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Virtual Office Solutions™

DAVINCI PREFERRED PARTNER NETWORK

Delivering Millions in
Revenue for 1,500-Plus
Workspace Providers

Contents

Exec Summary	3
The New Workspace	4
Enabling the Mobile Workforce.....	5
Changing Workplace Dynamics	7
Redefining Work and Workplaces	7
Tapping the Virtual Workstyle	8
Witnessing the Rise of Virtual Offices	11
Studying the Opportunities and Challenges of Workspace as a Service	13
Mapping the Current Landscape	14
Plotting the Opportunities Ahead	16
Leveraging Davinci Virtual for Help	17
Davinci Virtual Solutions	18
1. Davinci Virtual Office Solutions	19
2. Davinci Meeting Rooms	20
3. Davinci Communications Services	21
a. Live Receptionists	22
b. Live Web Chat.....	23
c. Auto Receptionist	23
Davinci Preferred Partner Network	24
Partnering with Davinci Virtual	25
1. Davinci Virtual Office Solutions.....	25
2. Davinci Meeting Rooms.....	26
3. Full-Time Space Referrals	26
4. Davinci Communications Services	26
Exploring Our Client Engagement and Services Delivery Models	27



Executive Summary

Since its founding over a decade ago, Davinci has provided virtual office, communications, and meeting room services to more than 40,000 solopreneurs and businesses in 50-plus countries. Recognizing the value of business partnerships and the need for a global marketing channel for independent workspace operators, Davinci established the Davinci Preferred Partner Network in 2006.

As the landscape for virtual offices and meeting space becomes more competitive, workspace operators have a unique opportunity to generate additional business by working closely with national and global wholesale channels for workspace-related services that function in a similar manner to Expedia and Travelocity in the travel industry. In addition, recognizing that many solopreneurs and businesses need help in managing communications with their customers, Davinci also offers communications services—from auto receptionists, to live receptionists, to live web chat that can be sold and used by Davinci Preferred Network Partners.

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THE NEW WORKSPACE

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Enabling the Mobile Workforce

The proliferation of mobile is transforming how companies and entrepreneurs manage their businesses and interactions, providing them with greater flexibility and agility. The ability to tap this mobile anywhere, anytime approach requires great productivity and communications applications and on-demand workspace and services.

Businesses and entrepreneurs leverage virtual office and meeting space solutions because of benefits such as low-entry costs and minimal overhead without sacrificing their company image and professionalism. For example, by using workspace-as-a-service models, businesses are able to get professional business addresses that would be otherwise unfathomable.

For those seeking to expand operations to new geographical locations, they no longer need to acquire an expensive lease and employ a receptionist for an office that is only used a few days—or even weeks—each month. Yet, many of these same businesses still have requirements for day offices, conference rooms, or coworking spaces.

Small businesses spend almost **10 percent of their revenue** on office space, and this does not include the overhead of a receptionist.

Virtual offices offer them the chance to reduce their expenditures and reinvest these dollars back into their businesses, while also enabling them to capitalize on the opportunities of mobility.²

Forty-four percent of workers check their mobile devices at least **40 times** each day for email and to pick up incoming calls. And while the majority of workers indicate mobile improves their productivity and **saves them one to two hours a week** in time, they also note that they work outside the office one to two hours every day. And while about one-third believe their mobile devices improve their work-life balances, about the same percentage believe they actually have negative work-life repercussions.¹



Changing Workplace Dynamics

Redefining Work and Workplaces

Technology disruption—ranging from the Internet, to social media, to Wi-Fi—and a Millennial workforce, which grew up with these technologies and holds a different idea of what constitutes an office,³ are changing the definition of where and when work takes place.

One of the factors driving this workplace transformation are the changing dynamics of the workforce—how, when, and where work is performed. Companies are abandoning the concept of workers sitting behind desks in permanent office spaces from 9 AM to 5 PM in favor of a virtual, more mobile environment.⁴ This is transforming how offices are designed and operated, as well as how much time employees spend sitting at their desks and working from a permanent office environment.⁵ In fact, research shows that workers sitting at their desks peaks in most companies at 42 percent.⁶

In addition to the above, set hours for work no longer matter as much. Workers are evaluated based on whether they get their work done and not how many hours they log in the company office. In this fluid work scenario, workers may go to the company office for one or two days a week, work from a third workplace another day, and work from their home office or mobile the for remainder of the week.

