



# VA Support Package

In partnership with





## VA Support Package from Office Helper

Office Helper is pleased to announce that it will be supporting all up and coming VAs and established VAs who need extra support to enable their businesses to grow and support their existing client base.

Office Helper has been established for 4 years and offers a wide range of outsourced support solutions to many clients not just here in the UK but also abroad.

Office Helper works in partnership with you to become a value-added member of your team, helping you to focus on what's important - the growth and development of your business.

Skilled staff work from our fully equipped and high tech offices to provide you with the best possible business support solutions and at the same time providing you with access to numerous additional skilled resources and specialists allowing Office Helper to cater for anything from the smallest project to the most complex programme of work.

Working in partnership with Carmen MacDougall, Office Helper has developed a range of support packages to support you and your clients. We will work under your business name so your clients will never know we are not a part of your company.

The Packages which have been developed are ...

**VABackup** offers you an extra pair of hands

**XanVA & XanVAR** offers you access to professional call handling solutions for you and your clients



## VABackup - VA Associate Support Package

### An extra pair of hands ...

- Would it help knowing that you could have access to a wider range of skills and knowledge at your fingertips?
- Would it give you peace of mind if you were able to engage extra support when you needed it?
- Would taking a break, knowing work continues, help you to relax?
- Would you like to appear a bigger organisation than you really are?

These are just a few situations where, having access to an extra pair of hands could really help you, your clients and your business.

Office Helper is able to offer you access to additional skills and knowledge to help you deliver and meet your client's deadlines.

We will not tie you in to a contract – you simply pay for the time it takes to assist you and your clients.

If we need to liaise with your client to gain further details of their requirements we will ring them as if we were you, calling from your company.

## **Benefits to you ...**

- Appear to be a larger organisation
- Access to wider range of knowledge
- Access to wider range of skills
- Deadlines are met
- Ability to 'take on' more work
- Take time off knowing the work still continues
- Sell a wider range of services without needing to expand your own skill set

## **Benefits to your client ...**

- Work delivered on time
- Complex queries answered
- Feeling of using a larger organisation – resulting reassurance
- When you are away their work continues
- Access to a wider support network
- Access to a wider knowledge and skill base

## Access to ...

By engaging with Office Helper you will have access to a wide range of services which are offered through our **VABackup** package.

- Mail Merge and Mail Shot Services
- DTP Design and Print
- Data Inputting
- Data Analysis & Reporting
- Research
- Copy Typing
- Audio Transcription (Tape/Digital)
- Email Enquiry / Response
- Expense Tracking
- Invoicing
- Travel Arrangements
- Meeting Arrangement / Hosting
- Document Creation / Branding
- PowerPoint Presentations
- Dictation Services
- Manuscript Creation / Amendments
- Dissertations
- Excel Spreadsheet Creation
- Proof Reading

We do offer more specialist skills and service which we can discuss with you separately.

## Cost to you ...

We have created a static hourly rate of **£16.50** (+VAT) for these services enabling you to add your mark up.

## How it works ...

If you would like to engage our support, then follow these simple steps.

1. Call us on **0845 838 2293** quoting **VAMG**
2. Provide us with your company name and contact details
3. Provide us with details on what support you require

**It's so simple!**





is one of the key divisions of Office Helper which prides itself on providing an outstanding level of professional call handling without losing that essential personal touch. Divert your calls to us and let us impress your clients while you get back to doing what you do best.

All our calls are handled through our professional switchboard and not through VOIP (Voice over Internet Protocol). VOIP is still new in technology and vulnerable to intermittent transmission problems which mean that a caller could be lost at any point during a call. We have chosen to invest in a professional switchboard to ensure quality of our service to our clients. All our team members use noise reduction headsets which ensure the minimum background noise level to our callers.

With XanCall's virtual support team you will receive - a dedicated Call Handling solution where we become part of your team to ensure that your clients receive the highest quality service possible.

We appreciate how vital your clients are to you and your business and that their calls should be answered quickly and professionally.

After researching the market, XanCall has realised that call handling for VAs is missing – how many times have you been unable to answer you calls?

As a result of this research we are now pleased to offer exclusive packages for VAs

**XanVA & XanVAR**



## XanVA - Call Handling for VAs

- Are you still in start-up mode or holding down another position?
- Do you have commitments through the day and unable to answer your calls at certain times?
- Are you snowed under and need your calls answered in your company name?

These are just a few scenarios where VAs need call handling support.

We have devised a package which will help you to capture all those important client calls or enquiries.

Our dedicated Call Handling Team will become part of your company to ensure that your clients receive the highest quality service possible. We appreciate how vital your clients are to you and your business and that their calls should be answered quickly and professionally.

## You get ...

- All your calls answered in your company name
- **FREE** messages delivered directly to you via text, email, fax or phone
- **FREE** dedicated 0800 number provided for you to divert your calls to
- **FREE** incoming cold sales calls
- **FREE** daily summaries of your calls
- **FREE** dedicated out of hours voicemail
- Your clients can be informed of your whereabouts maintaining that professional company image
- Calls can be transferred directly to you if you are expecting an important call or working off-site
- No charge for wrong numbers
- No minimum incoming calls
- Calls charged per call handled not per minute
- Named Call Assistants who look after your calls so you can build rapport with them and they can become familiar with how you work
- Set-up within 24 hours

## It costs ...

One Off Set-up Charge	£25.00p
Monthly Maintenance Charge	£25.00p
Call Cost (per call)	£ .99p
Call Transfer (per call) - Landline	£ .18p
Call Transfer (per call) - Mobile	£ .36p

## The benefits ...

- Spend more time on your own business
- Have access to the vital support you and your business needs when you need it
- Capture more opportunities
- Look bigger and more professional
- Achieve more by fewer interruptions from the phone
- Relax knowing that someone is handling your calls

## Peace of mind ...

We know how important your clients are to you and your business.

