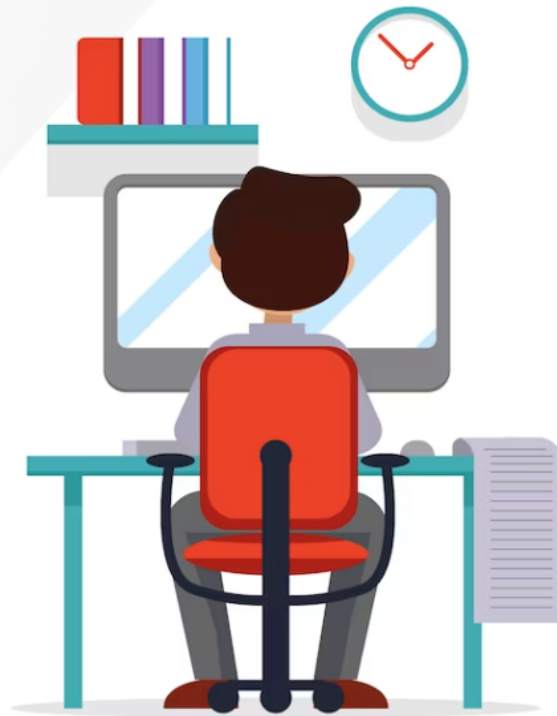# skybertech ™

your technology advisor

VIRTUAL

STAFFING

SERVICES

Skybertech-FZE

Skybertech FZE is a VIRTUAL STAFFING services provider based out of Dubai Silicon Oasis. We are a team of talented and seasoned individuals dedicated to getting the best outcomes attainable. To cater to the needs of our UAE clients and to initiate our virtual assistant services, we started our wing in Dubai as a Virtual Staffing Services provider. We have a well-established company located at Infopark Kochi, Kerala which provides both IT Consulting services as well as virtual staffing services. With a client base of 100+ PAN India, we have been providing services across numerous business verticals such as Trading, FMCG, Retail, Real Estate, Hospitality, Public Sector, Education, Fintech, Manufacturing, Plastics & Polymer, Automobile etc. With a team size of more than 60 members, under the guidance of our mentor – Mr. Suresh Kumar, whose 26+ years of experience in IT sector have shaped Skybertech the way it is today.

One of the major players in IT consulting business. With more than 26 years of experience in IT industry, he has been associated with major corporates acting as their CIO (Chief Information officer). He started his journey in his hometown as IT faculty in MES college, Manarkkad. Later on, he worked with various corporates as Manager – IT, Head – IT and CIO. After gaining extensive CIO experience and knowledge, he wanted to share this knowledge with the world. This thought came to reality with his brain child - Skybertech IT Innovations Pvt Ltd - an IT consulting firm with offices located in Kochi Infopark, Thrissur, Palakkad and the latest office in UAE. Another feather in his cap – he coined the term "Virtual CIO".

26 years of EXPERTISE

Instead of hiring a full time CIO, the organizations can hire his services - where he and his team of IT consultants provide IT consulting services as "Virtual CIO". He is currently the CEO of Skybertech IT Innovations Pvt Ltd and Virtual CIO at many corporates. Handling a team of more than 60+ members, he provides IT advisory services to 100+ clients globally. With his immense industrial experience and expert knowledge, he is an asset to the Information technology industry.

Suresh Kumar
[Founder & MD]

VIRTUAL STAFFING
SERVICES

Back-office operations play a pivotal role in the smooth functioning of any business. Businesses and organizations can minimize their data management pain points with the aid of back office outsourcing. At Skybertech, we offer customized VIRTUAL STAFFING SERVICES, ably reinforced by skilled personnel and advanced technologies that will help drive business growth. We have extensive experience in providing back office support for diverse industries including banking, financial, media, insurance, education, legal, healthcare, retail, constructions, hospitality and many more….

Skybertech is a specialized expert in "VIRTUAL STAFFING SERVICES" in supporting independent firms outsourcing needs by providing a high-touch service experience through dedicated account managers.

Drive More Customers Through Digital….

Services Through Virtual Staffing

1.HR & Payroll Process

2.CRM – Customer Relationship Management

3.Data Management Services

4.Data Entry Services

5.Call Centre Services

6.Catalog Management

7.Data Mining

8.Invoicing Services

9.Purchase Order Processing Services

10.Data Conversion and Document Digitization

11.Application Processing

12.e-Commerce Management

13.Data Capture services

14.Inbound queries

15.Expense tracking

16.Client relationships

17.Scheduling appointments and reminders

18.Calendar management

19.Claim Processing

20.Missed Call Back Service

21.Order taking Service

22.Debt Collection services

23.Customer Feedback

24.Welcome Calls

Reinvent your business by outsourcing the complex and time consuming processes of your esteemed Organization.