Tapping the Virtual Workstyle

Workforce data certainly corroborates this transformation. More than one-quarter of the global workforce works away from their company offices two days a week. And this is expected to grow 40 percent over the next five years.⁷ According to a recent report, an astonishing two-thirds of knowledge work is now done outside of a traditional office facility.⁸

Business leaders back these trends up. Thirty-four percent believe more than half of their company workforces will not work from a permanent office space by 2020. Twenty-five percent predict over three-quarters of their workforces will not have a permanent office in that same timeframe.⁹

Companies are moving in the direction of embracing virtual workstyles because there is tangible business value in doing so. Recruiting and retaining great talent is one. Sixty-four percent of small businesses report that offering flexible work options assists them in hiring and retaining employees.¹⁰

Top Business Reasons for Virtual Workstyles—and Workspace on Demand ¹¹

- > More Flexible Workplace, **73%**
- > Lower Employee-Related Expense Costs, **53%**
- > Reduction in the Cost of Real Estate, **48%**
- > Better Able to Attract Top Talent, **46%**
- > Better Able to Retain Top Talent, **43%**
- > Better Business Continuity, **37%**
- > Reductions in Attribution Costs, **36%**

The new fluid work environment means employees work from a number of different locations and settings, not just one. These include:¹²

- > Home Offices **64%** of the Time
- > Field and Project Sites **60%** of the Time
- > Third Workplace **50%** of the Time
- > Airports **39%** of the Time
- > Public Transportation **25%** of the Time
- > Airplanes **20%** of the Time

When all of the benefits are boiled into an aggregate (from cost savings, to better talent recruitment, to improved productivity), the results are impressive. Notably, for companies that give workers flexibility to choose where they work and when they work, they perform up to four times better than those that do not and have one-third the turnover rate of those that do not offer their workers flexible work options.¹³

Workers concur with their employers when it comes to virtual workstyles. For example, those who have choices of when and where to work are 12 percent more satisfied with their jobs and report higher levels of satisfaction with job performance and innovation.¹⁴

Businesses adopting virtual or mobile workstyles strategy anticipate a **17 percent decrease** in overall office space by the end of 2020. The dollars saved on office space can be used for new marketing programs, technology, and enhanced customer experiences.¹⁵

Reasons Workers Like Virtual Workstyles—and Workspace on Demand¹⁶

- > Increased Flexibility, **65%**
- > Improved Productivity, **62%**
- > Reduction in Commuting Time, **61%**
- > Better Work-Life Balance, **55%**
- > Able to Be More Responsive to Customers, **48%**
- > Avoid Standard 9 to 5 Workday, **25%**

“When we entered into the partnership with Davinci in 2007, we were concerned how it would reflect on our brand, the amount of time it would take to manage the relationship, and whether there would be a sufficient benefit. I can say honestly that all of our concerns were unfounded, and that I wish we had initiated the partnership earlier. We’ve seen a considerable revenue bump for virtual office and conference room space across our 28 different locations as a result of Davinci. The stellar customer service provided by Davinci aligns with the type of customer experience we want our clients to have. Davinci is a positive reflection on our brand and a valuable asset to our bottom line.”

Carrie Gates, VP, Leasing and Marketing, Barrister Executive Suites

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WITNESSING THE RISE OF VIRTUAL OFFICES



Telework is one option that companies offer to their employees, often in the form of a hybrid model, whereby employees are allowed to work from home a certain amount of the time. Over the past decade, it gained in popularity, experiencing a 103 percent increase in use.¹⁷ This makes a lot of sense: 80 to 90 percent of the U.S. workforce indicates they would like to telework part of the time, with 20 to 25 percent of workers currently teleworking at a regular frequency.¹⁸ Another option is to allow employees to work from coworking spaces that are closer to their homes.

