

Servcorp Virtual services directory

Only pay for what you use

The Servcorp Virtual services directory offers an extensive range of business support services to make your work life easier and more efficient. Access to all services and facilities will depend on your Virtual Office membership package.

Servcorp technology

Servcorp Online	One Servcorp Online account is included in your package Additional subscription HK\$200 per month	Log into your office from anywhere in the world with access to book secretaries, meeting rooms and boardrooms. Providing you the power to change and control your call answering and transfer. Access your Servcorp invoice online. Servcorp Online also offers you optional features such as a licensed copy of Microsoft XP, access to your files and emails, share collaborative folders; online file management, online video conferencing, translation, online data storage, domain name registration and much more.
Servcorp Onefax	First month complimentary. HK\$70 per month – 100 incoming pages included	Servcorp Onefax is a reliable business grade fax to email service which gives you complete mobility to send and receive faxes electronically from the office, home or on the road.
Servcorp Onefone	First month complimentary. HK\$200 per month plus call charges.	Servcorp Onefone is the most portable, cost effective and secure VOIP technology available. It literally lets you take your office phone with you as it turns a laptop into your Virtual Office telephone and offers unbeatable call rates.

Servcorp Virtual Office® services

Boardrooms, meeting rooms, private offices Book online using Servcorp Online	Hour	Day	Complimentary multi-system DVD player, television and whiteboards in boardrooms.
	HK\$720	HK\$4320	Boardroom 14 - 16 persons
	HK\$600	HK\$3600	Meeting room 4 - 8 persons
	HK\$360	HK\$2160	Private Office 1 - 3 persons
			NB: All facilities can be booked in 10 minutes increments. Rates apply between 9.00am and 6.00pm Monday to Friday. Additional resources & equipment available on request, POA. Cancellation fee applies, refer to the Understanding Servcorp Manual.
Your International offices Book via Servcorp Online	Platinum Plus 4 days Platinum and Meetings* 3 days		Complimentary day suite usage for a small meeting of up to 3 people in any Servcorp location worldwide. A local telephone number will be allocated for the day for your convenience. Consecutive day's usage is subject to availability. * Platinum and meeting office use exclude your local city.
Business Lounge Open 9.00am – 6.00pm Monday to Friday	Platinum Plus clients 5 hours per day* Platinum clients 3 hours per day* Meeting & Address clients 1 hour per day*		A convenient oasis in the city where you can make calls, use the internet, utilize your Virtual team or just sit and relax and have a coffee. Subsequent hours are charged at HK\$100 per hour. Minimum half hour usage applies. Consecutive days and usage are subject to availability. Hourly/half day bookings are considered a one day booking (hours are non-accumulative). * Indicates complimentary time relevant to each package choice
Internet access Price includes computer hire in the business lounge	Broadband internet access Casual access HK\$58 per hour (min 1 hour)* or fixed cost per month, HK\$500 per person		All PC's in the business lounge have broadband internet access and access to Microsoft Office through Servcorp Online. Print to our quality colour printers and high speed black and white printers. *Casual internet usage is capped at four hours per day per person.
Wireless @ Servcorp	HK\$500 per person, per month		Fixed cost per month for broadband wireless access.
Videoconferencing equipment	Price on request*		In most locations, we have the best available videoconferencing equipment on the market, providing you with excellent sound and picture quality. We will also provide you with an out of hour's service by prior arrangement to accommodate international time differences. Boardroom rental charges apply. ISDN call charges or internet connection charges may also apply.



Team services Rates are per 10 minutes	Office assistant From HK\$40 Secretarial support From HK\$50	Allocated Personal Assistant – one point of call. You only need to pay for the time that you use, no need to be restricted to payment by the hour or during work breaks, keeping your costs to a minimum. Highly qualified Servcorp team members handle all of your word processing, transcription of dictaphone tapes and creative presentations. Office Assistants are available to run messages, do your banking, bring your coffee, organise stationery, or simply pick up your lunch or dry cleaning to make your business day more efficient.
Communications	Voicemail/ unified messaging Included in Platinum Plus, Platinum and Communications packages Handwritten message and email HK\$13 Voicemail to email message HK\$2	24-hour / 7 days a week message storage with remote retrieval. This gives you flexibility so that you will always be accessible but not always disturbed. Voicemail can also be programmed to give the caller the option to dial 1 for your mobile phone. If you require written message taking a small service charge will apply. Dedicated Receptionist – call handling can be designed specifically to your company requirements. Utilize the power of Servcorp technology to retrieve messages and handle your calls.
Call response/ call volume Our aim is to answer all incoming calls within four rings	No. of calls Up to 15 calls included 16-25 HK\$130 26-35 HK\$195 36-45 HK\$260 46-55 HK\$325 55+ POA	From experience, the average Servcorp client receives approximately 10 - 15 calls per day. If your Receptionist answers more than 15 calls per day, due to high volume or media response, her time will be allocated to you and billed at the end of the month.
Courier service Local, National and International	Servcorp courier HK\$50 handling fee Non Servcorp courier HK\$65 handling fee	Corporate discounts apply. Due to the size of Servcorp, we have exceptional purchasing power. Test us! Let us compare your current courier rate vs. the Servcorp rate.
Photocopying service	HK\$1.8 per pg HK\$1.0 per pg (bulk discount)	Print directly from the business lounge or self service, black and white A4, high specification copier. Bulk discounts apply for jobs of 100+ copies.
Postage	Incoming mail Complimentary Outgoing mail Complimentary Mail redirection HK\$45 per request	All incoming mail will be sorted, date and time stamped and placed in a locked file for your attention. A complimentary message will be left on your voicemail to advise of mail arrival. Daily delivery to the post office at 4.00pm is complimentary. A service charge for bulk or special request applies. Mail redirection can be tailored to your business requirements, i.e. daily, as received, twice weekly or once per week. (Please discuss your preference with your PA). Stationery and postage charges also apply.
Printing	Black and white HK\$2.0 per page Colour HK\$8.0 per page	Quality A4 colour printer. Using Servcorp Online you have the ability to print to any Servcorp location worldwide.
Refreshments	From HK\$13.0 per drink	A wide range of beverages available in the kitchen. Complimentary Twinning's tea, coffee and spring water.

In addition to the above, Servcorp offers an extensive range of business support services that are included in the price of your membership. The advantages of our International Network mean that you can benefit from our multi-national purchasing power, ensuring economies of scale and cost efficiency on business products and services. You have access to our team to support your business and our single monthly invoice keeps your accounting processes simple.

Servcorp service and facility prices may change from city to city. Please do not hesitate to ask the Servcorp Manager on arrival of a copy of their local Understanding Servcorp manual.

*Prices will vary depending on your requirements and are available on request. Prices are exclusive of local taxes, subject to change and effective from 1 March 2010.

