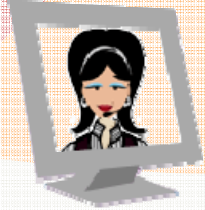




# CONCRETE ROSE

SECRETARIAL SERVICES








*Taking you from where you are...*

*to where you need to be.*

**In today's fast-paced business environment, no organization can afford to stand still. So how can you move your company from where it is to where it needs to be?**

**One answer is virtual assistant services — and the benefits they deliver — from CRSS.**

**CRSS helps you:**

-  Focus more on business operations than administrative tasks**
-  Reinvest monies allocated towards employee budgets back into your business**
-  Build and develop positive relationships between your company and customers**
-  Drive down costs, lower risk and drive up revenues**
-  Deliver powerful results now — and position your company for future growth**

# Who is CRSS?

**CRSS enables businesses to achieve superior results by organizing, supporting and managing their administrative tasks. Focused on organizations small to large, CRSS is a virtual leader using secure and reliable IP telephony systems, the latest communications software applications and full life-cycle administrative services. Driving the convergence of virtual assistant with live answering — and distinguished by comprehensive administrative services — CRSS helps customers leverage existing and new customers to create value and enhance business performance.**

# Why CRSS?

**Our customers have put CRSS in leadership positions in virtual assistant and live answering services.**

**We give customers freedom of choice with solutions based on individual needs. This allows customers to protect their investments and migrate to new and more extensive services on a path, and at a pace, that makes the most sense to them.**

**We add value with some of the broadest and deepest administrative services in the market, featuring full life-cycle administrative services, communication and management services.**

**We cover the world, delivering services through an inclusive virtual sales force, numerous administration professionals and certified Business Partners.**

**Our globally arrayed administrative professionals are focused on providing practical solutions to help our customers meet their goals, today and tomorrow.**

**We work with leading integrators and applications and systems providers to expand our solutions and serve each customer's needs.**

# A few enterprises that depend on CRSS

## OC Vocational Schools >

### FROM INTRODUCTORY TO INTEGRATED



CRSS, a longtime provider of administrative and live answering services to David Rucker, Recruiter and Community Liaison for vocational training titans OCPS, CRSS helped ease administrative stress, and continues to do so. CRSS designed a service package to accommodate operations; and integrated management of various projects, contributing to substantial annual savings. Mr. Rucker says, "...I wanted to say how impressed and delighted I am with your services. I think this is a great service and I truly look forward to working with your company again. Your VA's are professional people I can rely on to get jobs done with great quality and reliability."

## Cleaning Team One >

### FROM UNDEPENDABLE TO RELIABLE



Operator and Owner, Don Holmes, says, "...Before I started my partnership with Concrete Rose, I had never heard about the concept of having a Virtual Assistant. My personal VA from CRSS turned out to be extremely reliable, personable, and the best administrative support team my business could ever have. I recommend CRSS to any small business owner with no reservations..."

## Daytec Systems >

### FROM COMPLICATION TO SIMPLICITY



President Michael O'Loughlin raves, "... CRSS provided me with professional virtual office support during a very demanding and hectic time- this enabled me to be able to take care of my responsibilities more effectively. I see their ability to organize as one of their strong points. I would not hesitate to recommend their services to anyone needing a virtual assistant..."

## Genesis Global Investments >

### FROM COMPROMISE TO COMPETITIVE EDGE



When a company has the ability to capture the true essence of their customers business needs, tailor a solution that enables that company's growth to be adequately managed, then places a face of professionalism on their business mechanism, this is a company worth your attention and your business.

With due applause for the staff at Concrete Rose Secretarial Services, your display of proficiency in your service to my company occurs daily. My appreciation for that service is eternal.

Sheldon F. John  
Senior Investment Consultant  
Genesis Global Investments Inc.  
Genesis Global Entertainment

CRSS staff utilizes our own equipment, software and hardware — this saves our clients the frustration of hiring and training additional employees, while saving money on overhead costs, employee taxes, insurance, and benefits.

## Virtual Assistant benefits

**Save money. Save time. Increase efficiency.**

Virtual Assistance means much more than a different way to control administrative tasks in your business. It changes the nature of organization for business owners, from home offices to hotels to head-quarters. It creates new levels of reliability and efficiency. CRSS is a leader due in large part to one reason: flexibility. Businesses seek flexibility in how they deploy their operations, and how they drive return on investment. See just how beneficial Virtual Assistance is to your business:

With A Virtual Assistant	With A Full-Time Employee
<ul style="list-style-type: none"> <li>• You pay only for hours worked or by project</li> <li>• Works only on an as needed basis</li> <li>• No payroll taxes</li> <li>• No employee overtime costs</li> <li>• Handles seasonal or periodic projects</li> <li>• No recruiting, hiring, or computer training needed</li> <li>• No extra computer equipment, software, or supplies to buy</li> <li>• Helps you stay on track and on schedule</li> <li>• No expensive temporary employee fees to pay</li> <li>• No vacations, sick days, lunch breaks, or personal issues</li> <li>• No loss of privacy</li> <li>• No extra office space required</li> </ul>	<ul style="list-style-type: none"> <li>• You may have to pay dental, medical, and vision benefits</li> <li>• You must collect and pay FICA taxes</li> <li>• You must pay federal and state unemployment taxes</li> <li>• You may have to pay vacation, holiday, and sick time, as well as offering lunch hours</li> <li>• You must spend time and money on training</li> <li>• You must comply with OSHA, and Federal Fair Labor Standards Act</li> <li>• You must pay worker's compensation insurance</li> <li>• You must comply with Employee Retirement Income Security Act</li> <li>• You may have to pay someone to administer the above or spend value time doing it yourself</li> <li>• You must comply with any legal responsibilities that include company and employee policies on working hours, minimum wage, sick time, holidays, benefits, pensions, performance reviews, sexual harassment, vacation time, leave of absence, substance abuse, grievances, terminations, and training</li> </ul>

\*Based on actual results. Individual results may vary among different business environments.



CONCRETE ROSE  
SECRETARIAL SERVICES