A third alternative is likely to be embraced by the bulk of companies. In this scenario, unless a worker is remote and simply unable to attend periodic meetings in-person, businesses embrace a hybrid approach that combines virtual offices and on-demand work and meeting space with telework. This

Businesses that offer workers hybrid virtual office and telework models see **up to \$11,000 in annual savings per employee.**²²

model provides flexibility while retaining the critical element of face-to-face interactions. These interactions, whether with employees, partners, or customers, are sometimes necessary. A conference call or virtual video hangout simply cannot produce the same desired result, especially when you factor into the equation that 93 percent of the effectiveness of communications is determined by non-verbal cues.¹⁹

Workers with flexible work options typically save between **\$2,000 and \$7,000** a year.²³

Those who attend face-to-face meetings agree. Ninety-five percent of respondents in a *Harvard Business Review* survey view in-person meetings as critical to building successful long-term relationships.²⁰ When prospects and customers are involved, conference calls or virtual video hangouts score 85 percent less effective than in-person meetings.²¹

Skyrocketing Revenue for Rockefeller Group Business Centers

Rockefeller Group Business Centers touts three workspace locations in prime New York real-estate locations—Rockefeller Plaza, Fifth Avenue, and Wall Street. Seeking to expand its revenues and increase profitability, Rockefeller Group Business Centers joined the Davinci Preferred Partner Network seven years ago. Virtual office revenues more than doubled, while meeting room revenues have grown substantially.

“Our virtual office and meeting room revenues have grown to unprecedented levels,” reports David Jakubowski, the company’s director of sales and marketing. “Davinci’s partner model really benefits us in that we don’t need to spend our own advertising dollars to generate leads. We also benefit from their knowledge and insights of the market, which we use to manage our own business. And because Davinci assumes responsibility for collections and billing disputes, we don’t need to worry about bad debt or expend valuable time on accounts receivables. Rather, we can focus on running our business.”

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STUDYING THE OPPORTUNITIES AND CHALLENGES OF WORKSPACE AS A SERVICE



Mapping the Current Landscape

There is certainly much to feel good about when it comes to workspace providers—both office business centers and coworking spaces. Year-over-year revenue from 2014 to 2015 grew 2.3 percent, while total revenue per office increased 3.1 percent. All categories of revenue experienced revenue growth, with the exception of secondary service fees. The number of clients per office space increased 6.3 percent.²⁴

Last year alone, revenue for virtual offices and coworking spaces grew nearly four percent, while meeting room and day office revenue increased more than five percent.²⁵ Virtual offices and meeting spaces now comprise almost 20 percent of workspace industry revenue. In addition, for the first time ever, more businesses and entrepreneurs expressed familiarity with coworking spaces and

virtual offices and on-demand meeting space over executive suites and office business centers.²⁶

Yet, whether you manage an office business center or a coworking space, you face an ongoing set of challenges. While nearly three-quarters of office business center and coworking space providers believe revenues will increase beyond 2016, a smaller percentage feel as confident about profitability. Indeed, profitability of office business centers and coworking spaces remain stagnant at 11 percent over the past several years.²⁷

An area that seems to be a clear differentiator are virtual offices, meeting space, and day office revenues. Virtual revenues as well as meeting space and day office revenues now comprise 18.4 percent of total revenues. Workspace providers also see more of their revenue coming from meeting spaces and day offices than those in the middle or bottom of the profitability spectrum (11% compared to 7.8% and 4.5% respectively).²⁸ Coworking is growing at exponential rates, and office business centers recognize the importance of providing coworking and collaborative (or shared) space: nearly two-thirds include it in their offerings.²⁹

Utilization (or occupation) rates also directly contribute to revenue and profitability growth. For 2015, an increase in revenue reflects a utilization improvement of 75 to 80 percent year over year.³⁰ However, it is important to note that this improvement did not positively impact profitability. Simply expanding your square footage is not a guarantee that your profitability will increase. In fact, there is very little difference in profit margins between larger and smaller workspace providers.³¹

Workspace providers with the highest profit margins generate more revenue from virtual offices, meeting spaces, and day offices than competitors in the middle or lower points in the profitability spectrum.

