Emly
ASSIST

YOUR BUSINESS, OUR PRIORITY.

YOUR BACK-OFFICE PARTNER

Virtual Assistance & B2B Operational Support

Tailored solutions to free up your time, streamline your operations and support your business growth.

Remote services • Support without borders

OUR EXPERTISE

Smooth operations, a lighter workload

RELIABLE AND FLEXIBLE OPERATIONAL SUPPORT

Emly Assist supports businesses, executives and independent professionals in managing their day-to-day operations remotely, efficiently and discreetly.

01

Administrative Assistance & Organisation

- Email, calendar and document management
- Filing, archiving and daily organisation

02

Sales Administration & Customer Relations

- Quotations, invoices and customer record updates
- CRM follow-up and customer request handling

03

Operational Coordination & Projects

- Scheduling, task and deadline tracking
- Coordination of activities and stakeholders

04

File & Database Management

- Data entry and Excel file updates
- Customer database organisation and data verification

OUR PACKAGES

Clear and flexible plans

MONTHLY SERVICE PACKAGES — PRICES EXCLUDING APPLICABLE TAXES

ESSENTIAL

€320

10 hours / month

- Email and calendar management
- Document drafting and formatting
- Digital filing and archiving
- Daily administrative support

BUSINESS

€640

20 hours / month

RECOMMENDED PLAN

- All Essential services included
- Quotation and invoice preparation / follow-up
- Customer requests and records
- CRM and customer data updates
- Administrative coordination

PREMIUM

€950

30 hours / month

- All Business services included
- Dedicated remote operational support
- Project and deadline coordination
- Administrative process organisation
- File and database management

ADDITIONAL HOURS: €35 PER HOUR (EXCL. APPLICABLE TAXES)

Subject to prior written approval and availability. Meetings and coordination time count towards the monthly hours.

Each higher-tier plan includes the services of the preceding plan, within the subscribed monthly hours.

Unused hours are not automatically carried over. Out-of-scope work and one-off assignments require a prior quotation.

See page 5 for collaboration and international payment terms.

OUR APPROACH

Simple, structured and personalised

01

Initial discussion

We identify your needs, priorities and constraints.

02

Tailored proposal

We define the scope, deliverables and terms of service.

03

Onboarding

We organise the tools, access permissions and task tracking.

04

Regular follow-up

We share progress updates and adjust priorities.

WHY CHOOSE EMLY ASSIST?

A dedicated point of contact • Confidential collaboration

Remote service delivery • Flexible organisation

LET’S DISCUSS YOUR NEEDS

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WORKING TOGETHER

A clear and secure framework

COMMERCIAL TERMS — FRENCH AND INTERNATIONAL CLIENTS

01 Services and monthly hours

Plans include 10, 20 or 30 hours per month. Meetings, coordination and work performed are counted. A monthly activity report is provided.

02 Extra hours and special requests

Additional hours require prior written approval and are billed at €35 per hour, excluding applicable taxes. Out-of-scope work is quoted separately.

03 Scheduling and availability

Working hours, deadlines and priorities are agreed at the start. Continuous availability is not included. Urgent requests require specific agreement.

04 Unused hours

Unused hours are not automatically carried over to the next month. Any adjustment must be agreed in writing.

05 Agreement and confidentiality

A quotation and service agreement are signed before work begins. Access is limited to what is needed for the assignment, and client information is kept confidential.

06 International invoicing and payment

Services are invoiced by OPTI-TRÉSO SARL under the EMLY Assist brand, subject to applicable tax rules. Monthly payments are due in advance by bank transfer to its BNI business account in Côte d'Ivoire. Work starts only after funds have cleared.

07 Fees, renewal and suspension

International bank fees are handled as agreed in the contract. Renewal and notice periods are set out in the agreement. Services may be suspended for non-payment.

Tax details (VAT, invoice currency and Côte d'Ivoire FNE requirements) and bank arrangements must be confirmed before issuing the first invoice.