

# Achieve **HIGH** Performance Through Outsourcing



**Greymouse**  
your virtual workforce

SINCE 2005

**IT & NOC  
Support**

**Virtual  
Techies**

**Inbound and  
Outbound  
Call Center  
Services**

**Finance &  
Accounting**

**Back Office &  
Administration**



# contents

- 04**    **About Greymouse**  
Greymouse is a Virtual Human Resource provider founded by Australian entrepreneur...
- 06**    **Virtual Assistant**  
Businesses grow relative to their ability to manage customers. Positive growth can be a...
- 08**    **IT Virtual Team**  
Businesses are more reliant on IT services today than ever before. The efficiency of a...
- 10**    **Marketing**  
Today's pressing challenge in business is differentiation. With the reality of global commerce...
- 12**    **Finance & Accounting**  
Financial management is at the core of every growing business. While it is vital, it also has heavy...
- 14**    **Virtual Branch**  
Businesses are bound to expand. This is a milestone that opens up new possibilities for...



15

**What Our Clients Say About Us**

Discover business owners who have redeemed their JOY and PASSION in the business...

18

**The Greymouse Culture**

These are the values we believe makes Greymouse what it is. How we behave, what we think about...

19

**The Fiji Team**

Nearshore office is located in the capital city of Suva and was started in 2005...

20

**The Philippines Team**

The Greymouse Philippines Team started in September 2013 and is located in Legazpi City,

21

**Our Major Partners**

Greymouse has been working in partnership with some of its clients for 5 to 10 years now and ...

23

**Faiyaz Khan - CEO/MD**

Faiyaz Khan has been the man behind the rapid expansion of Greymouse. After joining the team in...

24

**Kelvin & Marisa - The Founders**

Kelvin and Marisa are advocates of alleviating poverty through transformational jobs. They believe...



# 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, India and Legazpi City, Philippines.

Way back 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 service-provider in the world was ambitious, but our determination and excellent standards allowed us to conquer boundaries and reach 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 a "fair" advantage in the market. We provide a variety of services ranging from virtual assistants, accountants, and social media specialists 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

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".

# 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 them to virtually carry on with their 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 VAs. Calls are taken, customers are ushered in the pipeline, and the business improves its bottom line. 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:

- **CUSTOMER SERVICE**
- **TECHNICAL SUPPORT**
- **VIRTUAL ASSISTANT**
- **MARKET RESEARCH**
- **DEBT COLLECTION**
- **VIRTUAL RECEPTIONISTS**
- **REAL ESTATE VIRTUAL ASSISTANT**
- **DATA ENTRY**
- **LEAD GENERATION AND LEAD FOLLOW UPS**





## WHO WE ARE

GREYMOUSE ISN'T YOUR STANDARD OFFSHORE OUTSOURCING AGENCY.

Operating out of Fiji, the Philippines, and India, we are an offshore services provider focused on quality, freedom, and cost-effective solutions for businesses and individuals.

Together, our aim is to deliver exceptional outsourcing services across globally.