Defining Office Business Centers and Coworking Spaces

An **Office Business Center** is a service provider that is focused on providing dedicated and private workspaces with associated meeting room and communications services on a subscription or as-needed basis.

A **Coworking Space** provisions shared and collaborative workspaces on a subscription or as needed basis.

Plotting the Opportunities Ahead

There are several ways workspace providers can pivot their business models to achieve better profitability while also expanding revenues. Specifically, there is still room to grow workspace-as-a-service utilization rates without expanding capacity. Here, office business centers and coworking spaces can join the Davinci Preferred Partner Network for help in filling underutilized capacity and increase revenues, while expanding profit margins.

Yet, it goes beyond existing offerings. Office business centers and coworking space providers can easily and quickly market virtual office and meeting space offerings with the help of Davinci. Our solution employs best practices and is compliant with industry regulations.

With many business clients of workspace providers struggling to manage their communications properly, this presents an excellent opportunity to tap a new revenue channel. However, most office business centers and coworking spaces are not staffed with enough nor the right type of professionals as well as have the right technologies to handle the communication services internally. Further, many of those that do offer communications services find they are unprofitable and a distraction to their business.

New and Expanded Services

Workspace providers can expand their revenues and increase their profit margins by offering new and expanded services. The following are some areas to consider:

- 1. Virtual Office Addresses.** Since Davinci founded its business over a decade ago and launched Davinci Virtual Offices, the company has seen exponential interest and growth. Virtual office addresses afford solopreneurs and small businesses the opportunity to compete with larger counterparts by securing great address locations and services such as mail receipt and forwarding, registered agent and license hanging, among other.
- 2. Meeting Spaces and Day Offices.** The most profitable office business centers and coworking space providers monetize meeting space, day offices, and related services. Nearly one-fifth of total revenues in the sector now come from meeting spaces and day offices, and there is no reason to doubt this will continue to rise.
- 3. Coworking and Shared/Collaborative Spaces.** Coworking and shared/collaborative spaces are currently the fastest growing segment of the global workspace market. Coworking operators should monetize virtual office addresses, meeting space, and subscription day passes.
- 4. Communications Services.** Solopreneurs and businesses are busy professionals and often look for ways to optimize their workloads. Their communications needs are an area where they seek assistance—whether it is a live receptionist service, auto receptionist, or staffed live web chat.

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LEVERAGING DAVINCI FOR HELP

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Since our founding over a decade ago, Davinci has provided virtual office, communications, and meeting room services to more than 40,000 solopreneurs and businesses in 50-plus countries. To facilitate virtual office address and on-demand workspace coverage, Davinci formed the Davinci Preferred Partner Network. More than 1,500 office business center and coworking space locations are part of the network today, representing almost 5,000 work and meeting spaces. Joining the Davinci Preferred Partner Network allows workspace providers to grow their revenue while increasing profitability in multiple ways.

1. Davinci Virtual Office Solutions

Using Davinci's proven virtual office model, business partners can add virtual office address offerings to their existing revenue streams. Solopreneurs and businesses that rely on Davinci Virtual Office solutions save thousands of dollars each month in leasing and staffing costs. And for those with multiple virtual office locations, the savings tally quickly into the tens of thousands of dollars each month.

There are also upsell benefits that come when you gain new virtual office customers. For example, 42 percent of virtual office customers also book meeting rooms.³²

Gaining Business Leverage Against National Competitors

Peachtree Offices is a family-owned business that delivers nonstop, can-do services for its customers. The business office center manages five locations in all of the major metropolitan areas in Atlanta, Georgia, offering office suites, virtual offices, meeting rooms, and receptionist services. When it was first presented with the proposition to join the Davinci Preferred Partner Network, Peachtree Offices was quite skeptical of the anticipated outcome.

"We had tried other partnerships in the virtual office market and were disappointed with the lack of real results," says Michael Gudger, the vice president of Business Development at Peachtree Offices. "But the partnership with Davinci has been a much different experience."

