



Whitepaper

The power of a virtual office

flexado™

www.flexado.com

Who we are and what we do.

We empower you to shape your own way of working and align entrepreneurship with the rest of your life. This is how we facilitate your success. We do this by offering as much freedom of choice as possible with business addresses and additional services. We offer you a flexible platform to compose your own virtual office completely.

The purpose of this white paper is to inform you about the power of a virtual office and how it can contribute to successful entrepreneurship.

We love to facilitate your succes!

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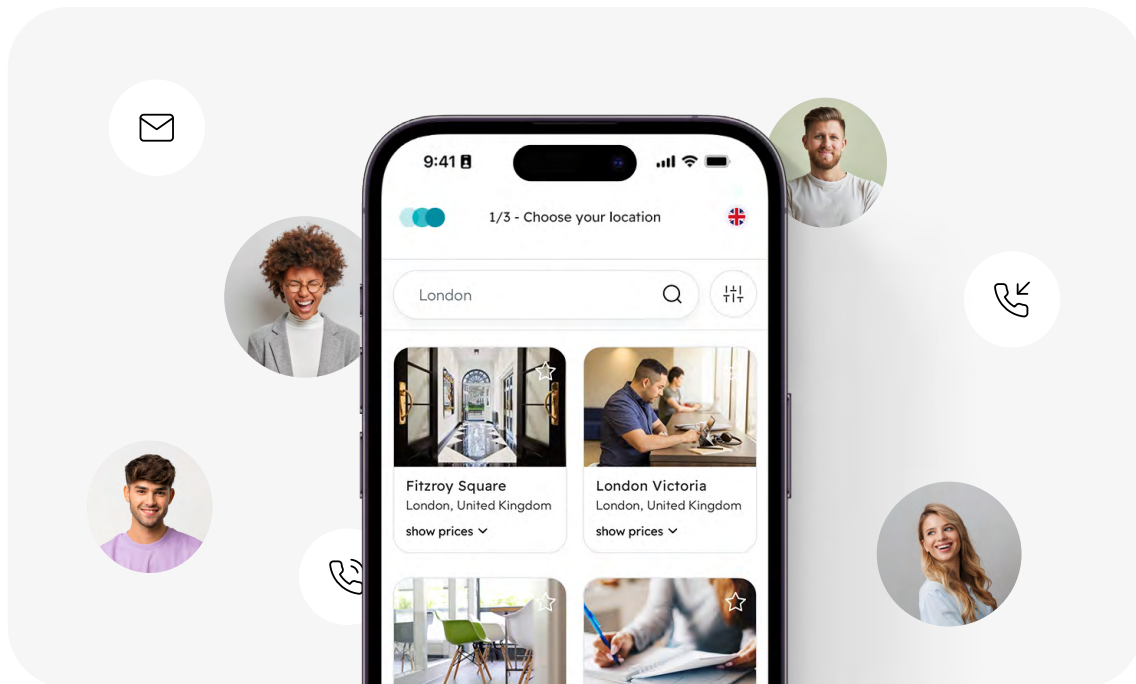
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1 What is a virtual office?

We can tell you all about a virtual office. But first, we will explain to you what it entails so there are no more misunderstandings about that.



The definition

Virtual office is the umbrella term for several services. These include a business mailing-, visitor and registration address. You can further supplement these with additional services such as workspaces, meeting rooms, Business telephony, and trade names.

With a traditional office, you pay monthly for a fixed number of square meters and a high rent. With a virtual office, this is different. No fixed office. But fixed low prices. With this, a virtual office can contribute to successful entrepreneurship.

Let us explain the possibilities.



Business address

A business address comes in all shapes and sizes. The biggest distinction is between a registration address and a mailing/visitor address. If you want to register your business at an address, you need a registration address. This is because a mailing address is not accepted by the Chamber of Commerce as a registration address.



Postal and visitor address

A business address can be used as a postal and visitor address. Mail is accepted at the location, and it is possible to use the facilities to receive customers and suppliers. With a mailing address, the business cannot usually be registered at the address (This varies from country to country).



Service office

If you also want to register your company at the address, then choose for a service office. This is the same as a mailing address, but with the option of an official company registration at the address.



Business telephony

A business regional or national phone number can be added to the address. Various functionalities can be used here. For example, forwarding calls, call queues and menus.



