



Transcend Solutions LLC.

Virtually Helping
Your Business Excel

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1. Project Package – One-Time Support

Investment: \$850 • Up to 14 hours • Completed within 10 business days

Ideal for businesses needing a focused burst of support to set up systems, streamline processes, or launch key materials.

Includes:

- Creating or updating your client onboarding packet
- Writing & formatting email templates (scheduling, follow-ups, etc.)
- Building intake workflows using your existing tools/platforms
- Preparing call scripts or internal task checklists
- Organizing a shared calendar, contact lists, or voicemail process

Process:

- 30-minute kickoff call to clarify requests
- 1 round of feedback on deliverables
- Final delivery with a brief walkthrough of your Standard Operating Procedure

2. Client Success Partnership – Monthly Retainer

Investment: \$1,250/month • Up to 30 hours of support

Designed for busy entrepreneurs and small teams who need ongoing client care and administrative management.

Includes:

- Managing client communication (email, phone, follow-ups)
- Scheduling, rescheduling, and calendar management
- Prepping client documents & onboarding materials
- Keeping CRMs, lists, and internal tools organized & updated
- Coordinating with team members & outside partners

Extras for Retainer Clients:

- Weekly task reports for transparency

- Performance check-ins to ensure goals are met
- Proactive recommendations to close gaps & improve workflows

3. On-Demand Admin Support – Flexible Hourly Help

Starting at: \$60/hour • Sold in 5-hour blocks for established clients

Perfect for seasonal spikes, special projects, or one-off tasks when you don't need a full retainer.

Terms:

- Established clients: Minimum 5-hour block (\$300)
- New clients: Minimum 10-hour commitment (\$600) to start
- Hours can be used for any administrative, client care, or organizational tasks within agreed scope