

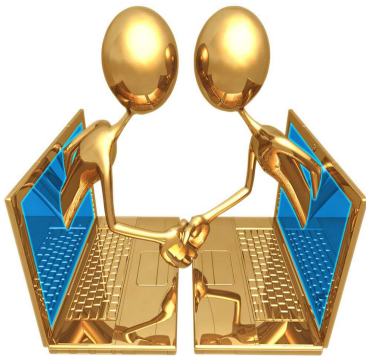
*Administratively yours,*



**How do we...**

***connect to work together?***

"How Do We...?" was developed to give an overview of the technology used by Administratively yours, (AY) as well as processes and procedures to provide virtual administrative support to clients. A more detailed description is identified in each client's retainer agreement.



- AY uses [CentralDesktop](#) as a collaboration workspace for clients. Each client receives a secured log-on and password to enter the workspace.
- **Client's team members (up to 10 per workspace) can also have access to the workspace with full or limited editing capabilities.**

**What if you're on the go?**



- Cell Phones/PDA's/Smartphones: You can connect to your workspace if you have internet or data plan with your cell phone provider OR email tasks/assignments via cell phone to: [virtuallyassistyou@hotmail.com](mailto:virtuallyassistyou@hotmail.com)

**How do we...**

***communicate?***

- Email is the primary form of communication. AY is available for phone calls during office hours only. The time of both parties should be respected. Voice mail messages will be returned within 24 hours.
- AY uses Skype, IM and webcam as communication preferences for the client.
  - Skype: donna.natson
  - IM: [virtuallyassistyou@hotmail.com](mailto:virtuallyassistyou@hotmail.com)
  - Phone: 614-388-8931
  - Webcam: CentralDesktop, dnatson@gmail.com OR donna.natson (Skype)
- Clients with PDA's/Smartphones also have the option to email a *voice note* to [virtuallyassistyou@hotmail.com](mailto:virtuallyassistyou@hotmail.com) OR voice mail message to 614-388-8931.

**P: 888-799-7720 • F: 209-254-8096**  
[www.administrativelyyours.net](http://www.administrativelyyours.net)

*Administratively yours,*



**How do we...**

**save your business time and money?**

- Virtual Consultants make good use of time, and clients are only billed for time worked.  
**Here's a cost comparison for a Full-time Employee versus a Virtual Consultant:**

COST COMPARISON	Full-time Employee	Virtual Consultant
<b>Hourly Rate of Pay</b>	\$20.00	\$45.00
<b>Fringe Benefits @ 35%</b> (Health/Dental/Life Insurance, Retirement Plans)	7.00	None
<b>Overhead Rate @ 50%</b> (Office Space, Equipment & Office Supply expense, UI Insurance, Worker's Compensation, Overtime Pay, Administration Costs)	\$10.00	None
<b>Total Effective Rate of Pay</b>	\$37.00	\$45.00
<b>**Hours Per Year</b>	2,080 hrs.	480 hrs.
<b>TOTAL Annual Labour Cost</b>	<b>\$76,960.00</b>	<b>\$21,600.00</b>

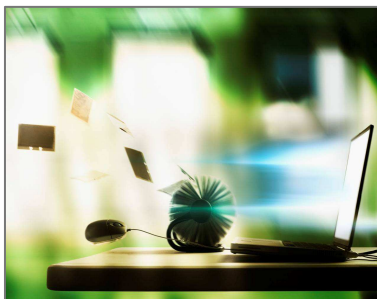
**Difference = \$55,360.00 per year  
You SAVE over \$50,000.00 per year!**

**How do we...**

**get it done?**

- Each client receives a prescheduled weekly consultation for the purpose of planning and establishing business goals, assignments and tasks.
- Media used for consultations are Skype, phone or webcam.
- Meetings normally last between 30 minutes to 1 hour depending upon the complexity of assignments and/or projects.
- Client and Virtual Consultant communicate in between consultations for follow up or questions relating to assignments and/or tasks.

**What if you have an urgent matter that needs immediate attention?**



- Weekly consultations are in place for proper planning to decrease the need for urgent requests; however, situations do occur that require urgent attention. Depending upon the complexity of the project, urgent requests require at least a minimum 24 hour lead time with reasonable timeframes for completion. Accommodations for urgent requests will be determined on a case by case basis.

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