Telephone answering

A team of professional telephone operators answer the phone in full compliance with script and process it as required. A transfer can be made, or it is also possible to receive a transcript/summary of the call in your inbox.



Meeting room

You can hold appointments or meetings in the meeting rooms offered at our locations. You only have to pay for them when you use them.



Coworking

Book a single workstation for a day, week or on a monthly basis. In some cases, the workplace is included in the virtual office.



Office space

It is always possible to grow into a physical office space.

For whom is a virtual office suitable?

A virtual office is suitable for all entrepreneurs. Due to the many choices available when putting together a virtual office, any business can take advantage of it at any stage. Both self-employed and freelancers, SMEs and digital nomads benefit from the advantages of a virtual office. But so do corporates.



2

Benefits

What exactly are the benefits of a virtual office? All businesses can benefit from a virtual office. Some benefits apply to any business and others are for your specific company or phase.

General benefits

Business appearance

- The opportunity to choose a location that really suits the desired business look.
-

Accessibility

- A staffed reception is always available on site.
 - At the business address, mail is accepted and processed as required.
 - Always reachable with a business (regional) phone number.
 - Never miss a call again by using phone answering.
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Flexibility

- Book work and meeting space when you need it.
 - Growing companies are using a virtual office to set up wherever they want.
 - A flexible rental agreement.
 - Change of address easily and free of charge.
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Privacy

- Keep work and personal life separate.
 - No more customers and/or suppliers at the front door.
 - Meet customers and associates at a professional business address.
-

Financial

- Renting a virtual office is cheaper than renting a physical office.
- Pay a fixed amount per month.

My benefits

- A flexible rental agreement
- Keep work and private life separate
- Pay a fixed amount per month
- Always reachable with a business (regional) phone number.



Benefits by phase

Whether you are a start-up, scale-up or have a mature business, virtual offices help you at every stage:

Additional benefits for a start-up

- Administrative support with telephone answering and mail processing, without hiring staff to do so.
- You keep more financial resources to invest in your core business.
- No high rents, maintenance fees or furniture costs.

Additional benefits for a scale-up

- Positioning in multiple locations, without the cost of a physical office in each location.
- Access to administrative support without hiring staff to do so.
- Position yourself without having to physically locate in the region.

Additional benefits for mature company

- Explore different markets and propositions or position yourself without having to physically locate in the region.
- Book temporary workspaces and meeting rooms in various locations.
- Ensuring a network of professional meeting places worldwide.
- Creating flexible working environment with remote working capabilities.

“The maximum freedom of choice that comes from a virtual office gives you the ability to shape work as you wish. As a result, the world is at your feet.”

Ramon ten Tije CEO & Founder

3 Trends and the future

To further identify what a virtual office can do for your business, it is good to look at some trends.

One of the most important factors for the emergence of the trends below: People value self-development, control, social ties at work and a good work-life balance (Lower House of Parliament, 2022) As a result of these values, we can name a number of trends that a virtual office can respond to now and in the future.

Flexible working: The shift to flexible and the increase in remote working have created needs for business services that do not tie you to a physical location. With this, the nature of work has also changed: business travel, international work connections and temporary work (on a project basis), strengthen the demand for temporary workspaces and meeting rooms available on demand (Social Cultural Planning Bureau, 2021) This fuels the needs for more flexibility.

According to a survey with respondents conducted by Buffer, work flexibility has multiple meanings.

Of those surveyed:

22%

being able to flexibly manage one's own time.

19%

choosing where to live/ live; and not depending on headquarters.

13%

be able to choose the work location themselves.

When asked whether they would like to continue working remotely on a regular basis in the future, 98% of respondents answered "yes", Buffer's survey shows (2023)

Worldwide talent

Cloud-based technologies, digital communication platforms and mobile apps have changed business practices and communication forever (Current and future trends in remote work- Businessnewsdaily.com, s.d.) Among other things, this has led to the emergence of the Gig economy resulting in more freelancers and independent professionals, which has further increased the demand for flexible business solutions (Young, 2023) For a global talent pool, a virtual office allows you to easily and cost-effectively realise a network of flexible work and meeting spaces, for those times when shared workspaces and real-life meetings are a requirement. From our experience, the preferred workplace then is one that encourages innovation, creativity and inclusiveness.

