

# Greymouse PROFILE



## Marisa & Kelvin

### Virtual Techies

Marketing,  
Branding &  
Social Media  
Management

### IT & NOC Support

SysAdmin,  
Networking  
& Monitoring

### Virtual Assistants

Receptionists, PA  
& Appointment  
Settings

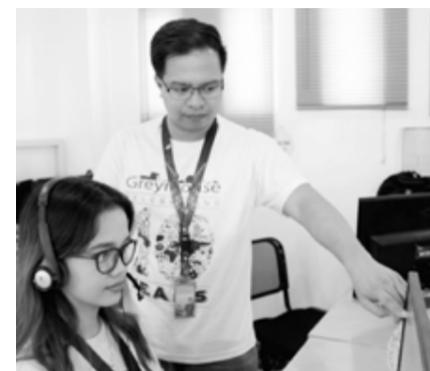
### Accounting

Bookkeeping &  
Financial Data  
Entry



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# about Greymouse

Greymouse is a Virtual Human Resource provider founded by Australian entrepreneurs **Kelvin Davis** and **Marisa Wiman** in the year 2005. Greymouse has since then consistently provided businesses with high quality, time-sensitive and cost effective services through off-shoring facilities based in Suva, Fiji Islands, and Legazpi City, Philippines.

Wayback in 2002, the word 'outsourcing' is regarded by many as a highfalutin expression, if not a jargon. This 'unusual word' stems from the 'crazy idea' of delivering services to the world using the power of the Internet. More than a decade later, Greymouse's journey as one of the top virtual services-provider in the world was ambitious, but our determination and excellent standards allowed us to conquer boundaries and reach to our clients wherever they are, at the speed of Google ©.

We maximize the strengths of both countries, plus reduce outsourcing risks, giving our clients a massive head start, especially in regards to voice-related services.

We have the resources for the Australian market with a South Pacific accent from our Fiji Team, plus the resources in the Philippines to cater to the American accent.

We provide our clients with the ability to expand their operations, people and resources across different time zones and geographical regions giving them an "fair" advantage in the market. We provide a variety of services ranging from virtual assistants, accountants, copywriters, social media specialists, and website programmers to IT engineers and Network Operations Centre specialists.

In addition to this, Greymouse works at a socially-conscious level. We are more than just a business. Our purpose is to alleviate poverty through transformational employment. We make this possible by taking a proactive role in the personal and professional development of our team members and honing their skills in line with global standards.

## Mission

As a company, it is our mission to alleviate poverty by providing transformational employment. By providing sustainable employment opportunities in third-world countries, we are able to help families meet their daily needs and provide for their children's education.

Greymouse also serves as an avenue for young professionals to learn new skills and hone their capabilities, through exposure to the world standards in Information Technology and Business Process Outsourcing.

These core-values are deeply embedded in our culture of service, as we help Australian businesses and international clients achieve their goals.

## Vision

Greymouse gives entrepreneurs and business owners FREEDOM in their lives.

We do this by reducing time pressure on business owners and staff by taking responsibility for accurate delivery of work each and every day. We release the business owner from mundane tasks, leveraging human resources with minimal effort.

Greymouse supplies a "Customer Service Experience" that exceeds world standards, delighting and exciting our clients and turning them into "raving fans".

# *the* **Greymouse** *culture*

These are the values we believe makes Greymouse what it is. How we behave, what we think about ourselves and others and how we put them into practice.

## THE MICE HAVEN

|  |   |   |
|--|---|---|
| <b>T</b><br>Teamwork<br><i>we work as one</i>          | <b>H</b><br>Having fun<br><i>we play along the way</i>      | <b>E</b><br>Empathy<br><i>we truly care</i>                         |
| <b>M</b><br>Motivated<br><i>we stay on track</i>       | <b>I</b><br>Integrity<br><i>we keep our word</i>            | <b>C</b><br>Creativity<br><i>we challenge conventional thinking</i> |
| <b>E</b><br>Energetic<br><i>we exude energy</i>        | <b>H</b><br>Honesty<br><i>we have our hand to our heart</i> | <b>A</b><br>Accountability<br><i>we do what we say we do</i>        |
| <b>V</b><br>Value time<br><i>we track every minute</i> | <b>E</b><br>Effective<br><i>we get things done</i>          | <b>N</b><br>Nourishing<br><i>we encourage, motivate and support</i> |



# *The* FIJI TEAM

Greymouse's Fiji office is located in the capital city of Suva and was started in 2005 with the simple idea to provide IT support online for small to medium sized businesses. Back then, there were only two people working in the company. From these humble beginnings, we now have a team of 28 skilled and experienced specialists.

