# COMPAN PROFILE HIRE SIMPLY, SCALE QUICKL ® 20four7 VIRTUAL STAFFING SOLUTIONS

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www.20four7va.com



We **DISCOVER** talented and dedicated virtual assistants from all over the world.

We **HIRE** people with the right combination of skills, talents, and attitudes.

We **TRAIN** our virtual assistants and equip them with the right tools and knowledge.



Our commitment is to helping our clients scale their businesses successfully in the way that we know best — virtual staffing.

## COMPANY OVERVIEW

At 20four7VA, we want to make a difference in the lives of our clients and virtual assistants. Our company provides high-quality, low-cost virtual assistant services to clients from all over the world. We invest a significant amount of time, effort, and resources in finding the right people with the right skills and the right mindset for our clients. We know and understand the challenge of effectively managing a business — and we are eager to help.

# **MISSION**

To bring our knowledge of OVERSEAS STAFFING solutions to small and medium-sized businesses and to provide them with access to incredible PEOPLE with incredible SKILLS in the most cost-effective manner.

# **VISION**

To become the most trusted virtual staffing company for business services support

# **CORE VALUES**

- Integrity
- Work-Life Balance
- Commitment to Excellence
- Teamwork
- Truthful Communication
- Respect

#### **OUR HISTORY**

More than 10 years ago, we had the same problem that many small-medium business owners have today: a booming business without the human resources to handle our growth. We needed to add members to our team quickly, but instead of placing a job ad in the paper, we decided to think outside the box and take a leap of faith — we hired an overseas virtual assistant and became our very first clients.

To find our first VA, we tried looking from one direct-sourcing platform to another: oDesk, Elance, Onlinejobs.ph and Fiverr. The experience was like trying to find a needle in a haystack, but the vacancy was eventually filled. However, the process wasn't over. After hiring our VAs, we had to invest A LOT of time in training them so that they could get the job done the way we wanted.

After successfully hiring, training, and growing our virtual team, our friends started asking how we did it — where we found our VAs, how we developed our system, the works. From that point on, sourcing virtual assistants from all over the world became our passion. We learned the ins and outs of sourcing VAs. We developed our very own recruitment team, training team, and monitoring process. It worked so well that we started helping our friends and their businesses find the success that we had through costeffective virtual staffing.



#### **EXECUTIVE TEAM**

# CATHERINE VANVONNO, PH. D. President & CEO

Catherine oversees the overall growth and success of 20four7VA. She leads the company's short- and long-term strategies and manages the company's finances. She also directs the management team when it comes to daily operations, brand management and marketing, client relations, strategic planning and business development areas. While it is certainly a challenge to work with staff from all over the world, her positive attitude and progressive leadership style enable her to overcome the hurdles and establish a thriving and solid relationship with her team of 40+ talented individuals.



# 20four7Vo

# TIM VANVONNO Company Founder

Tim is the brains behind 20four7VA. He developed the 20four7VA concept upon recognizing how effective an overseas virtual staffing model was and helping friends and family members adopt an offshore approach to staffing. These days, he provides regulatory oversight and continues to share ideas that contribute to the company's development and growth. A selfconfessed newspaper junkie, he is constantly ensuring that he is up to date with the latest industry trends for virtual staffing.





#### **OPERATIONS**

Our Operations Department is the heart and soul of 20four7VA. They are responsible for ensuring that the company's day-to-day operations — from recruitment to customer support — are running smoothly. The department is composed of six smaller teams: Customer Support, Recruitment, Human Resources, Training, IT Help Desk, and Client Endorsement.

#### Customer Support

The Customer Support Team maintains healthy working relationships between VAs, clients, and 20four7VA. They also aim to resolve all issues raised by all parties and ensure VA task proficiency through attendance and performance monitoring and 1-on-1 coaching.

#### Recruitment

The Recruitment Team handles VA application processing, VA profile creation, and VA active sourcing for complex job descriptions.

#### Human Resources

The Human Resources Team monitors VA engagement and ensures the wellbeing of all VAs and 20four7VA staff. They represent all interests and processes related to VAs and staff, their development, and their work at 20four7VA.

#### Training

The Training Team is responsible for conducting training programs, assessing the skills of our VAs, and developing modules for training and upskilling courses for our VAs and staff. They also provide support during the VA nesting period and whenever they are needed post-nesting.

