growth



IT Outsourcing

Set up and manage reliable IT infrastructure and support services



Automation

Automate repetitive processes to increase efficiency and reduce errors

The Intogreat Difference



Academy & training model

Structured onboarding and continuous skills development to ensure offshore staff add value from day one.



Security & compliance

ISO27001:2022-accredited security framework with MFA, VPN, device controls, and continuous risk monitoring led by in-house security experts.



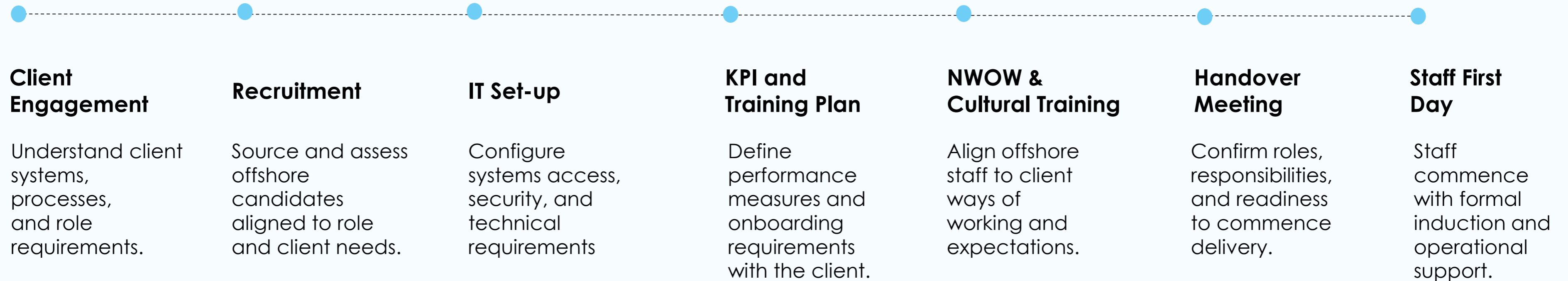
Dedicated, scalable teams

Purpose-built teams with clear role design, local management, and delivery oversight as your firm grows.



How I2G design and manage teams

I2G manages offshore teams end-to-end through a structured implementation and delivery model.



The Intogreat Advantage

Intogreat's managed offshore delivery model enables Businesses to confidently expand their footprint with scalable, compliant, offshore talent, without the operational burden. Intogreat manages the full employment and workforce lifecycle, including talent sourcing, compliance, IT security, and ongoing workforce management, allowing businesses to stay focused on their client relationships and growth. The result is a **capital-light, low-risk model** that delivers **improved margins, and long-term scalability**.

Offshore Success: Intogreat's Role in Delivering up to **\$2.5M in Cost Savings** and Achieving a **90% Client NPS** for Gild Group

Overview

Gild Group, which is at the forefront of financial services, holds an illustrious niche in the creative, sporting, and hospitality sectors. Through its extensive offerings from bookkeeping and outsourced CFO to tax compliance and financial planning Gild Group has cemented its reputation as a formidable player in the financial domain.

The Gild Group perceived a deeper, untapped potential in offshoring one which could transcend traditional boundaries and significantly enhance operational productivity and efficiency. In alignment with this vision, Gild Group took a strategic leap in July 2018: partnering with Intogreat and starting with two key roles in administration and tax accounting streamlining and uplifting processes , growing to a team of 49 offshore staff in saving \$2.5m annually with a 90% client PS.

Performance Highlights



\$2.5M
annual savings

through optimized offshore staffing



90%+
client NPS

consistent, high-quality service delivery



49
offshore staff

scaled from 2 team members in 5 years

The Challenge

Operational Gaps, Talent Shortages, and Scaling Limitations

Process Mapping & Documentation

Lacked comprehensive mapping and documentation of business processes, leading to inefficiencies, inconsistencies, and challenges in training and scaling operations.