Unlike the other partnerships Peachtree Offices tried in the past, Davinci assumes full responsibility for the advertising and marketing as well as manages collections and billing disputes. "Setting everything up to sell virtual offices was very easy," Gudger explains. To increase utilization rates of its meeting spaces, Peachtree Offices turned to Davinci for help as well. "Davinci sends us the clients," he notes. "All we need to do is to deliver the service."

As a member of the Davinci Preferred Partner Network, Peachtree is realizing higher revenues by selling more virtual office solutions, while sustaining higher capacity levels for meeting rooms. "Our business has grown alongside Davinci's during the past decade," Gudger says. "Unlike other partnership options where our marketing efforts were cannibalized by the presumed partner's advertising and marketing, our relationship with Davinci drives new revenues that we would never have seen."

He continues: "Our market is highly competitive with national players such as Regus, ServCorp, WeWork, and Davinci helps us compete head-to-head against them. Davinci also serves as a trusted advisor, helping us to remain competitive and better serve our clients by updating our team on important industry trends and new products."

2. Davinci Meeting Rooms

Despite increasing numbers of businesses adopting virtual offices and ongoing technology evolution powering various virtual telework solutions, on many occasions a day office and/or meeting rooms are absolutely needed. The reasons are myriad: for employees who are traveling and need a day office to work between meetings, employee collaboration and team-building sessions, partner and customer meetings, local user group meetings, among others.³³

DavinciMeetingrooms.com: The Largest Industry Channel for Meeting Space

5,000+ Meeting and Workspaces
 1,500+ Locations
 500 Cities and 50+ Countries

Who Books Meeting Space with Davinci

Companies of all shapes and sizes book meeting space and workspace on DavinciMeetingrooms.com. This includes Fortune 500 and 1000 companies as well as large deposition and mediation organizations.

Meeting Space Fads and Trends

- > Corporate reservation value is 2.1 times higher than retail reservation value.
- > Deposition and mediation reservation durations are 1.7 times longer than retail books.

Space Types Booked on DavinciMeetingRooms.com

- > **27%** Small Conference Rooms
- > **25%** Day Offices
- > **19%** Large Conference Rooms
- > **19%** Medium Conference Rooms
- > **5%** Boardrooms
- > **4%** Training Rooms / Event Rooms

Booking Behavior on DavinciMeetingrooms.com

	Booking Lead Time for Retail	Booking Lead Time for Corporate	Booking Lead Time for Legal
Same Day	17%	4%	22%
Next Day	20%	5%	18%
2-7 Days	37%	25%	29%
8+ Days	25%	65%	31%

Davinci Preferred Network Partners can improve their workspace utilization rates by adding bookings from Davinci Meeting Rooms. They can also expand profit margins by offering additional business services with Meeting Rooms such as copying, printing, video conferencing, catering, faxing, secretarial, and other business services. Davinci Meeting Rooms can be booked by the hour (starting at \$10/hour), half-day, or by the day.

Drive online revenues while improving productivity and cutting costs.

The Davinci Meeting Rooms reservation platform allows customers to view photos of each room and compare rates and services with other room sizes in the same location. They can also use Davinci Virtual's mobile app—DAVINCI MEET—available on [iOS](#) and [Android](#) devices to search for and book meeting rooms when on the go.

3. Davinci Communications Services

Davinci communications services—Auto Receptionist, Live Receptionists, and Live Web Chat—allow small and mid-sized businesses and solopreneurs to deliver a personal touch to their prospects and customers across multiple channels—phone, email, and live web chat. Davinci's professional live receptionists create outstanding engagement moments that enable thousands of companies to grow revenues and build customer

Why Business Partners Use Davinci Communications Services

Some office business centers and coworking spaces offer live receptionist services to their clients. However, the majority find there are low or no margins for these services, as the technology is expensive and time-consuming to manage. Additionally, with one live receptionist often handling incoming calls for 10 to 15 different customers, it becomes difficult to manage the logistics, not to mention scale to accommodate influxes in call volumes.