#### • IT Help Desk

The IT Help Desk instructs new VAs on tools usage and IT policies, performs system sweeps for exiting VAs, oversees the company's CRM data management and automations, and troubleshoots all VA systems issues. They also handle IT troubleshooting for the company's clients.

#### Client Endorsement

The Client Endorsement Team is responsible for matching VAs, based on their skills and competencies, to open jobs from clients.



#### IT AND DEVELOPMENT

Our IT Department is responsible for the development and maintenance of the company website and for all programming, web development, and server optimization tasks. The department provides its services to all areas of the company. They develop new tools and systems to support the company's expansion, resolve all IT-related issues, and create policies ensuring that 20four7VA's IT infrastructure meets international standards.

The IT Department also oversees IT onboarding, IT vetting, and system sweeps. They are in charge of ensuring that all VAs are equipped with the correct tools and the technical assistance needed to perform their tasks.



#### **BUSINESS DEVELOPMENT**

Our Business Development Department is responsible for liaising with existing and prospective 20four7VA clients. They help build and strengthen client relationships by generating and nurturing leads and assisting clients through the VA selection and hiring process. The Business Development department is composed of two teams:

#### Client Services

The Client Services team is responsible for working with the company's clients. They handle everything from the development of job descriptions through to the selection, hiring, and onboarding process.

#### Sales

The Sales Team develops, implements, and monitors lead generation and lead nurturing strategies that support the company's business development activities.



#### **PAYROLL & ACCOUNTING**

Our Payroll & Accounting Department handles payroll processing, client invoicing, and cost-of-living analyses for VAs and staff. They set client and VA rates, manage company finances, and assist other departments with client accounting issues and requests. The department evaluates and implements the company's financial goals and makes sure that all transactions are entered into the books accurately and promptly.



#### DIGITAL MARKETING

Our Digital Marketing Department takes charge of developing and executing content and social media marketing strategies, raising brand awareness, and optimizing online marketing campaigns across all digital media channels and platforms. The department works in cross-functional project teams. These include a:

#### Content and SEO Team

The Content and SEO Team is responsible for creating engaging, informative, and keyword-enriched content for our website, blog, emails, internal communications, and various marketing collateral. They also research, analyze, and implement strategies to improve the company's online visibility.

#### • Public Relations Team

The Public Relations Team cultivates the company's public image and builds relationships with other brands through our Partner Program.

#### Research Team

The Research Team is in charge of conducting market and competitive research with the goal of improving the company's services, processes, and interfaces.

#### Social Media Team

The Social Media Marketing Team takes care of the company's social media pages, brand reputation management, and social media strategies.

#### Video Marketing Team

The Video Marketing Team creates video content that aims to engage and inform anyone who's interested in learning more about the company. They are also in charge of managing and developing the company's YouTube page.

#### Graphic Design Team

The Graphic Design Team is responsible for creating visuals that entice the company's audience and educate them about our services and processes.

#### THE 20FOURTVA ADVANTAGE

Unlike direct-sourcing platforms and other virtual assistant providers, 20four7VA provides a full-service virtual staffing solution that includes a comprehensive VA vetting and training process and a fully guided VA hiring, onboarding, and ongoing VA monitoring process.

Aside from gaining access to dedicated and highly trainable virtual assistants at a fraction of the cost of local employees, 20four7VA clients also get the following benefits:



#### 1. Free pairing service

20four7VA matches clients with potential VAs for free. Our VA pool consists of VAs who have passed a comprehensive hiring and vetting process. All VAs go through this process before being endorsed to clients. Clients only pay when they have hired a VA, and they can cancel anytime. Weekly payments are secured via PayPal; no lump sum, no upfront fees.



#### 2. 14-day trial period

We provide clients with a 14-day nostrings-attached trial period with their chosen candidate. During this period, the Customer Support Operations team will work closely with the client to ensure that their chosen VA has the necessary skill proficiency and to establish a solid communication and file-sharing connection between the client and their VA. Clients can also quickly swap their VA with another candidate during this period if they feel that their initial choice is not a great fit.



#### 3. Dedicated customer support

Each client-VA pairing gets a dedicated Account Manager for the lifetime of their working relationship to ensure constant, ongoing support and quick resolution of any issues. We also provide training and onboarding assistance to make sure that each VA is fully equipped to accomplish their tasks.



