



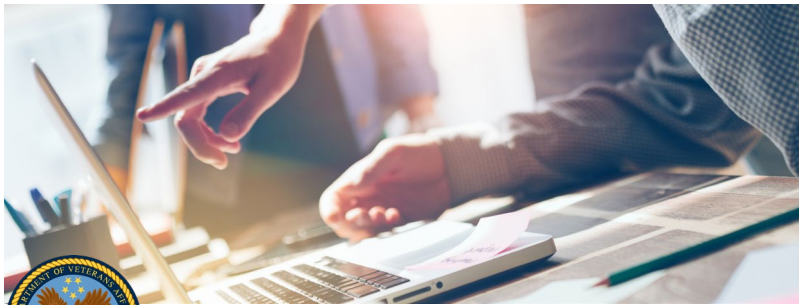
ASSOCIATED VETERANS

# CASE STUDY TOP-NOTCH CUSTOMIZED ADMINISTRATIVE SUPPORT



## Client Scenario

A client needed front office administrative assistance/ program assistance and support tracking the completion and clearance of correspondence and memoranda flows, along with official taskings, scheduling, coordinating, and supporting virtual meetings, events, and day-to-day office operations. The client requested support purchasing and tracking EOI and other OUs office supplies and equipment, templates and tracking mechanisms, tracking budgets and finances, and coordinating and arranging travel. The following is a quick snapshot of how we've assisted our clients with administrative support services.



## Solution - VA Support

Associated Veterans supplied professional, experienced administrative support responsible for scanning, converting, and performing quality checks on various documents and distributing them to the appropriate offices. We used tools such as Adobe to create, organize, and manage large files. Our staff also followed the VA's guidance regarding storing, maintaining, and disposing of dated records and inventory. AV's Administrative staff was proficient in MS Office. Several possessed administrative training, including certifications and AA degrees. They created documents using Word, PowerPoint, Excel, and other programs, made travel arrangements, scheduled meetings, and crafted, distributed, and tracked various types of correspondence.



## Solution - DOL Support

Associated Veterans supplied full-service office support, including working with documents in MS Office, using programs such as Word, PowerPoint, and Excel. In addition, our staff handled records management, including organizing, converting, maintaining, storing, and proper disposal of various types of records as required. Furthermore, responsibilities included scheduling meetings and events, tracking and distributing correspondence, monitoring and purchasing office supplies, monitoring budgets and reimbursements, and travel arrangements.

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