

hammerjack

WEARING TOO MANY HATS?

LET US LIGHTEN THE LOAD



BACK OFFICE & ADMIN

Make your core business your core focus. hammerjack will turn the average processes into a thing of the past, by moving it from your office to ours. Let us bring our enterprise capability to your small business.



All businesses have those unavoidable administrative tasks or activities that just have to be done. You know the tasks that take valuable time away from you or your team? There is a solution. Outsource them.

Outsourcing is not a new thing. Enterprise businesses have been outsourcing for years, and now small and mid-size businesses are getting in on the action and outsourcing the tasks that they don't specialize in. Some businesses are doing this by setting up a team member offshore. Reducing costs through offshoring is one thing, reducing costs through improvements in process flow and work quality, takes skill and experience. We have been providing specialized outsource services for years.

“Everything in your business can be outsourced... if you're not emotionally attached to doing it all.”

Richard Branson

OUR SERVICES

Our management team have worked with some of the largest brands in the world, have moved 1000s of processes and functions and delivered millions of dollars in savings by applying performance and quality improvement methodologies and leveraging smarter technologies.

We have a team of back office and admin specialists, working around the clock to complete tasks and functions for our customers.

Our teams follow your processes, using your systems and work to your schedule. Need your forms processed or documents edited overnight? No worries.

Our team can follow any process, use any systems or technology and work to your schedules and deadlines – some examples below:

- Transpose written documents in to your digital system
- Update your CRM
- Create and track workorders
- Edit documents and photos
- Complete scheduled and repetitive tasks
- Provision sales
- Monitor and carry out quality assurance tasks
- Data mining and creation of lead lists
- Invoice recording and filing

KEY BENEFITS

- ✓ 24/7 operations mean that functions and tasks are completed when you need them. Need all of your sales orders updated in your CRM by the following day? We'll do it over night.
- ✓ Fully redundant, no down time due to leave or sickness
- ✓ Hourly and transactional pricing provides transparency
- ✓ Quality levels guaranteed
- ✓ Your processes documented and controlled by our dedicated process management team.
- ✓ Flexible workforce that grows with your needs, without the need to hire
- ✓ Multidimensional daily, weekly and monthly reporting, providing a view of performance, volumes and quality.
- ✓ Low cost, quick start packages with no lock in contracts or minimum term. We can have one of our team processing your tasks within 2 days.

HOW IT WORKS

First and foremost, we are outsourcing experts. We have become successful by driving high performance and delivering results for our customers. We have moved 1000s of processes and functions and follow a tried and tested approach

When you engage hammerjack you don't need to worry about recruitment, cultural training or retention. We have already taken care of that.

- 1. We assign a lead point of contact. We then understand your processes, systems, schedule and other desired outcomes.** We document everything and you signoff. We will run a couple of test runs to make sure that we have it right.
- 2. We develop a service level agreement with you.** We create a schedule of tasks and timelines. We will provide regular reporting to give you a view of our performance.
- 3. We assign and train team members to perform your tasks.** We will assign a number of team members depending on the volume of work. We do this to ensure continuity and consistency through exposure to your business processes.

Because we already have the resources and capability in our skilled and experienced team, we are able to move quickly.

PRICING

Pricing is simple and based on the volume of work. We have two pricing model options available to you.

OPTION 1: Hourly

Our hourly model is better suited to lower volume and more varied work. Work effort is tracked and billed by the hour. A minimum of 5 hours work is required per week.

From **\$10** per hour

OPTION 2: Transactional

For higher volume and repetitive tasks transactional pricing is a great way to budget and keep an eye on your expenses, knowing exactly what every process or transaction is going to cost, upfront.

From **50c** per transaction



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