#### 4. In-house training team

Our in-house training team offers a wide range of free training modules for VAs to ensure that their skills are kept current and relevant. New training modules are constantly developed to help VAs upgrade their current skill set



#### 5. VA monitoring service

We have a standard set of performance monitoring tools in place to ensure a high level of performance from our VAs from the moment they are hired to the end of their contract. We can also customize a monitoring process for VAs upon request.



# 6. VAs who work in any time zone, only for the hours needed

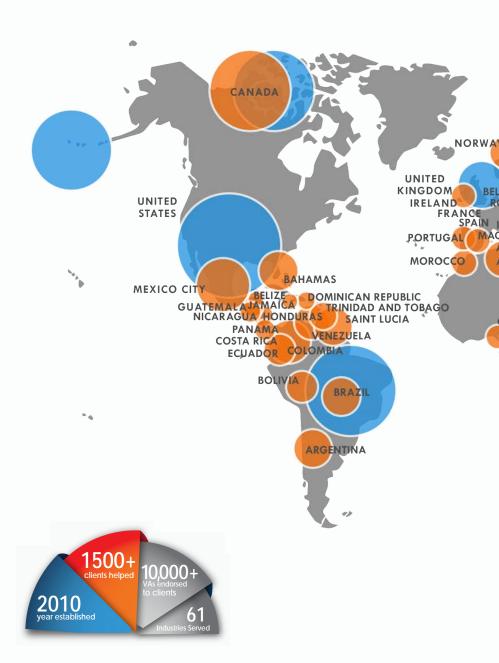
Our VAs can work in any time zone around the world to ensure real-time communication with clients. Our VAs can work for 10, 20, 30, or 40 hours; clients can choose a package that suits their staffing needs best. Clients can also request to adjust their VA's hours to correspond to their workload.

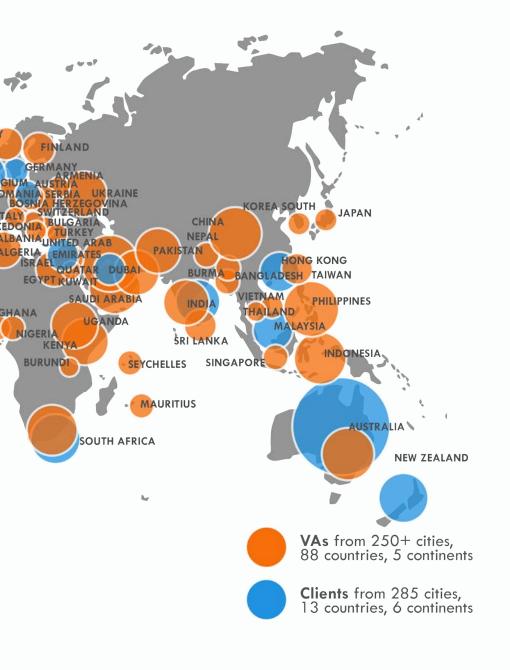


#### 7. Complete HR and payroll support

By hiring a VA from us, clients get access to our HR and payroll team as well. Our HR team can help clients implement incentive programs and annual performance reviews for their VAs. Our payroll team takes care of paying out VAs no matter how big a client's team gets, so our clients have one less thing to worry about. Clients only need to pay us one weekly fee, and we'll make sure that all their VAs get the right pay on-time, everytime.

#### **PERFORMANCE HIGHLIGHTS**





#### **OUR VIRTUAL ASSISTANT SERVICES**

20four7VA gives entrepreneurs access to incredible people with the right set of skills at a fraction of the cost of hiring local employees.

Our workforce is available from any country with accessible internet. Our VA pool consists of highly skilled, college-educated workers with excellent English communication skills.

Here's an overview of what we have to offer:

#### **ADMINISTRATIVE VA**

Our Administrative Virtual Assistants can help take care of the day-to-day routine tasks of running a business. They have the right combination of time management, organizational and communication skills needed to keep a business running smoothly.

From managing calendars and keeping track of appointments to handling correspondence and answering emails, an Administrative VA can take care of routine work to give business owners more time to focus on the strategic tasks necessary for business growth.

#### **Admin VA Skills Include:**

- Customer Support
- Data Manipulation
- Operations Management
- Business Improvement
- and more!\*

#### Price starts at \$65 per week per VA\*\*

\*Visit 20four7va.com/administrative-va for complete list of Admin VA skills

#### **SPECIALIST VA**

Our Specialist Virtual Assistants can help companies grow and thrive by assisting with branding, marketing, lead generation and other strategies that are essential for business growth.

