



Here at LINK, we have flexible packages that can be designed to suit each business. The case studies below have been prepared to show you a sample of options available.

Please contact us to find out how LINK Business Hub can meet your business requirements.

#### **Case Study 1: Need your own space with professional telephone support?**

Philip is an Engineer from a Perth based construction company. He requires a local office for the next 2 years. Philip will be on building sites for a few hours every morning but still needs to get his messages. He will also need to use his office or a boardroom for meetings with architects, engineers, and prospective new clients.

He requires a fully fitted out dedicated office with reception service. We will transfer any messages to him whilst he is away from his office.

He will need:

▪ Dedicated office	\$ 262.00 per week
▪ Internal and external signage	\$ 149.00 one-off set up fee
▪ 1 phone line	\$ 57.00 one-off set up fee
▪ Phone line rental	\$ 46.00 per month
▪ Phone call charges	\$ 50.00 per month (assumption)
▪ Internet Access	\$ 57.00 per month
▪ Message transfer	\$ 1.15 per message

**Total cost per month \$1,266.37 plus one-off set up fees of \$206**

(Assuming \$50 a month phone call charges and 5 messages per week.)

#### **Case Study 2: Need a professional location for your training?**

Sandra, a Project Management trainer who runs her business from home on a part time basis, would like to expand and have a more professional image. She would like to offer two day training programs once a month for up to 15 people at a time.

Sandra has access to our Boardroom for training days for up to 15 people (u-shape style set up). Trainees are catered for with tea and coffee on arrival, a morning tea break with biscuits, a tasty, light lunch and afternoon coffee break with fresh fruit.

She will need:

▪ Boardroom Hire for 16 hours per month	\$ 18.00 per hour
▪ Catering for 2 days per course	\$ 12.00 per person per day

**Total cost per course \$ 648.00**

(Assuming 15 attendees)



### Case Study 3: Can't be in two places at once?

Tom is a chiropractor who works on his own. He sees clients in medical suites he shares with other practices. When Tom is seeing clients, which is most of his day, clients can't reach him, so have to leave voicemail messages to request or reschedule appointments. Tom spends time at the end of each day ringing back clients, sometimes finding it difficult to catch them. New clients occasionally go elsewhere before making their first appointment.

Our Virtual Office service and Diary Management service provides Tom with a real person at the end of his phone line. Tom wants to keep his existing number, so he redirects his business line to the number LINK allocated to him. Our receptionists assist Tom's new and existing clients in making enquiries, making appointments and rescheduling appointments. When our reception staff can't help, a detailed message is taken. Tom now only needs to deal with calls that need his personal attention.

He will need:

- Virtual Office services \$ 65.00 per week  
(‘Professional Option with Complete Call Handling’)
- Diary Management \$ 40.50 per hour

**Total cost per week \$146**

(Assuming 2 hours per week for diary management and 5 calls per day on average)

### Case Study 4: Do all your calls seem to come at the wrong time?

Elizabeth works for a recruitment firm. Their representatives are often out of the office meeting clients and, if there is only one person in the office, other calls can't get through. They need a service where a real person answers the phone and gathers all appropriate information so that the call can be returned, but they also need flexibility so that urgent calls can be attended to quickly.

Our Virtual Office service allows Elizabeth and her colleagues to attend to their business meetings and interviews knowing that their calls are being answered appropriately. LINK staff capture the callers name, business name, location, phone number and email address and take details of the nature of the call. Urgent calls are SMSed to staff who are out of the office.

He will need:

- Virtual Office services \$ 38.50 per week  
(‘Professional Option’)
- External message transfer by SMS \$ 1.15 each

**Total cost per week \$40.80**

(Assuming 2 urgent call per week and 5 calls per day on average)



### **Case Study 5: Clients won't deal with you if you are not local?**

Richard runs a successful engineering parts supply company and is expanding his client base to cover Hunter Coal Mining companies. In order to branch into the Hunter Region it is important that the company has a local Hunter base. Whilst most calls still go through to their head office in Sydney, clients want to feel that they will also be locally supported.

Our Virtual Office service offers Richard's company a Hunter base, with a local PO box and street address and a local number for clients to call. When clients call, they are supported as if they are ringing Richard's company directly. Messages are emailed immediately or, in cases where urgency is paramount, a message is phoned through directly.

He will need:

- |   |    |                  |
|---|----|------------------|
| ▪ Virtual Office services ('Occasional Option') | \$ | 25.00 per week   |
| ▪ External Message Transfer Service             | \$ | 1.15 per message |

**Total cost per week \$27.30 per week**

(Assuming 2 urgent calls per week)