

# Welcome to Proway Virtual Assistant

Experience The  
Difference



Your tasks can be complicated and time consuming so put them in capable hands and free your time by having your very own Virtual Assistant with Proway VA.

We can help ensure your day to day office runs smoothly by managing some or all of your secretarial services and tasks for a fraction of the cost and without the worry of expensive employee overheads.

Our Virtual Assistants (VA's) will become an extension of your business and act as a virtual employee. We'll design a flexible solution, that can be scaled up or down. You can even just use us while you are away or busy. Working with Proway VA can help increase your availability, productivity, customer service levels and help you grow your business. Or, quite simply, provide you with a better work – life balance.

# Proway Virtual Assistant

## About Us



Proway VA is a leading Virtual Assistant service that's focused on quality and delivering exceptional customer service. We pride ourselves on delivering highly experienced, dedicated, trustworthy professionals on demand who can help both individuals and organisations.

We're a team of experienced, commercially aware professionals who are able to offer a multitude of services to both businesses and individuals.

Fully transparent in our work with a love for customer service we delight our clients with our high-quality results.

We offer a range of existing services, however, if there's something different you would like us to help you with, let's talk!

# Proway Virtual Assistant

## Benefits of working with Proway VA



### Help on Demand

From our experienced, dedicated, knowledgeable, trustworthy Virtual Assistants.

### Trusted Advisor

Want to talk things through or need help & ideas, we're here for you!

### Guaranteed timescales

Timescales will be discussed prior to work starting & will be guaranteed.

### Cost Effective

Only pay for the services you need without all the costs of an employee.

### Amendments

We'll be happy to assist if something needs tweaking.

### Hassle Free

We hire, train & manage our employees to ensure they are up to date.

### Comprehensive Cover

Available 5 days a week with ad-hoc weekend availability also available.

# Proway Virtual Assistant

## What we do



Our Virtual Assistants (VA's), will become an extension of your business and act as a virtual employee. We'll design a flexible solution, that can be scaled up or down, to help you with tasks which will increase your availability, productivity and customer service levels.

Free your time by having your very own Virtual Assistant with Proway VA. Delegate your tasks for a fraction of the cost and without the worry of expensive employee overheads allowing you to focus on the things that really matter.

Take a look below at the services we offer, if you need anything else, let's talk!

- Administrative Tasks
- Call Management
- Live Web Chat Service
- Finance Functions
- Marketing & Social Media
- Travel & Event Management

# Proway Virtual Assistant

## Services



### Administrative Tasks

Help with your to-do list & General administration

Check & respond to emails

Manage your schedule

### Call Management

Answer your incoming phone calls

Make proactive outgoing calls

Handle client contact & call screening

### Live Web Chat Service

Provide better customer support & increase your sales

### Finance Functions

Book-keeping and data entry

Preparing & Sending Invoices

Chasing outstanding payments

### Marketing & Social Media

Create & post updates on LinkedIn & social media

Create successful LinkedIn profiles

Create & send email campaigns

Increase your social media & LinkedIn followers

### Travel & Event Management

Book accommodation, travel, lunch & meeting rooms

Organise events, delegates, displays etc.

# Proway Virtual Assistant

## Business services



### Business Services

Your office tasks can be complicated and time consuming so put them in our capable hands. We can help to ensure your day to day office runs smoothly by managing some or all of your business tasks.

### Administrative Tasks

We all know everything tends to happen at the same time and life can be busy, especially when you're running your own business. Let Proway VA take the strain. We can help to ensure your day to day office runs smoothly by managing some or all of office and administrative tasks.

Help with your to-do list & General administration

Check & respond to emails

Manage your schedule

### Finance Functions

We're all too aware of how disruptive bad cashflow within an organisation can be so we're here to help you manage your basic accounts and finance functions.

Book-keeping and data entry

Preparing & Sending Invoices

Chasing outstanding payments

# Proway Virtual Assistant

## Call services



### Incoming and Outgoing Call Management

When you're busy working it's difficult to make time to answer your calls and to proactively call customers.

Let us provide your customers with an excellent standard of customer service by answering and dealing with your calls.

We will represent your organisation and tailor our approach and response to suit your needs and requirements.

For those enquiries that need your attention we will establish your customers' requirements and prioritise call-backs for you.

We can also make general outbound calls on your behalf or proactive lead generation calls in conjunction with our sister company, Proway Marketing.

### Live Web Chat Service

Provide better customer service and support by allowing your clients to ask questions online via your website. This is also a great way of also capturing new clients.

# Proway Virtual Assistant

Travel and event management services



## Travel & Event Management

Let us help you make the relevant arrangements for all your travel and meeting requirements.

We can be on hand to book anything from flights and hotels to meeting rooms and lunch.

We will even do the research to ensure your requirements are met and your costs are competitive.

## Let us help you with:

Booking Accommodation

Making travel arrangements

Arranging lunch

Booking meeting rooms

Organising Events

Inviting delegates

Arranging display materials



# Proway Virtual Assistant

## Marketing services



### Marketing and Lead Generation

A sound marketing strategy and integrated lead generation activities can be one of the most effective ways to build your brand awareness and increase your leads and sales. In conjunction with our sister company, [Proway Marketing](#), we will learn about your organisation, including your products, services, markets and challenges and create a bespoke marketing strategy and an integrated lead generation campaign.

Our internal lead generation activities will help you gain more sales from existing customers, increase your customer base, target new sectors and grow your business. Our lead generation activities include: proactive calling, e-shots, social media and LinkedIn activities and much more.

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## Social media services



### Social Media

There's no getting away from it, social media is a huge part of today's society and could be a great way of attracting new customers.

We are here to help ensure that your social media activity is relevant, consistent and regular.

Create and post updates on LinkedIn & social media

Create successful LinkedIn profiles

Create & send email campaigns

Increase your social media & LinkedIn followers

# Proway Virtual Assistant

Contact Us



## Contact Us

### Proway Virtual Assistant

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