Benefits offered through
Virtual Staffing Services….

Skybertech helps companies to bridge the gap between business requirements and technology. Our certified Task Force leverage their technical background to enhance the user experience.

Along with all this support, Skybertech continues to offer the below appended best Customer Support in the marketplace.

➢ Dedicated customer care ➢ Skilled Manpower ➢ Lightning turnaround ➢ Latest in tech ➢ Constantly updated protocols ➢ Transparency in Operations ➢ Data Security and Confidentiality ➢ Scalability and Adaptability ➢ A workaround for your budget constraints ➢ Focus on core business areas ➢ Focus on profitability ➢ Exponential growth & Improve ➢ profitability & Productivity ➢ Work towards your vision	➢ Boon for startups ➢ Be a digital nomad in the true sense ➢ Easy Hiring ➢ Reduced head count ➢ Improved quality & accuracy. ➢ Building/strengthening presence in ➢ a new market/foreign country ➢ Building business value and strategic differentiation ➢ Expertise that can span multiple functions and business processes ➢ Hassle-free Complaint Redressal Cell Mechanism

Over the years, even smaller organizations and start-ups have realized the importance of outsourcing payroll, accounting & all other prominent activities. Organizations through outsourcing not only save costs, but have also been able to enhance their income levels as well.

Virtual Assistant

Who is a virtual assistant? A virtual assistant helps your small business by remotely aiding you with daily tasks. Our virtual assistants at Skybertech specialize in a broad range of skills ranging from administrative tasks, data entry, lead generation, and many more...

Highest Quality of Work

Hand-Picked Talent

Whether you are a small business owner or running a large company or a freelancer who needs help with back-end tasks, everyone are more than Welcome to hire a Virtual assistant from Skybertech.

The Way We Work

By outsourcing Virtual Staffing Services to Skybertech, you have the benefit of reducing your operational cost. We have trained and experienced personnel with state-of-art infrastructure to offer you the service readily. We have more than a decade of experience in offering a wide range of business services exclusively on outsourcing services. Dedicated project managers assigned for each project ensure that clients are reported and updated about the developments from time-to-time. Modus Operadi is that Skybertech never compromises on Quality and Promises Precise Turnaround Time. Outsourcing Virtual Staffing services to Skybertech will help you in gaining access to Your Best team.

Please find the appended details furnished on the Working Model Process of Virtual Staffing Services for your reference.

1. **Inbound Lead Calling:** The process begins with lead calling, where the client provides the potential leads to back-office support services.

2. **Initial Consultation & Project scoping:** The Virtual Staffing team conducts a detailed review and understand the client's requirements to develop a comprehensive scope of work. This includes identifying key deliverables, timelines, milestones, and resource requirements. This can be done through an online meeting, phone call, or in-person meeting.

3. **Proposal Submission:** Based on the requirements discussed during the consultation, the Virtual Staffing agency prepares a proposal and submits it to the customer for review. The proposal includes details such as the scope of work, project timelines, service level agreements (SLAs), and pricing.

4. **Contract Negotiation:** If the proposal is accepted by the customer, the Virtual Staffing agency negotiates the terms of the contract, including payment terms and any other details that need to be finalized before moving forward.

5. **Project kick-off meeting:** The first step after signing the contract with the client is to schedule a project kick-off meeting. This meeting involves the client and the Virtual Staffing team and is designed to establish clear lines of communication, review project goals and objectives, and set expectations.

6. **Team Assignment :** Once the contract is signed, the Virtual Staffing agency assigns a team of experts with the necessary skills and expertise to handle the project. The team may consist of individuals with different levels of expertise and responsibilities, such as a project manager, team leader, and quality assurance manager.

   Team Leader: The team leader is responsible for overseeing the project and ensuring that it is completed within the specified timeline and budget. They are the primary point of contact for the client and communicate regularly with them to keep them updated on the project's progress.

   Project Manager: The project manager is responsible for managing the project's day-to-day operations and ensuring that all tasks are completed within the specified timeline and budget. They work closely with the team leader to ensure that the project runs smoothly and that all client requirements are met.

   Quality Assurance Manager: The quality assurance manager is responsible for ensuring that the work delivered by the team meets the client's quality standards. They conduct regular quality checks and provide feedback to the team on areas for improvement.