In addition to the original IT department, we now have a Personal Assistance Department, Accounts

Departments well as a Marketing & Techie Department. The Fiji Team is especially apt for work that requires voice interaction with clients since the South Pacific Accent is readily understood by the Australian Market.

Being two hours ahead of Brisbane, the Fiji Team is able to help Australian clients maximise the time difference to their advantage, producing quality service and output ahead of the deadline.



# THE PHILIPPINES TEAM

The Greymouse Philippines Team started in September 2013 and is located in Legazpi City, Philippines. Originally, the team was created to provide assistance to the Fiji Team, but the team grew and thrived, helping the company reach out to more clients in Australia and in the South Pacific.

The Philippines Team consists of the IT Department, Personal Assistance (PA) Department and the Marketing & Techie Department. It is also currently proving web development, software testing services and chat support services to one of the biggest software companies in Australia.

The team consists of diverse employees with different field of expertise, who are trained with new sets of skills that are congruent to the company's vision of providing high quality services around the world.



# VIRTUAL ASSISTANT

Businesses grow relative to their ability to manage customers. Positive growth can be a choking hazard for companies that are caught off-guard by the influx of new business.

Greymouse Virtual Assistants can help businesses augment their overwhelmed human resources and allow it to virtually carry on with its operations, minus the downtime for hiring and training. Businesses can tell us what they need and we provide the people to keep their business moving forward.

Greymouse has a roster of highly effective and experienced VA's. Calls are taken, customers are ushered in the pipeline, and the business improves its bottomline. With our VA's extensive industry experience, Greymouse can help support the rapid growth of your business.

Greymouse VA offers the following off-shore services:

- DATA ENTRY
- ADMINISTRATIVE TASKS
- CALL MANAGEMENT



**Hire a VA now!**  
1300 20 60 20  
sales@greymouse.com.au



# IT

Businesses are more reliant to IT services today than ever before. The efficiency of a technology company is dependent on the cohesiveness of its computer systems.

Greymouse IT has experienced professionals that can provide expert IT assistance. With a tailored approach for all its clients Greymouse provides cost-efficient solutions for companies of all sizes.

Our IT team works round the clock to ensure all systems are running smoothly. From simple troubleshooting of system issues to safeguarding a business' online security, Greymouse is sure to consistently deliver.



Greymouse IT offers the following services:

- NETWORK MONITORING**
- BACKUP AND REPLICATION DESIGN AND IMPLEMENTATION**
- SERVER SETUP/MIGRATION/ MAINTENANCE**
- IT SECURITY**

Let us know  
your IT problems

1300 20 60 20  
sales@greymouse.com.au



# MARKETING

Today's pressing challenge in business is differentiation. With the reality of global commerce setting in and mobile Internet fueling the borderless economy, companies need to stand out. Organizations need to have what it takes to attract and retain tech-driven, global consumers.

Greymouse understands the new era of business marketing. With a dynamic team driven by experience and expertise we can get your business on the fast lane – and keep it there.

Greymouse Marketing has experienced professionals that understand the value of a compelling business identity. From web development to branding, right down to social media management, we are on it.

Greymouse Marketing provides top-notch off-shore services:

## BRANDING

SOCIAL MEDIA MANAGEMENT

GRAPHIC DESIGN (DIGITAL & PRINT)

INFUSIONSOFT MANAGEMENT

ACTIVE CAMPAIGN MANAGEMENT



Let's talk about  
your project

1300 20 60 20  
sales@greymouse.com.au



# ACCOUNTING

Financial management is at the core of every growing business. While it is vital, it also has heavy human resource requirements.

Greymouse Accounting can take care of the tedious tasks without compromising the operation of your business. We have a whole team of financial professionals dedicated to do the legwork for your corporate accounting.

You focus on business expansion, we make sure payments are collected, payroll are given out. Greymouse essentially spares you from mundane, repetitive tasks while affording you the ability to seize opportunities for your business.