Therefore, it makes a lot of sense that Davinci Preferred Network Partners are turning to Davinci Live Receptionists to manage receptionist services for their clients. But it extends beyond outsourcing communications services for their clients; they're also relying on Davinci to manage their own communications services.

Since many of these same workspace providers depend heavily on their websites to service existing clients and sell to new prospects, they're increasingly leveraging Davinci Live Web Chat for digital engagement. Over half of those customers who initiate a live web chat session or respond to a live chat invitation are able to resolve their question or problem. Conversion rates are higher as well: as much as 25 percent. And in the case of workspace partners that use all three Davinci communications services, they see a 25 percent higher client satisfaction rate than those that use Auto Receptionist and Live Receptionist services only.

loyalty while controlling costs. Because Davinci's communications services are fully integrated, customers have a seamless engagement experience, regardless of which channel they use.³⁴

For clients on the go, the Davinci LIVE app for [iPhone](#) and [Android](#) allows you to update your availability status, view messages from your Live Receptionist teams, and see all of your call activity and history in a single location from your smartphones. The Davinci MOBILE app for [iPhone](#) and [Android](#) takes these capabilities to the next level, enabling clients to take business calls, manage voicemail, and send and receive faxes anywhere, anytime.

a. Live Receptionists. For businesses and solopreneurs needing live answering and virtual assistant services, Davinci Live Receptionists are the perfect fit. Each client gets assigned to a dedicated team of Live Receptionists who serve as a virtual extension of the businesses' team and are always available during extended business hours (Monday-Friday, 8 AM to 8 PM EST), thus ensuring no engagement interruptions occur (as with in-house assistants). Davinci Live

Why Customer Engagement Matters?

- > **45%** of customers will abandon an online purchase if they cannot find quick answers to their questions³⁵
- > **40%** of callers hang up after 60 seconds, and 34% never call back again³⁶
- > Digital impressions occur in less than **90 seconds** and are virtually impossible to change³⁷

"Our customers don't always want to engage through traditional channels like voice. As a result, we elected to add live web chat services to our website two years to offer prospects an alternative engagement option, and it has proven to be a great decision. We've seen the percentage of prospects electing to chat versus call us continue to rise. We don't have the resources to hire a full-time staff member manage live web chat, and this Davinci Live Web Chat is a perfect fit. The dedicated team serves as a virtual extension of our sales team, with transcripts of the chat sessions forwarded instantly, with all of the details of the online interaction."

Greg Sattler, Principal, Helix Workspace

Receptionist plans, in addition to Davinci Auto Receptionist, include Premium and Business Plans, providing clients with a full complement of inbound and outbound engagement capabilities. Features of Live Receptionists include advanced call routing and conferencing, appointment scheduling, order processing, bilingual receptionists, special FAQs and complex call flows, among others.

b. Live Web Chat. Businesses of all sizes recognize the importance of live digital engagement. Live web chat utilization across business segments has grown from 38 percent in 2009, to 43 percent in 2012, to 65 percent in 2015.³⁸ While the phone as an engagement channel most certainly isn't going away, it is increasingly becoming an escalation channel. Thirty-five percent of customers begin with the phone when seeking a resolution to a problem or answer to a question; 57 percent start online.³⁹

Beyond cost efficiencies, live web chat also generates more satisfied customers than other engagement channels. Similar to Davinci Live Receptionists, dedicated Live Web Chat teams respond to visitors—either initiated by the visitor or based on predictive intelligence—with answers to their frequently asked questions and problems while converting prospects into customers.

c. Auto Receptionist. Not every prospect or client engagement requires a live human. This is where Davinci Auto Receptionist comes into play. Auto Receptionist provides businesses with local and toll-free numbers, voicemail management, advanced call routing, audio conferencing, unlimited long-distance calling, and online faxing, all without expensive equipment or long-term contracts.

“We rely on Davinci Live Receptionist services for handling all of our inbound calls. Our dedicated Live Receptionist team works with us to ensure that we have the right call flows in place and to regularly assess the results. With the help of Davinci, we have become more efficient and are able to focus on our clients rather than screening solicitors and forwarding calls.”