   Operations Manager: The operations manager is responsible for managing the operational aspects of the project, including resource allocation, scheduling, and risk management. They work closely with the project manager and team leader to ensure that the project is completed on time, within budget, and to the client's satisfaction.

   Support Staff: Depending on the project's size and complexity, additional support staff may be needed to assist with administrative tasks, such as data entry, document management, and customer support. These staff members work under the supervision of the team leader and project manager to ensure that all project requirements are met.

   Overall, the specific team levels required for a Virtual Staffing project may vary depending on the project's size, scope, and complexity, as well as the client's specific requirements. It's important to work closely with the client to understand their needs and tailor the project team accordingly.

7. **Onboarding documents:** The Virtual Staffing team creates onboarding documents to familiarize themselves with the client's systems, processes, and workflows. This includes identifying key contacts, reviewing training materials, and setting up access to the client's systems.

8. **Work Plan:** A detailed outline of tasks, responsibilities, resources, workflow, performance metrics, and communication plans will be defined by the team.

9. **Team training:** Once the onboarding documents are complete, the Virtual Staffing team undergoes training to ensure they are equipped with the necessary skills and knowledge to complete the project successfully. This includes training on the client's systems and processes, as well as any specialized skills required for the project. Depending on the nature of the project, the Virtual Staffing agency may need to provide training to the customer's team or transfer data and information to the agency's team.

10. **Trial period:** Once the quality assurance testing is complete, the Virtual Staffing team conducts a trial period to ensure that the project is meeting the client's requirements. This includes identifying any issues or challenges and developing solutions to address them.

11. **Go Live:** After the trial period the work will commence after approval from the client

12. **Quality assurance:** The Virtual Staffing team conducts quality assurance testing to ensure that all systems and processes are functioning correctly. This includes reviewing workflows, identifying potential bottlenecks, and developing contingency plans.

13. **Ongoing Communication and Reporting:** Throughout the project, the Virtual Staffing agency maintains regular communication with the customer to keep them updated on the project's progress and address any concerns or questions. The agency also provide regular reports on project status, including metrics such as turnaround time, quality, and efficiency.

14. **Client Feedback:** At the end of the project, the agency collects feedback from the client to identify areas for improvement and ensure client satisfaction.

15. **Continuous improvement:** Once the project is fully on-boarded, the Virtual Staffing team continuously monitors the project to identify areas for improvement. This includes identifying process improvements, proposing new tools or technologies, and developing new workflows to improve efficiency and effectiveness.

Inbound Lead Calling

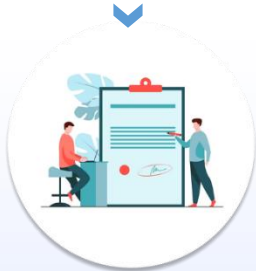**Initial Consultation & Project scoping**

Proposal Submission

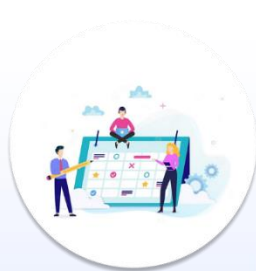**Team Assignment**

Project kick-off Meeting

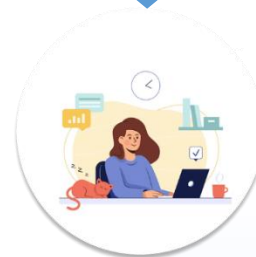**Contract Negotiation**

On-boarding Documents

Work Plan

Team Training

Quality Assurance

Go Live

Trial period

Ongoing Communication & Reporting

Client Feedback

Continuous Improvement

Our
Values

Excellence

Not settling for anything but excellence. Focusing on the user needs. Inspiring and motivating our stakeholders.

Integrity & Transparency

Creating values without compromising on ethics. Encouraging open communication. Consistency and honesty as a way of living.

Collaboration

Respecting each individual. Focusing on a common goal. Keeping an open mind while listening to others.

People

Providing opportunities for development. Teamwork & Trust. Empowering employees to grow. Encouraging meaningful work

Innovation & Simplicity

Making life Simpler, Creating reliable Solution/Products with Agility. Fast is better than slow. Encouraging new ideas. Questioning status quo and brainstorming new ways.

skybertech™

your technology advisor

Skybertech-FZE

Dtec-Techno Hub,A1, A5 Building-Dubai Digital Park,
Dubai Silicon Oasis, United Arab Emirates

+971 567883132 | +91 9895712132

mail@skybertech.ae

www.skybertech.ae