




Virtual
Knowledge
Workers, Inc.

Company Profile

We deliver results the right way.

A professional portrait of a woman with long, dark, wavy hair, smiling. She is wearing a grey blazer over a white collared shirt. The background is a plain, light-colored wall.

“One of our true attributes is that we put the client first and foremost. People are here because they love what they are doing day in and day out and they want to do the best job they can.”

Vena Rhoda, Virtual Private Assistant

Dear Customer-

Over the past few years, call centers have emerged to be more than directory service, telemarketing, and traditional over-the-phone customer service support. With the advancement of communication technology, call centers can be better described as “offsite staffing agencies.” Geographic barriers are no longer hindrances to business. With the use of hi-speed Internet access, reliable phone lines and crisp video chat, outsourced services have become more like offsite team members.



But, more importantly, the quality of education in many developing nations now starts to rival and sometimes even outstrips that of our developed nations. The new reason for companies to go abroad is no longer cheap labor. Companies go abroad to seek talent - to find the quality labor needed to run their businesses. VKW is right at the epicenter of that movement. Managers and entrepreneurs don't want to buy employees and time-sheets, they want to buy results. That's exactly what we do ...and guess what? We're damn good at it.

Yours truly,
Leo von Wendorff
CEO of Virtual Knowledge Workers, Inc.

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OUR VISION

We at VKW place the highest value in excellence and effectual partnership. We seamlessly provide you with enthusiastic direct sales assistance, competent customer service representatives, enticing public relations professionals, and that is only the beginning.

We bring you years of expertise in risk mitigation, cost-effectiveness, customer relations and business planning acumen. We spend valuable time with each client to ascertain their business needs, crafting the best solutions, with the goal of exceeding their objectives and expectations. At VKW, we treat every business with the same excellence and competence we expect from ourselves and our team.

We deliver results the right way.

OUR PROCESS

Virtual Knowledge Workers, Inc (VKW) is the quality leader in custom designed off-site staffing solutions. We take great care in developing result oriented business processes for your business. We measure success by the results you set for us.

Each client goes through three well defined stages: **Solution Planning, Mobilization, and Delivery.**

While a *plan* is useless, *planning* is indispensable. Solution Planning starts with a thorough understanding of the results you seek. In fact, the first question we will ask you is: What are the results you want out of this relationship? From that understanding, we - together with you - define measurable Key Performance Indicators (KPIs). With these KPIs in hand, we will propose to you effective and high impact solutions.

Mobilization, while a military term otherwise, for us it means hiring, training, equipping, and testing processes. You as the client can be involved as much or as little you would like to be in the hiring process. VKW has established

itself as a premier employer in our respective regions, which means you can select from the best. At VKW, we routinely equip and update the workstations for all our agents across the board, which includes webcams, high speed Internet, local or toll-free telephone number, MS Office and Google Apps. The Mobilization period concludes with training the trainer, who will become the team lead and day-to-day contact for all things operational.

Delivery translates the Solution Planning and Mobilization into real tangible results. But we don't stop there. Continuous Improvement (Kaizen) is our default modus operandi. We strive to humanize the work place and increase productivity. We take a holistic approach and include all stakeholders - including you as our client



“I never hear a Virtual Private Assistant say that something can't be done and that positive can-do attitude allows the organization to accomplish meaningful goals for our clients.”

Lea Magdaong, Administrative Manager

OUR HR STRATEGY

Under US Management, VKW utilize cutting edge management practices to attract and develop quality staff while reducing risk. The minimum requirement to become a call center agent at VKW is a bachelor degree plus 5 to 10 years of work experience.

Our pay & benefit to our agents is competitive – meaning we pay a little bit more than everyone else and offer a little bit more in perks and benefits. Our focus on creating a productive and positive internal VKW culture adds to the perceived benefits of a great workplace. Our staff typically comes from reputable employers in our neighborhood, such as Accenture and IBM, who have extensive experience in Business Process Outsourcing.

This allows VKW to hire top-quality staff and make them available to you in turn.

VKW further reduces your risk by background screening each new employee and implementing strong cutting edge risk management measures. This not only includes strong processes but also creating a positive and involved work environment. A positive work environment greatly reduces risk and increases motivation to provide quality results.



“Personal integrity is paramount to everything else.”

Marvin Avila, Content Moderator

CUSTOMER SERVICE

Customer service is a crucial part of business. Providing your customers with pre- and post-sales support ensures not only satisfaction and repeat business, it also brings ample opportunity for new customers through positive word of mouth.

Entice more clients, and more profit, by presenting your customers with impeccable Customer Service solutions from VKW.