Work happiness - focus on fun and fulfilment

Experiencing work happiness means getting satisfaction and enjoyment from your work. Intrinsic motivation, enthusiasm and a positive attitude are important (pre)values to make daily work a success. Feeling involved in the organisation's mission and going to work with pleasure are topics that are receiving increasing attention in the context of sustainable employability (Trends in HR, s.d.). The goal is to boost employees' efficiency as well as their well-being.

Operational resilience

Covid-19 was a lesson in the importance of having an alternative workplace during emergencies or unexpected events (Kossek, 2022). The experience of the pandemic showed the importance of being able to ensure business continuity even during unexpected circumstances. The goal is operational resilience. This is not only about economic resilience, but also the mental resilience of employees. Connection, cooperation, agility and clarity are important values and a driving force behind this trend.

Sustainable entrepreneurship

Sustainability in the sense of 'doing green' is about the need for companies to contribute to a better environment. A virtual office affects this in two ways:

1. **Energy consumption:** reduction in the use of gas, water and light.
2. **CO2 emissions:** reducing commuting.

The sustainability strategy remains high on the priority list.

Contributing to sustainability with a virtual office

By using physical spaces only when you actually need them, you avoid unnecessary consumption of heating, air conditioning, lighting, electronic equipment and so on. Commuting is also greatly reduced when you only go to your business address when strictly necessary. Not only does this contribute directly to combating the greenhouse effect, it also solves the traffic jam problem little by little.



4 Compose your own virtual office

Virtual offices come in all shapes and sizes. That is why we would like to give some pointers to help you make the best choices. With this roadmap for setting up a virtual office, you will not overlook anything and will put together a package that perfectly suits your business needs.

Step 1: Choose a location

You can choose from 189 business centres in the Netherlands and 4,000+ worldwide. Therefore, it is important to consider a number of things to find a suitable location for your business.



1. Location

Determine where your customer base is located and choose a strategically convenient location.



2. Mail processing

Would you like your mail to be scanned or would you prefer to collect it? Do you want the mail sent to another address or archived? Choose which mail handling suits you best.



3. Accessibility

Look critically at accessibility. Do you regularly receive customers? Then accessibility by car and public transport is important. Do you regularly receive suppliers? Then an address in the middle of the city might not be so favourable. Also consider your own commuting situation.



4. Appearance

What look do you want to go for? Do you want to go for something classic? A historic character, such as a canal house? Or rather something more playful, such as a sports stadium. Keep in mind again which look is important for. Your business network is important.



5. Budget

Set your budget but realise that cheap is often expensive. A good business address will earn you much more than it costs.



Step 2: Choose from additional services

A business postal, visitor and registration address can be expanded with additional services. This ensures you always have a virtual office that perfectly suits your needs.

Workspaces

Make use of flexible workstations

Telephone answering

Incoming calls are taken with your company name and answered according to your instructions.

Business phone number

A regional business phone number to attract more local customers, for example.

Trade name

Are there multiple trade names you want mail processed for? Then add these to your business address or open a business mail address elsewhere for this purpose.

Meeting rooms

Meet in a professional setting.

Step 3: Finalise

When putting together your virtual office, you can manually specify the desired start date online. Flexado agreements can start on any working day of the month. After you have submitted the legal documents, they will be assessed by us. After we have received and approved all documents, your virtual office will be activated immediately.

To activate a virtual office, Flexado requires the following documents before the start date:



Extract from the Chamber of Commerce (maximum 3 months old)

For a newly established company, this copy must be submitted within two weeks of the start date.



A copy of your proof of identity

In case of a registration address, verification of identity is also required.



A Proof of home address (maximum 3 months old)

For example:

- Bill from a utility company (gas, water, electricity).
- Bill from a telecom, internet, or television provider.
- Proof of registration in the Municipal Personal Records Database.
- Bill from municipal taxes.
- Letter from the Tax Office.
- Bank statement (you may unread all irrelevant data).

5 Conclusion

A virtual office responds to several important developments and trends in the world of work, which will continue in the coming years.

The wide range of choice in putting together a virtual office, all the benefits that come with it and the contribution it can have to successful entrepreneurship. Current and future trends make the power of a virtual office.



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