Greg Sattler, Principal, Helix Workspace

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Partnering with Davinci Virtual

Over 1,200 workspace providers are part of the Davinci Preferred Partner Network and seeing tangible results, including higher revenues, more clients, and better profit margins. On average, Davinci signs up 800-plus virtual office clients and processes several thousand meeting space reservations per month in the U.S. alone for Davinci Preferred Network Partners. This accounted for more than \$8 million in revenue in 2015, a number that is expected to exceed \$10 million in 2016.

Workspace providers can leverage Davinci's three core service offerings—virtual offices and addresses, meeting rooms, and communications services—in four different ways.

1. Davinci Virtual Office Solutions

For workspace providers wanting to provide virtual office and address solutions under the umbrella of Davinci Virtual Office Solutions, they simply sign up (for free) as a Davinci Preferred Network Partner, and Davinci takes care all of the

Workspace providers that join the Davinci Business Partner Network generate tens of thousands—or hundreds of thousands—of dollars in new revenue per year!

initial compliance and setup. You not only get leads, but you get virtual office clients. The only thing you need to do is allow Davinci to sell your address (or addresses if you have multiple locations). Any services you provide that are initiated by Davinci Virtual Office Solutions are invoiced each month. Under the Davinci Preferred Partner Network agreement, Davinci retains a 50 percent fee and issues payment of the published virtual office retail rate within 15 business days from invoice receipt (guaranteed).

2. Davinci Meeting Rooms

The same scenario exists for Davinci Meeting Rooms. Workspace providers allow Davinci to sell day office and conference room space, in addition to related business services. Any meeting rooms and business services the Preferred Network Partner provides are invoiced monthly, with Davinci retaining a 50 percent partner fee and issuing payment within 15 business days from invoice receipt (also guaranteed). You are able to increase meeting room bookings while concurrently improving your profit margins.

3. Full-Time Space Referrals

Davinci generates many full-time office space leads and upgrades to full-time office space from virtual address customers every single month. For any clients with full-time space requirements, Davinci asks for a standard 10 percent referral commission of the agreed upon lease value. Workspace providers can increase full-time space occupancy, grow revenues, and improve profitability.

4. Davinci Communications Services

There are two partner models for Davinci's communications services. The affiliate partner model pays a one-time bounty to Davinci Preferred Network Partners that varies based on the communications services sold. The second is a contract model. In this instance, Davinci Preferred Network Partners contract with Davinci on a wholesale basis for Live Receptionist services and/or specified number of live web chat interactions. This model normally applies to larger user bases.

Exploring Our Client Engagement and Services Delivery Models

Davinci created client engagement and services delivery frameworks for each of its three solution areas. Delivering turnkey solutions, Davinci retains responsibilities for marketing, sales, payment processing, compliance, and other factors. Core components of the Davinci Preferred Partners Network include:

- > Virtual Office clients, not just leads
- > Meeting Room bookings and revenues
- > New full-time space clients
- > Ability to increase variable service revenues
- > Free global advertising
- > Monthly payments from Davinci
- > Screening of all customers by Davinci
- > Full CMRA compliance
- > No bad debt, no collection hassles
- > No cost to participate

Davinci Virtual Office Solutions

	Responsibilities	Sales Process	Provisioning	Invoicing & Payments
Davinci	Global Marketing Lead Generation Screening & Sales Payment Processing CMRA Compliance	Sell Virtual Office Screen and Collect CMRA Collect Set-Up Info Collect Mail Handling Details Sends New Client Alert	Sends Client Set-Up Info Sends Client Set-Up Documentation Confirms Set-Up with Partner Activates Client Updates Partner on Changes	Reconciles Partner Invoices Issues Payment to Partner within 15 Days of Invoicing
Partner	Virtual Office Address Mail Handling Other Business Services Images and Information Retail \$ Match	Receive New Client Alert (NOTE: Partners are not involved in the sales process.)	Receives Client Set-Up Provisions Client Services Confirms Set-Up with Davinci Provides Services to Client Confirms Changes (if any)	Sends Monthly Invoice for Virtual Office and Any Business Services Delivered

