Unit 411 Melbourne Residences, 11 Sen. Gil J. Puyat Ave., Palanan, Makati City

REFERENCE NO : HRD-M003-2024

TO:	ALL EMPLOYEES	**DATE:**	March 11, 2024
FROM:	HUMAN RESOURCES	**NO. OF PAGES:**	9
SUBJECT:	**Work From Home Equipment and Internet Specification**		

Dear Team,

A pleasant day to all of you.

In line with MCVO Talent Outsourcing Services' goal to keep up with the evolving BPO work landscape and to ensure the efficiency and productivity of our remote workforce, MCVO Talent Outsourcing Services is announcing its updated Work from Home (WFH) equipment and internet specifications guidelines.

We would like to inform all MCVO employees that we are highly encouraging and recommending each one who is currently working from home to acquire and upgrade current equipment specifications based on this memorandum.

This measure has been taken to address potential disruptions and guarantee seamless service delivery to our clients' needs.

Please see the updated work from home equipment and internet specification per department below.

Video Editing Department

CPU PROCESSOR	:	Intel i7 10th Gen or AMD Ryzen 5 5600X (any PC or MacOS, any processor released in 2020 onwards)
MEMORY	:	32GB RAM (minimum) - or higher RAM
GPU	:	4GB VRAM -- or higher VRAM
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up (w/ 120 hz for smoother motion when dealing with fast-moving videos)
MONITOR #2	:	22-24 Inch Monitor and up (w/ 120 hz for smoother motion when dealing with fast-moving videos)
HEADSET	:	Preferably Sony Headsets or Audio Technica ATH-M Series
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

UPS (Uninterrupted Power Supply) : Utilizing a UPS is recommended for WFH Desktop PC's

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Photo Editing Department

CPU PROCESSOR	:	Intel i7 10th Gen or AMD Ryzen 5 5600X (any PC or MacOS, any processor released in 2020 onwards)
MEMORY	:	16GB RAM minimum (32GB or higher preferably)
GPU	:	4GB VRAM -- or higher VRAM
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up
MONITOR #2	:	22-24 Inch Monitor and up
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	100 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	80 mbps or higher (same download and upload)
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Digital Production and File Image Prep.

CPU PROCESSOR	:	Intel i7 10th Gen or AMD Ryzen 5 5600X (any PC or MacOS, any processor released in 2020 onwards)
MEMORY	:	16GB RAM (minimum) - or higher RAM
GPU	:	On Board or Built-in but pref. with dedicated graphic card
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up
MONITOR #2	:	22-24 Inch Monitor and up
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	50 mbps or higher (same download and upload)
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Accounting Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	12GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (required)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Virtual Assistant Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	12GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (required)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Human Resources Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (Mandatory if Client requires)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	50 mbps or higher (same download and upload)
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Quality Assurance Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	12GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (not required)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Marketing Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (Mandatory if Client requires)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	50 mbps or higher (same download and upload)
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Customer Service Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (Mandatory if Client requires)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	35 mbps (On-Hold to be decided)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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IT Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (Mandatory if Client requires)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher (same download and upload)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Office Admin Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port (or any supported video output)
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (not required but good to have)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher (same download and upload)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Operations Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen (any PC or MacOS, any processor released in 2020 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (not required)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Medical Services

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	12GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (required)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher - same download and upload (Fiber connection is highly recommended)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Data Entry Department

CPU PROCESSOR	:	Intel i3 8th Gen or AMD Ryzen 3 3rd Gen or higher (for PC or MacOS, any processor released in 2017 onwards)
MEMORY	:	8GB RAM (minimum) - or higher RAM
GPU	:	Integrated Graphics or a Dedicated GPU (Video Card)
STORAGE	:	500GB SSD or equivalent
VIDEO OUTPUT	:	HDMI or Display port
MONITOR #1	:	22-24 Inch Monitor and up of Built-in (for laptops)
MONITOR #2	:	22-24 Inch Monitor and up (Highly preferred but not required, or unless the Client requires)
HEADSET	:	With Noise Cancellation, preferably Jabra, Plantronics or Sony
WEBCAM	:	At least 720p
PRIMARY INTERNET	:	50 mbps or higher (same download and upload)
BACKUP INTERNET	:	At least 20 mbps ISP or Internet Prepaid router
LAN Connection	:	Preferably Wired/Cable connected instead of wireless

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Our IT department will conduct a Connectivity Checkup for two (2) reasons. First, if an employee purchased a new equipment and needs IT and MCVO to enter this in the company's equipment tracker for compliance. Second, if a client concern was raised due to equipment malfunction or underperformance. If the MCVO IT Team proves that equipment is subject for replacement or upgrade, it will be the employee's responsibility to address the concern, not MCVO. The company does not mandate any employee to upgrade of their remote system; however, we highly encourage you to start investing for your personal remote setup.

For any inquiries or issues related to the backup internet connectivity, please contact your respective leads for clarity.

We thank you for your attention and understanding to this matter.

For your strict compliance and information.

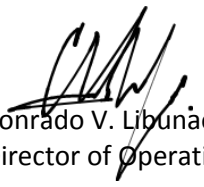
Prepared by:

Hanna Faye B. Libunao

Unit 411 Melbourne Residences, 11 Sen. Gil J. Puyat Ave., Palanan, Makati City

HR Manager, Human Resource Department

Noted by:



Conrado V. Libunao Jr.
Director of Operation

Nothing Follows