



Our Partnership

As a Cybertary client, you are taking an innovative and effective approach to “getting the job done.” In turn, we take our partnership with you quite seriously, as well as our commitment to produce optimal results for you. We are committed to developing a long-term relationship with you that unflinchingly achieves your objectives.

In this partnership, our efforts should blend to achieve mutual goals with maximum effectiveness. Our most ideal partnerships are with clients who:

- Clearly define goals, as well as time and money constraints;
- Clearly communicate expectations and requirements;
- Fully disclose the information needed to complete a project;
- Are available to answer questions, take comments, and give timely feedback;
- Set and help meet realistic deadlines;
- Express constructive criticisms and concerns openly;
- Respect and value our expertise; and
- Actively contribute to our efforts to achieve your goals.

Alternatively, here are some aspects of the partnership you can expect from Cybertary.

Our Collaborative Team

Through your partnership with Cybertary, you have access to our diversely talented team of highly skilled professional Virtual Assistants (VAs) who cohesively collaborate to meet your business needs. While the Cybertary owner/operator will most likely be your primary contact, we assign our best bookkeepers, graphic designers and other experts to handle the specifics of your project. We match the work with the best worker in order to deliver efficiency and superior results for your business requests.

Our Secure, Cyber Workspace

We use state-of-the-art cyber resources to maintain efficient in-house working relationships. Cybertary VAs share documents on a secure, password-protected, SSL-encrypted intranet and communicate and monitor task productivity, defined assignments and due dates via secure discussion boards. In addition, Cybertaries track labor using a stopwatch-style desktop tool that tallies billable labor to the minute so that our clients are always clear about what is being billed.

The Best in Virtual Communication

Working virtually for the first time may feel awkward at first; however, Cybertary always makes an effort to personally communicate with you about your business. Even with all of our combined work experience, we will no doubt ask questions about the business you know intimately in order to familiarize ourselves with your business goals so we can effectively execute your projects every time.

Making Contact

Many of the Cybertary VAs are working parents with young children at home and often work irregular hours. Therefore, the majority of our communication will be via email, with phone calls arranged for project definition and quick communications. Most of the VAs are also handling varying workloads for other clients, but we will always make an effort to get back to you as soon as soon as possible.

Confidentiality

It is of utmost importance to us to keep the confidential details of your business private. For this reason, our business agreement discusses confidentiality in detail.

Delegation

Delegate, delegate, delegate. This may sound difficult at first, but in doing so, you will be freeing up your





valuable time to focus on the most important aspects of your business and your life. Delegation does not mean you give up full control of your business, it means you are open to attract more clients, have the freedom to work 'on' your business instead of 'in' it, and so many more possibilities. As your VA team, we will be handling many of your day-to-day operations, allowing you to focus on tasks that generate new income for yourself.

Understanding Your Business

As your VA team, we will need to learn your business in order to best help reach your business goals. Patience is key to this learning curve. We will need time to learn how you like to operate your business, nuances of operations and procedures, including your 'Big Picture' goals. Working from the same vision will lead to a great partnership. We aim to understand your business well enough to do more than meet your needs – we aim to anticipate your needs proactively.

Honesty and Integrity

Honesty and integrity are values that the team rates very highly. We find these values vital to our personal and professional growth and expect the same from our clients. This also means that we cannot participate in anything that violates our values. If something comes up that any of the team members believe goes against these values, we will let you know right away.

Standards

We have high standards and expectations and hold ourselves accountable to these. We may not agree on every aspect of every project together. If you have a particular way you like things done, let's discuss both of our ways and see if we can work together to create higher efficiency and production. Remember that our goal is to help you realize your vision.

Partnership

It is important to remember that we are professionals with a practice including many clients. At times this may mean that a team member is not available at the exact moment that you need someone. We will get back to you as soon as we are reasonably able. Through our mutual respect of each other's time and personal lives, we create healthy boundaries, thus healthy work/life relationships.

Through this joint commitment, we forge partnerships that accelerate your business growth and give you the highest return on your investment.

We look forward to working with you!

The Cybertary Team

