



How it Works

Virtually...Anywhere!

As business models evolve from offices and cubicles to mobile offices and telecommuting, one thing is clear...

Business owners are looking for ways to trim budgets and increase productivity.

A virtual office may seem like the product of science-fiction, however...

It's a virtual reality you are already somewhat familiar with. If you have ever worked from home, or a remote location, you are familiar with terms like telecommuting, mobile computing, and most recently, cloud computing.

In the last 10 years, technology, employment costs and space requirements have spurred the development of a new industry known as Virtual Assistance. Virtual Assistance is a combination of telecommuting and Business Process Outsourcing.

Business Process Outsourcing

Business Process Outsourcing (BPO) involves the contracting of the operations and responsibilities of specific business functions (or processes) to a third-party service provider outside the company, replacing in-house labor.

There are many types of business process outsourcing. Only you know what is right for you. To find out more, see our article entitled, “What Is All This ‘Outsourcing’ Business Anyway?” <http://adminandbeyond.com/articles.html>

A **Virtual Assistant (VA)** is an entrepreneur with the vision and expertise to provide professional-level business support, as an independent consultant.

Generally this individual, or group of individuals provide back-office or front-office support for small to mid-sized businesses from a virtual location, using today's technology to communicate, collaborate, organize and prepare deliverables via the Internet.

Why Partner with a VA

Time and money are valuable resources. Both of which are already strained by...

- Customer Demands
- Lack of Resources
- Unproductive Time
- Employees Who Don't Share Your Vision
- The Endless Search for Ways to Improve Workflow

Why Choose Admin and Beyond?

Our mission is to provide personalized business services, with an uncompromising dedication to honesty, integrity, quality and value.

We are committed to helping our clients, staff members, and community achieve their goals, both professional and personal.

Why Choose Admin and Beyond?

We provide:

- Many of your resource requirements with one convenient point of contact.
- Human and technological support that will expand and contract with your business demands.
- Discounts through our strategic partners.
- Extended business hours.
- A customized approach to your needs.

Getting Started

Customizing a strategy that is just right for you, begins with answering a few questions to get an overall understanding of your needs.

1. Consider your most critical needs.

- What frustrates you the most?
- What is most pressing?
- What often goes unaddressed until it becomes a problem?
- What gets pushed aside to address the, now critical, support issue?
- What could be handled more efficiently by someone with the right skill set?
- Can any of these projects, or ongoing support needs, be handled outside of the main office environment?

2. What problem are you trying to solve?

It may be one small project or the functions of an entire department.

Administrative	Accounting	Human Resources	Creative
<ul style="list-style-type: none">•General Office•Sales Support•Event Support•Email Marketing•Phone Service•Web Conferencing•Virtual Desktop	<ul style="list-style-type: none">• Accounts Receivable• Accounts Payable• Month End Procedures• Consultation / Troubleshooting	<ul style="list-style-type: none">• Applicant Processing• Job Descriptions• Employee Manuals• Safety Manuals• Policies and Procedures	<ul style="list-style-type: none">•Desktop Publishing•Graphic Design•Professional Editing•Web Design•Photography•Digital Darkroom•Full-Color Printing

3. What are your options?

Hire full-time employee.

- You will need a space, desk, chair, computer, phone, etc
- You will have to pay FICA, Unemployment tax, benefits (vacation, sick, holiday, medical, etc)

Hire a temp agency to provide someone

- You will need a space, desk, chair, computer, phone, etc
- The price is usually double what you would pay an employee
- Ignore the need and carry on as usual
- The need still is not addressed and possibly getting bigger over time.

Outsource – Open up a whole new realm of possibilities.

- Zero overhead
- Work completed by professionals

4. What am I looking for in an outsourcing company?

Pricing

- I want the lowest possible price. I'm not concerned about whether it is done in the US or not.
- I'm not concerned about the price. I just want to be able to communicate my needs effectively and have the work done correctly, in a timely manner.

Keep in mind: The old adage, "You get what you pay for," still rings true.

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4. What am I looking for in an outsourcing company? (cont.)

Contact and Communication

- I prefer to have a live person I can talk to. I cannot be sure my needs have been interpreted correctly when communicating through contact forms and email.
- I often have extended business hours, or emergencies, and need to know my provider will work with my schedule, when needed.
- I don't need to have immediate contact, or extended business hours, but I get so many emails each day, that email is not really the best option either. A virtual workspace sounds ideal for exchanging files and feedback.
- Email is just fine. I'm not interested in all the perks.

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4. What am I looking for in an outsourcing company? (cont.)

Services

- I only need one type of service so I don't care about variety.
- I have various support needs and would prefer to have one point of contact to coordinate everything.
- I am looking for “best in class” products and services.
- I don't care. I'm so frustrated that a trained monkey sounds good right now.

5. What if I choose Admin and Beyond?

- Our partners have over 20 years experience in each of their related fields, and over 85 years combined.
- We can fill all your back end office, front end office, and specialty needs.
- You have one point of contact regardless of the size team working on your account.
- We have a variety of pricing and payment options to meet your needs.
- In addition to our in-house staff, we have a wide variety of US based consultants that we contract with to match your expanding and contracting workflow requirements.

6. How do I get started?

- Be sure to visit our site at www.adminandbeyond.com to learn more about us and what we offer.
- Download our Getting Started Checklist in convenient PDF format.
- Explore our Client Reviews and Case Studies.
- Make a list of products and services you are interested in pursuing.
- Write down any questions you may have.
- Contact us by calling 1-800-850-3907, email us at info@adminandbeyond.com, or fill out the contact form on our site.
- Be prepared to verify some information about yourself and the company you represent.

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