These VAs can do graphic design, content marketing, SEO management, social media management, and other services that help clients raise brand awareness, improve online visibility, and generate leads.

#### Specialist VA Skills Include:

- Digital Marketing
- Content Development
- Creative Design
- IT Development
- and more!\*

#### Price starts at \$88 per week per VA\*\*

\*Visit 20four7va.com/specialist-va for complete list of Specialist VA skills

#### **CONSTRUCTION VA**

Our Construction Virtual Assistants work remotely to help you manage your business so you can focus on getting things done on-site. Construction VAs can help you with various office management tasks ranging from basic admin work to complete online business management. You can even hire VAs to provide you with marketing services and IT support.

From serving as an online receptionist to handling customer invoicing and change orders, project management to digital marketing, Construction VAs can take the heavy load off your hands so you have more time to focus on your construction projects. They can also help you streamline your operations and find ways to make your office processes more efficient.

#### **Construction VA Skills Include:**

- Administrative Support
- Business Support
- Finance Support
- Marketing & IT Support
- and more!\*

#### Price starts at \$65 per week per VA\*\*

\*Visit 20four7va.com/construction-va for complete list of Construction VA skills

#### **EBUSINESS VA**

Our eBusiness Virtual Assistants can help you manage vour online store or online service company more easily. We currently have three types of eBusiness VAs: eCommerce VAs. Podcast VAs. and Telehealth VAs.

#### **ECOMMERCE VA**

Our eCommerce Virtual Assistants can help operate online stores on a day-to-day basis. They have the skills and experience needed to provide seller support services for popular online marketplaces like Amazon, eBay, Jet, and Etsv.

Our eCommerce VAs can also work on product sourcing. product listing, inventory management, order fulfillment, customer service, feedback and product review monitoring, and many more.

#### eCommerce VA Skills Include:

- Account Management
- Inventory & Orders
- Listing Management
- Internet Research
- and more!\*

#### Price starts at \$77 per week per VA\*\*

\*Visit 20four7va.com/ecommerce-va for complete list of eCommerce VA skills

#### **PODCAST VA**

Our Podcast Virtual Assistants can help make podcasting more manageable by providing assistance with various admin, content development, and technical tasks involved in launching and managing a successful podcast.

Our Podcast VAs can work on a wide range of tasks from administrative tasks such as screening potential guests and setting appointments to creative and technical tasks such as repurposing podcast content, writing show notes, editing and cleaning up audio, and more.

#### **Podcast VA Skills Include:**

- Administrative Support
- Creative Support
- Technical Support
- and more!\*

#### Price starts at \$65 per week per VA\*\*

\*Visit 20four7va.com/podcast-va for complete list of Podcast VA skills

#### **TELEHEALTH VA**

Our Telehealth Virtual Assistants can provide your healthcare practice or facility with much-needed help. By outsourcing some tasks to a Telehealth VA, you can save yourself and your in-house staff from essential but time-consuming tasks and shift your focus on providing your patients with the best care.

Our Telehealth VAs can do administrative tasks such as digitizing health history forms, verifying insurance information, and answering calls. They can also provide customer support to your patients and do creative and technical tasks such as digital marketing and IT support.

#### Telehealth VA Skills Include:

- Administrative Support
- Customer Support
- Creative & Technical Support
- and more!\*

#### Price starts at \$65 per week per VA\*\*

\*Visit 20four7va.com/telehealth-va for complete list of Telehealth VA skills

\*\*Rates vary depending on the number of hours contracted and skill level of the VA. Please contact us for an exact quote.

#### **HOW IT WORKS**



# **STEP 1:** FILL OUT OUR CONSULTATION CALL FORM.

Visit 20four7va.com/preconsultation to schedule a free, no-obligation consultation call with us. Tell us about your pain points and we will help you come up with solutions.



# STEP 2: WE'LL MATCH YOU WITH THE RIGHT VA

We will search our database and send you the information packets of qualified VA candidates whose skills match your requirements.



# **STEP 3:** INTERVIEW YOUR VA CANDIDATES

We'll set up a video interview with your chosen virtual assistant applicants. We'll also facilitate the interview to ensure efficient communication between you and the applicants.