A PART OF THE GREYMOUSE GROUP OF COMPANIES

GREYMOUSE PHILIPPINES

GREYMOUSE INDIA

USA → CANADA

SOLOMON ISLANDS

FIJI

NEW ZEALAND



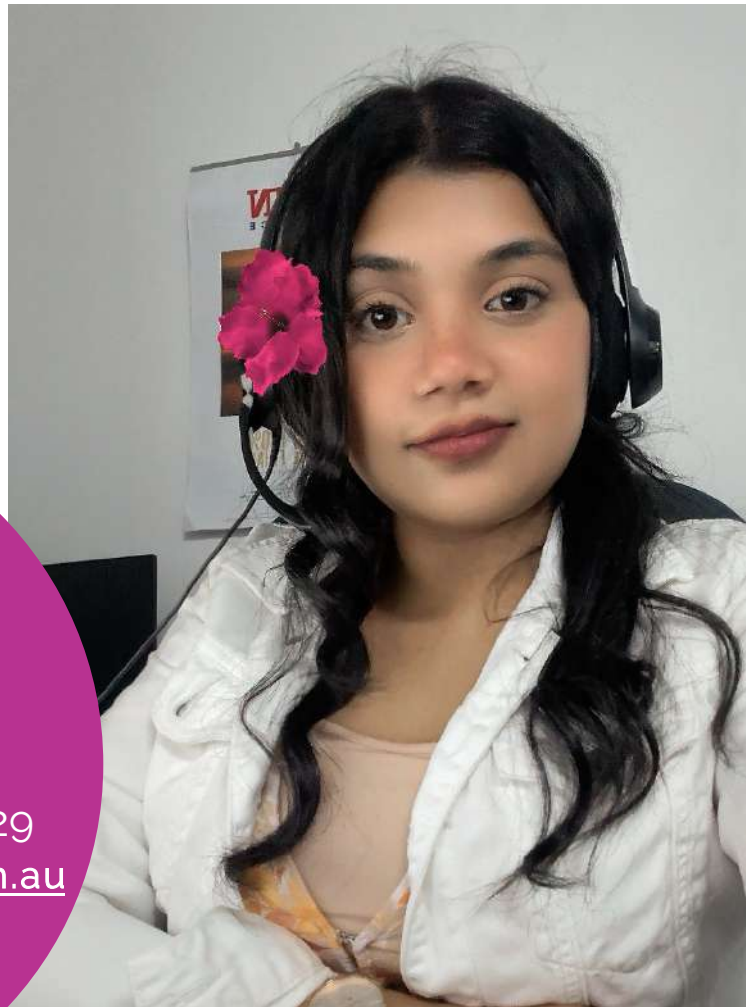
**Hire a VA  
now!**

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Let us know  
your IT problems

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# IT VIRTUAL TEAM

Businesses are more reliant on 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:

- BACKUP AND REPLICATION**
- DESIGN AND IMPLEMENTATION**
- SERVER SETUP/MIGRATION/MAINTENANCE**



# VIRTUAL TECHIE

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 branding and email marketing to social media management, we are on it.

Greymouse Marketing provides top-notch off-shore services:

**GRAPHIC DESIGN SERVICES**

**COPYWRITING SERVICES**

**VIDEO EDITING SERVICES**

**WEBSITE MAINTENANCE**

**PHP PROGRAMMING**

**INFUSION SOFT**

**WEB DESIGN & DEVELOPMENT**

**SOCIAL MEDIA SERVICES**

**MARKETING**

**ACTIVE CAMPAIGN SERVICES**

**MAIL CHIMP SERVICES**

**LEAD PAGE SERVICES**







# Let's talk about your project

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# Accounting? No problem!

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 **XERO ADVISOR  
CERTIFIED**





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 tedious tasks without compromising the operation of your business. We have a whole team of financial professionals dedicated to doing the legwork for your corporate accounting.

You focus on business expansion, we make sure payments are collected and payrolls 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**
- **ACCOUNTS PAYABLE**
- **ACCOUNTS RECEIVABLE**

# 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 their unique needs in a few weeks. With Greymouse assuming the human resource component of the business, companies can quickly maximize their expanded business capacity.



**Build your  
business  
with us**

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# 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.*

# FEEDBACKS



So very happy with, Janis – thank you. She's very efficient, detail-oriented and showing initiative which is just wonderful. Very happy.

## CHILDCARE CONCEPTS

– Feedback from January 17, 2023 –



Thank you for all your help over the last 2 years. Time has flown! I couldn't imagine doing business without you.

## SANTOSHA MONEY MASTERY

– Feedback from September 30, 2022 –



Girls, I am so incredibly proud of you all! Each and every one of you are killing it and it's only mid-month! Thank you ladies for your hard work and efforts, it does not go unnoticed. Let's go, team! WE ON!

## NAMOLI COMMERCIAL CLEANING

– Feedback from January 17, 2023 –



During the last few days of training, **Kim and Ryan** has been doing excellent, from being able to understand and participate in our intense training, doing the outbound calls and now taking incoming calls. I am very happy to see them striving hard to be better every day.