Greymouse Accounting offers the following off-shore services:

**BOOKKEEPING SERVICES**

**BAS LODGEMENT**

**TAX RETURNS FACILITATION**

**FINANCIAL DATA ENTRY USING QUICKBOOKS, MYOB OR XERO**

**BANK ACCOUNT RECONCILIATIONS**

**SUPPLIERS RECONCILIATION AND PAYMENT SET UP**

**INVOICE PROCESSING AND PAYMENT FOLLOW UPS**

**PAYROLL PROCESSING AND SET UP PAYMENTS TO EMPLOYEES**

**PROCUREMENT OF SOFTWARE AND HARDWARE**

**FINANCIAL AND MANAGEMENT REPORTS**



BAS agent  
25735709



**XERO ADVISOR  
CERTIFIED**

**Accounting?  
No problem!**

1300 20 60 20  
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# VIRTUAL BRANCH

Businesses are bound to expand. This is a milestone that opens up new possibilities for companies. However the work that comes with it can prove to be too much. But what if expansions are managed by an off-shore service provider?

A Greymouse Virtual Branch allows businesses to remotely expand their business without having to deal with the time-consuming process. Recruitment, selection, staffing and office management are all done remotely. Companies can have a new, fully staffed virtual office tailored to its unique needs in a few weeks. With Greymouse assuming the human resource component of the business, companies can quickly maximize its expanded business capacity.



**Build your  
business with us**

1300 20 60 20  
[sales@greymouse.com.au](mailto:sales@greymouse.com.au)

# WHAT OUR CLIENTS SAY ABOUT US

Discover business owners who have redeemed their JOY and PASSION in their venture. We want you to be HAPPY in your business, because it MATTERS!

*We have the heart to serve.*

As business owners we no longer work in the business, unless we choose to. We have a team doing all the tasks for us as part of a system. We are now free to travel, explore new business opportunities or grow ourselves.

**JO HASSAN**  
Owner, Pet Resort

Because of the actions I took in 2008 to embrace outsourcing, my present and future life is incredible. I can spend each day with my children and my wife - when and how I want without having to go to work. Ultimately being free in life is an experience very few people have, but if you are willing to play full out you can be one of these people.

**CHRIS BURG**  
Owner, Burg Networks

We decided to search online for a resolution to our problem and found Greymouse. The owners are Marisa and Kelvin who reside on the sunshine coast in Queensland, but have their back office team in Fiji. We approached them with our dilemma, and they helped us create our "impossible dream".

**MICHELLE PATTERSON**  
Owner, Balloonaversal Entertainments

Thank you very much for your service. Mark has done a terrific job on my website and I'm very pleased with how it looks.

**SOOTY LY**  
Outdoor Movie Events Australia

The Team at Greymouse have helped my business enormously (and helped keep me accountable). Their customer service and support is second to NONE. 5 Stars plus from us.

**LEANNE SMITH**  
Cookie Crazy

The virtual receptionist service gives me peace of mind to know that my clients will be answered and attended to even when I am on another call or out of office.

**NIKKI COMENSOLI**  
Pizza Event

Thank you to your lovely team for answering our calls while we are away. We had a great time, relaxing away from the phone and other work commitments.

**FLORENCE OLIVIA WINSTON**  
Elite Carpet Dry Cleaning

Marisa and her team at Greymouse have taken the stress out of me... Her team are so professional, they really do care and meet your needs and beyond.

**KALLIE KITAS**  
KK Nutrition

# KELVIN & MARISA

**K**elvin and Marisa are advocates of alleviating poverty through transformational jobs. They believe that people working for their hopes and dreams make them consummate professionals. The success of Greymouse is built around its highly motivated human capital.

The power couple behind Greymouse would rather talk about the “why” of the business than dwell on its success story. And for good reason.

It was when Marisa saw how employment can drastically change the lives of people living in poverty that she and Kelvin decided to do something to help the situation. They started to develop a virtual business at a time when BPO was still an emerging industry.





13 years down the road Greymouse now employs almost 70 people in Fiji and the Philippines and its business is growing – fast.

Partnering with Greymouse is not just about increasing profits and streamlining business processes. It is about helping people, of maximizing untapped human potential to create value.

***You only fail when you decided to give up. Up until that point you don't fail. Stay focused, and own the one thing that you really want to do – your passion. Faith and trust that the future will come about.***

*- Kelvin & Marisa*



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