- All our calls are captured within 3 rings
- We go that extra mile to ensure that all information is captured and passed back to you within 3 minutes of the call being handled
- We will not reveal that we are not your company – we are your company when we answer your calls!
- We do not use VOIP (Voice Over Internet) phone systems as this technology is still unreliable and prone to having intermittent transmission problems resulting in calls being lost
- All our staff are trained to a high standard
- We regularly quality check our staff to ensure high standards of service
- **XanCall** are bound by Data Protection so we will never hand out your details to callers unless you specifically permit us to do so
- Your client data is also covered by our Data Protection policy

## **Remember ...**

We are here to support you so you can concentrate on supporting your clients and building your business.



## XanVAR - Call Handling for a VAs Clients

- Would you like to offer your clients professional call handling?
- Would you like to earn extra each month for doing nothing?

Now you can through our **XanCall VA Reseller** package. We have created a package specifically for VAs to offer call handling to their clients without the expense of equipment, subscriptions and investment of time.

We know from experience how much it costs to set up a professional call handling service and what it feels like knowing that you have to be somewhere at a certain time but can't as you need to answer your clients phones. This causes a lot of stress for many VAs especially if they are working on their own.

## Imagine this ...

How stressed would you feel in these scenarios?

- You are unwell
- Your child is home from school
- You need to take and collect your children from nursery or school
- You need to take a holiday
- A client would like you to visit them
- You have an important meeting to attend
- You want to attend sales meetings to grow your business
- You have a deadline to meet and need to focus

... who will answer your client's calls?

## Imagine this ...

- You can attend the meetings you need to attend
- You can provide your clients with a professional call handling service that they need
- You can take the holidays you need when you need them
- You can make those important sales meetings
- You can support your family when they need you
- You can meet those important deadlines
- You can still be a mum and collect your children when they need you

You can do all of these things with the peace of mind that your client's calls are all being handled professionally whilst you are otherwise engaged.

How would it feel to offer such a service without the stress?

*Why not add **XanCall** to your list of services?*

## How it works ...

We have devised a package so you can expand your range of services offered to your clients without the investment or time needed.

1. You become a reseller by registering and paying a one-off fee of £50.00 (+VAT)
2. You offer call handling to your clients by selling our range of XanCall packages at a price that suits you.
3. We provide you with a list of Call Handling Packages offered and recommend a retail price (rrp) for you to sell on to your clients
4. We provide you with a unique reseller code
5. We provide a unique client code so we can identify and support your clients when they call in with specific requests
6. We provide you with simple paper work to complete for your client
7. We provide you with a monthly list of your clients and their call packages and volumes
8. Monthly standing orders are set-up per client receiving call handling support (between XanCall and you)
9. A monthly invoice will be sent to you so you know what to re-charge to your clients
10. We can liaise with your clients to gain their requirements on your behalf so you don't have to

## Your clients will receive ...

- Professional Call Handling
- All calls will be answered in their company name
- **FREE** messages delivered directly to your client via text, email, fax or phone
- **FREE** dedicated 0800 number provided for your client to divert their calls to
- **FREE** incoming cold sales calls
- **FREE** daily summaries of calls
- **FREE** dedicated out of hours voicemail
- Your clients can inform us of their whereabouts so we can handle their calls efficiently
- Calls can be transferred directly to your client if they are expecting an important call
- No charge for wrong numbers
- No minimum incoming calls
- Calls charged per call handled not per minute
- Set-up within 24 hours of signed paperwork being received

## Example of costs ...

Here is an example of our basic call handling package and how you can earn extra income for doing nothing!

<b>XanBase</b>	<b>Cost to you</b>	<b>RRP</b>	<b>Earnings</b>
One Off Set-up Charge	£18.75p	£25.00p	£ 6.25p
Monthly Maintenance Charge	£18.75p	£25.00p	£ 6.25p
Call Cost (per call)	£ .75p	£ .99p	£ .24p
Call Transfer (per call) - Landline	£ .13p	£ .18p	£ .05p
Call Transfer (per call) - Mobile	£ .27p	£ .36p	£ .09p

Please note that we are VAT registered so you will need to add 17.5% onto the costs to you.

*Just imagine what your potential earnings could be each month with 10 clients signed up to this basic package!*

## An extra Incentive for VA's

We have decided to offer VA's the opportunity to benefit even more from our call handling services.

When a VA signs up to call handling for their own company and takes advantage of becoming a reseller we are offering the potential for them to

- Earn their own set-up fee back
- Earn discount on their own monthly maintenance fee

### It's so simple ...

- VA signs 5 clients to our **XanCall** packages and they earn their set up fee of £25.00 back
- VA signs 10 clients to our **XanCall** packages and they receive a discount on their own monthly maintenance fee. So instead of £25.00 per month they will pay £22.50 per month.
- VA signs 20 clients to our **XanCall** packages they receive a further discount on their own monthly maintenance fee. So instead of £25.00 per month they will pay only £20.00 per month

All of this is on top of the potential earnings on their clients call handling packages once they are a reseller.



Waterloo Farm Courtyard  
Waterloo Farm  
Stotfold Road  
Arlesey  
Bedfordshire  
SG15 6XP

**0845 838 2293**

VAT Number: 905 6737 11  
Business Registration: 2258201  
Data Protection Registration: Z8576581