Davinci Meeting Rooms

	Responsibilities	Sales Process	Provisioning	Invoicing & Payments
Davinci	Global Marketing Lead Generation Screening & Sales Payment Processing	Sell Meeting Space Collect Credit Card Information Collect Meeting Needs and Details Send Booking Requests to Partner	Updates Partner on Changes or Cancellation Requests	Reconciles Partner Invoices Sends Payment to Partner (within 15 days of invoicing)
Partner	All Meeting Room Services Images and Information Retail \$ Match	Receives Official Booking Request Scheduling Booking on Calendar Sends Confirmation Back to Davinci	Provides Services to Client Confirms Changes or Cancellation (if needed) Provides Davinci with Updates on Additional Usage, How the Meeting Went, Etc.	Sends Invoice to Davinci (including any and all additional or variable services used)

“Davinci is the epitome of an excellent partner, adding immeasurable value to our business by driving more virtual office and meeting space revenue for us. The Davinci team is a delight to work with, well-informed on Work Better products, detail-oriented, and courteous.”

Harsh Mehta, Founder and CEO, Work Better

Full-Time Space Referrals			
	Responsibilities	Lead Generation	Invoicing & Payments
Davinci	Global Marketing Lead Generation Location Qualification Lead Information Sent to Partner	Follows Up with Partner to Check on Status	Sends Partner Invoice for Commission
Partner	Confirm Lead Received Contact lead with Full- Time Office Pricing and Details Send Partner Updates on Davinci Process	Sends Lead to Davinci if Lead Is Interested in Virtual Office Solutions Sends Davinci Contract for Meeting Rooms (if client signs): Start Date, Term Length, Rate	Sends Payment to Davinci Notifies Davinci if Client Renews Contract within the First 12 Months

Davinci Communications Services (Affiliate Model)

	Responsibilities	Sales Process	Provisioning	Invoicing & Payments
Davinci	Payment Processing Service Provider	Processes Orders Provisions Services (assigns phone number and/or chat products)	Sends Client Set-Up Info and Documents Trains Receptionist Team Completes Phone and Chat Setup	Pays Partner Commission for Orders and Revenue Generated by Partner Handles All Billing with Client Directly
Partner	Global Marketing Lead Generation Screening & Sales	Sells Auto Receptionist, Live Receptionist, and Live Web Chat Services Refers Signs Ups to Davinci with Affiliate Link or Word of Mouth	None	Receives One-Time Commission from Davinci for Each Order

Davinci Communications Services (Resale Model)

	Responsibilities	Sales Process	Provisioning	Invoicing & Payments
Davinci	Payment Processing Service Provider	Processes Orders Provisions Services (assigns phone number and/or chat products)	Sends Set-Up Info and Documentation to Either Customer Directly or Partner Trains Receptionist Team Completes Phone and Chat Setup	Charges Partner Directly Monthly Wholesale Rate
Partner	Global Marketing Lead Generation Screening & Sales	Sells Auto Receptionist and/or Live Web Chat Services Provides Payment to Davinci Bills Customer Directly	Serves as Ongoing Liaison Between Customer and Davinci for Setup and Continued Services	Responsible for Monthly Billing to Davinci Bills and Processes Payment of Customer Directly

Resources

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About Us

For more information on or to join the Davinci Preferred Partner Network, visit our website at www.davincivirtual.com/davinci-preferred-partner-network, call us, email us, or chat with us. The Davinci Preferred Partner Network touts over 1,500 business center and coworking space providers, delivering in excess of \$8 million in annual revenues to them.

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Davinci Virtual is the leading provider of turnkey virtual communications, office, and meeting room solutions. Founded in 2006, Davinci Virtual helps tens of thousands of small and mid-size businesses as well as entrepreneurs to build meaningful connections with prospects, customers, partners, and employees. Through its Live Receptionist and Live Web Chat solutions, businesses realize better efficiencies and lower costs while building customer loyalty and fostering brand advocacy. And with over 1,500 prime office locations, including more than 5,000 conference rooms, in 50-plus countries, Davinci Virtual gives businesses a global presence with a simple click, phone call, or live web chat.