Labour Shortage

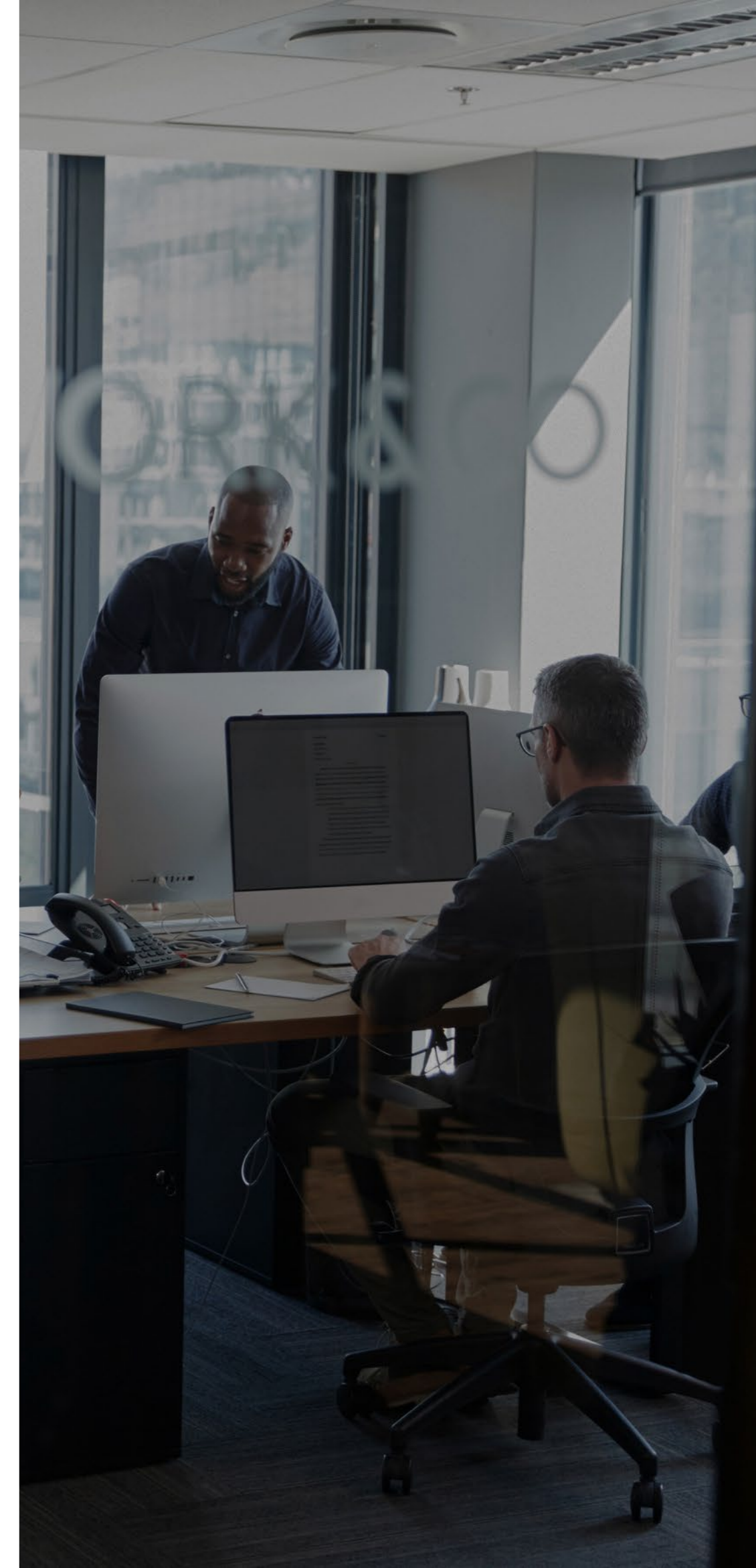
Faced a shortage of skilled talent in specialised accounting roles, impacting service delivery, quality, and overall customer satisfaction.

Culture of Continuous Improvement

Difficulty instilling a culture of continuous improvement, limiting the team's ability to adapt, evolve, and respond to changing market demands.

Previous Offshoring Experience

Past offshoring efforts did not deliver desired results, creating scepticism and risk of repeating the same inefficiencies.





Intogreat and Gild Group's offshoring partnership

Strategic partnerships like Intogreat and Gild Group demonstrate how offshore resources can drive growth and improve customer satisfaction. Through this partnership, Gild achieved foundational changes, streamlined processes, expanded its team, and invested significantly in its people, delivering strong, measurable results.

Foundation

Building Strong Groundwork for Success

- Established a 1:1 staff ratio (Melbourne–Manila) to create a balanced offshore-onshore workforce
- Integrated roles across practice management, tax & advisory, business management, and wealth
- Introduced “New Ways of Working and Cultural Training” to strengthen collaboration
- Implemented robust IT frameworks to ensure secure offshore operations
- Deployed training plans and KPI-driven metrics to drive performance and consistency
- Conducted process analysis and improvement initiatives to enhance efficiency

Business Improvement

Refining Processes and Instilling Continuous Improvement Mindset

- Identified and streamlined repetitive tasks in practice administration
- Mapped and improved core processes across tax, bookkeeping, BAS, and invoicing
- Eliminated redundancies to increase efficiency and consistency
- Enhanced workflows to support faster, value-driven operations
- Introduced business improvement training to embed a continuous improvement mindset
- Strengthened process documentation and knowledge management systems
- Result: consistent customer experience with 90%+ Client NPS

People Management

The Backbone of Enhanced Operational Efficiency

- Appointed a dedicated team manager (accounting SME) to oversee delivery and performance
- Launched employee engagement and development programs, achieving 90%+ staff NPS
- Implemented productivity tracking and performance metrics to drive team output
- Introduced the Emerging Leaders Program to develop future leaders
- Established a clear team structure and career pathways to improve retention
- Supported team engagement through ongoing initiatives and activities
- Result: higher retention and \$30K–\$60K savings per employee (~\$2.5M annually)



The Offshore Team's Expansion in Five Years

- Accountant
- Accounting Assistant
- Intermediate Accountant
- Junior Royalty Analyst
- Management Accountant
- Senior Accountant
- Senior Tax Accountant
- Tax Accountant
- Junior Tax Accountant
- Client Services Administrator
- Senior Administrative Officer
- Administration Support/Office Assistant
- Administrative Assistant
- Senior HR Coordinator
- Accounting Service Manager
- Assistant Manager — Business Management
- Assistant Tax Manager

A Partnership Driving Offshore Success

Gild Group's partnership with Intogreat transformed its offshore model into a scalable, high-performing operation. Through process improvements and strategic offshore hiring, the business achieved up to \$2.5M in annual savings and a 90%+ Client NPS. Since 2018, the offshore team has grown from 2 to nearly 50 staff—demonstrating how the right approach can drive efficiency, growth, and long-term performance.



I guess I would summarise it by saying **anyone who has a progressive mindset and wants to take their business to the next level** Intogreat provides a solution that can help you achieve that.



Brenton Ellis
The Gild Group | Director

Thank you.



Jason Ryan

Partner Customer Success

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