At the moment, they are taking incoming calls under Bianca's supervision and so far, everything is smooth. We all hope that in the next few days, they will settle in nicely and will pick up their pace with taking more calls and further develop their understanding in bookings.

Thanks to you and Greymouse for helping with the recruitment. Have a great day!

## HEARTSCOPE

– Feedback on September 29, 2022 –



Thank you for following up. We are satisfied with **Amanda** and **Sarah's** performance. Both ladies are going well. They are completing their tasks in a timely manner, and they are asking the right questions when needed in training. They both have kept up great communication with us, and keep us informed of any issues that are occurring.

## DESLEY SIMPSON

– Feedback from December 2, 2022 –



**Jiowana** is doing very well in collections, has made some great strides and is really showing some skills in Salesforce and recording information.

## JONAS TICKETING

– Feedback on August 27, 2022 –



Hi **Shahana**. Just wanted to say thank you very much for your great work this week, you have had a lot of urgent tasks to complete and you have managed everything successfully.

Very much appreciate your work and I also love seeing your lovely face now when we chat. Take care!

## VELA SOFTWARE

– Feedback on September 29, 2022 –



Beautiful!! Thank you! Love your work.

– Feedback for **Joy**, Graphic Designer, on August 25, 2022 –

## DR. IRENA YASHIN-SHAW





## THE MICE HAVEN

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



# *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.







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your virtual workforce  
SINCE 2005

GREYMOUSE PHILIPPINES | GREYMOUSE FIJI | GREYMOUSE INDIA



# THE FIJI TEAM

Nearshore 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 and Accounts Department.

The Fiji Team also provides voice and call services to a leading menswear retail chain in Australia.

The 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 also caters to software testing services to one of the biggest software companies in Australia.

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



# *Our MAJOR PARTNERS*

**Greymouse** has been working in partnership with some of its clients for 5 to 10 years now and the relationship has only grown stronger in these many years and more to come. We are very proud of these long term relationships we have established over years of working together.

We continue to add more clients to the list we support each month.







# FAIYAZ KHAN

## CEO/MD

Faiyaz Khan has been the man behind the rapid expansion of Greymouse.

After joining the team in 2013, he brought cost-effective solutions for the clients and expanded the operations into the Philippines and India.

From an accountant when he started to CEO/MD now. He has helped in creating more transformational jobs and tailored solutions for clients. This is the advocacy of Greymouse to help businesses succeed and alleviate poverty in developing countries.

In his role, there's no such thing as a typical day, and that's what keeps the job so exciting and fresh. Time at work for Faiyaz falls into a couple of main areas.

1. Finding new investment opportunities
2. Managing Greymouses current client accounts
3. Developing the team and management
4. Any general firm-related activities.
5. Organising a give-back to the community

Faiyaz believes that when you find a great team and a client that is the right fit for Greymouse, working with them to help scale their business over time is the goal. Not all investments end up where you envisioned, but working with a client through their ups and downs and seeing them hit their goal is incredibly rewarding.

As a CEO/MD, Faiyaz wears multiple hats every day. That means he must be a seller, spokesman, office manager, and recruiter. All of these roles require strong relationship management skills.

Faiyaz has a BA in Accounting and Economics, a Certificate in Computing, a Xero Certified Advisor and BAS Certified Agent.



# *KELVIN & MARISA*

## THE FOUNDERS

*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.







# Meet the TEAM



**FAIYAZ KHAN**  
CEO/MD



**GIGI BENOYO**  
Philippines Office  
Manager



**SHOBNA DUTT**  
Partner Manager



**ALISI VEIKILA**  
Operations Manager



**FATIMA AZIMULLAH**  
HR Manager



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## Greymouse Philippines

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Redlanch Business Park,  
Tagas, Philippines

## Nearshore

Level 3 Vinod Patel Bldg., 10  
Stewart Street, Suva, Fiji

## Greymouse India

612, NRK Bizz Park, Scheme  
No. 54, PU-4, AB Road, Behind  
C21 Mall, Indore(M.P.),  
India- 452010



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