#### **STEP 4: YOUR CHOSEN VA IS READY TO WORK!**

We'll set up your subscription and your new VA will be ready to start the next business day. We'll also take care of onboarding the VA to make sure that you can communicate and share files with them easily. More than 1,500 clients have been able to scale their business quickly by hiring virtual assistants from 20four7VA. Here's what some of them have to say about us:



#### Ryan Brewer,

Marketflee<sup>3</sup>

Using 20four7VA has allowed us to save tremendous amounts of time. Using their services and team we are able to find economical solutions to many of our business processes both big and small. Wit these time savings, we are able to focus on core business issues that we might not otherwise have the time for. We love 20four7VAI



#### Keith Tessler,

The Pros

20four7VA has been a great way to augment our staff. We have found that mixing in-house staff with 20four7VA people has given us a great blend of the culture and trible knowledge we need while also reducing our costs. They have brought us excellent candidates, many of which we count as invaluable members of our team.



#### Caleb Van Vooren.

Weisser Distributing

20four7VA provides consistent and reliable VAs that when adequately trained provide much needed relief from the arduous task of repeated but low skill and necessary work. This frees up essential time to take on more challenging and needle moving activities within our department and company at large.



#### Jon Kurtz,

Dog is Good, LLC

There is no need to procrastinate hiring a VA when you know about 20four7VA. There are a lot of ways to find and hire a VA, but it can take a lot of time and trial and error to get it right. With 20four7VA it's like working with a temp firm in your own city. You define the requirement, they provide candidate resumes and you do skype interviews. It's a fast and simple process. We are very pleased with our VA and he has been working with us for about 2 years.

# Studio98

#### Michael Figueroa,

Studio 98

I have found 20four7VA to be a great service with high quality staff who are responsible and can competently carry out the tasks that are assigned to them I'm very impressed at the overall process from hiring, to monitoring to the flexibility of the assistants being assigned. I would highly recommend using them.

# **SellerLabs**

#### Jeff Cohen,

Seller Labs

Being in the eCommerce industry, I've worked with a lot of remote staffing companies. 20four7VA is one of the few I would recommend to our own clients. Their VAs and staff have set a new standard for professionalism and efficiency. If you need help growing your business, reach out to these guys.



#### Kimberly Hamilton,

mVib∈

20four7VA has been a fantastic help to our company! The hiring experience was quick and painless and 20four7VA adapted to the way I would prefer to look for potential candidates. The entire team at 20four7VA is very helpful and always quick to respond when there are any questions or concerns. My overall impression of 20four7VA from this past year is that they are very professional, helpful and kind!



#### Anabel Peralta,

Kids Warehouse

My experience with 20four7VA has been good. Every time we have to talk to them they are really nice and effective to us. When we want to hire a new VA they are very efficient on sending resumes and making sure that they have everything we need. I would recommend 20four7VA to others.

## Live Blood London

#### Elizabeth Clemons,

Live Blood London

My experience with 20Four7VA has been very positive. 20four7VA has provided me with all the help I need to grow my business They are professional and very helpful, they ask all the right questions and have found me the very best assistants who have exceeded all of my expectations on every level. I recommend 20four7VA highly!



#### Roxana Chumpitaz,

Dr. Bera

20four7VA has been a great asset to our company. We found some smart and reliable people through them and we are very thankful for that.



#### **PARTNERSHIPS**

20four7VA is proud to be part of the Amazon Service Provider Network. Amazon sellers trust us! As Amazon experts, we are able to provide sellers in the Amazon marketplace with trained virtual assistants who can provide the following Amazon Account Management Services

- Negative Review Management
- Customer Service Support
- Reimbursement Tracking
- Inventory Management
- Feedback Management
- Order Fulfillment
- Product Listing



#### 20FOURTVA PARTNER PROGRAM

The 20four7VA Partner Program aims to establish a mutually beneficial relationship between us and our partners. We do this by giving our partners two ways to collaborate with us: REFERRAL or CO-BRANDING.

When you become a REFERRAL PARTNER, we will give you or the person you referred a reward if they hire from us. Rewards are given for each successful referral.

When you become a CO-BRANDING PARTNER, you endorse our services to your audience while you grow your brand reach and attract potential clients through our promotion of your brand across all our digital platforms at the same time.

Learn more about each partnership type by visiting 20four7va.com/partner-program





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ACCREDITED BUSINESS



ERIE Insurance Group #Q972096955
General Liability
Data Breach Liability
Technology Errors & Omissions Liability

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