At VKW, Customer Service solutions are custom designed to fit each businesses' wants and needs, while appealing to the customers' highest satisfaction. We make sure your business sets itself apart from the competition by adopting Customer Service principles that continually raises the bar higher than your

customers' expectations. With representatives that are highly-trained, well-educated, and immensely patient, you can rest assured that your customers' wants and needs are delivered at the highest possible standard.

Grow your business with VKW Customer Service solutions.

CONTENT MODERATION

At VKW, Content Moderation means keeping your online community on target with your mission. Engage your customers in a more organic relationship through social media, significantly reduce legal liabilities, and enjoy the freedom from more mundane tasks such as regulation of comments and photos, so you can focus more on what you do best.

VKW's Content Moderation has the warmth of real human interaction. Our content moderators are well-trained customer service representatives, who understand the real message... and the true emotional connection behind each social media post, profile, picture, and chat conversation. VKW's Content Moderation will help you defuse tense situations early at the core, reduce legal liability significantly, evade public relation debacles, and avoid customer service issues. Our expertise covers moderation of social networking profiles, chat rooms, message boards and discussion boards. We...

- Remove offensive pictures
- Blur out faces, as needed
- Rotate pictures
- Remove copyrighted pictures
- Remove spam and fake accounts
- Observance to government protocol
- Advise customers about adherence to guidelines
- Early intervention against 'flaming'
- Stimulating invigorating discussions

...all in accordance to your specific needs and guidelines. Did we mention we can do this in multiple languages?

Keep your content moderation personal.

ORDER PROCESSING SERVICE

Ordering online and over the phone has become a go-to for your customers who want to purchase your products and services from the comfort of their homes or offices, and fulfilling their orders with the best quality call-in service is of utmost importance. Increase your customer-base and provide your loyal patrons with quality ordering services that rewards you with increased revenue and lowered HR expenses.

VKW guarantees your customers a fast and effective service that keeps the essence of dealing with warm human contact. Our call center agents are specifically trained to greet every caller with a friendly and happy voice – to make each call a positive, pleasant and convenient experience.

At VKW, our call center agents take the right amount of time to fill and process orders properly and recommend the right add-ons for

the order placed to maximize your high-margin cross-selling opportunities. Our call center can handle:

- Process inbound call-in orders
- Outbound telemarketing campaigns
- Process online orders
- Handle customer service inquiries

Make call-in ordering a part of your revenue stream.

VIRTUAL PRIVATE ASSISTANCE

Many daily tasks are time consuming and require intelligent attention to detail. Increase productivity and income by allocating those tasks to a Virtual Private Assistant. At VKW, our private assistants are well educated, well-trained, highly motivated and efficient... leaving you with more time to focus on those things that are more important and profitable.

Each client is uniquely matched with a private assistant that best meets that client's specific needs and objectives. Our economy of scale allows flexible staffing help when needed. Each and every Virtual Private Assistant on our VKW Team has a bachelor degree and participates in regular professional training... backed by our Premiere Service Guarantee! We guarantee attention to detail, timely implementation of all

assigned tasks and strict confidentiality. The entire team at VKW is committed to exceeding your expectations.

A Virtual Private Assistant from VKW is remarkably affordable because of VKW's economy of scale. No extra phone lines, no office overhead, no employee benefits... no taxes.

TELEMARKETING LEAD GENERATION AND SALES SUPPORT

Telemarketing, through the years, has earned itself a negative reputation—customers are more often than not put off by the nuisance of an unwanted caller.

However, a phone conversation with your customers may be the best way to penetrate your target market, improving your business not only through over-the-phone sales but also connecting you straight to your client's pulse.

At VKW, we can provide you with unobtrusive business-to-business telemarketing that will not only guarantee sales, it will also provide you with the human connection that builds

inimitable customer relations. Bring your business to the right market and have a clientele that is loyal to your products and services through our detailed planning methods, in-depth field research, and innovative telemarketing solutions.

Connect to your customers' pulse through effective phone conversations, not interrogations.

LEADERSHIP TEAM

Horst Leo von Wendorff

Fortune 500 background in banking, human resources, global mobility, vendor management, risk mitigation and staffing solutions. Developed VKW (Virtual Knowledge Workers) an innovative call center and BPO company that offers significant cost and time management advantages to business.



Pam Ann Mariano-Baluyo

Seasoned operations and business development executive with over 15 years of leadership experience and 9 years of BPO experience. With a deep expertise in operations, client management, marketing, customer service, and tech support. Proven ability to establish, manage, and grow business relationships with clients.

