

# Savviva Private Concierge Services

SAVVIVA

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CONCIERGE SERVICES

We are born out of the idea  
to make your life easier  
and more enjoyable.

# The company

Savviva concierge services mean efficient personal support and trusted assistance for all your private and business tasks, since 2009.

Located in the heart of Brussels, we are our clients' personal assistant, 24/7, to organize anything our clients do not have the time or inclination to do themselves.

Whether you are in need to source a professional plumber, get a visa last minute, have breakfast served at your bed or find somebody looking after your home while you are gone, we are here when you need us most.

Anytime. For any tasks.

Imagine a world where you have enough time  
for what is important to you




## Our services

**Day to day** We manage all your day to day tasks. We arrange gardeners, trustworthy home cleaners and make sure your clothes are taken care of by the right tailor. We look after you to find nannies and dog walkers and we can coordinate deliveries. You can use Savviva to run the simplest of errands or project manage complex jobs.

**At work** Savviva offers you critical business support either for a few hours per week or for several days per month. We work with you on your to-do list and handle your administrative tasks. We follow-up on emails, schedule appointments and organize your meetings.

**Abroad** We ensure your serenity, wherever you go. Savviva is here to personally assist you from the smallest to the most complex tasks involved. Whether you are traveling for business or pleasure, we take care about every detail before, during and after you are gone.

A man in a light blue and white striped shirt and dark tie is talking on a white telephone. He is looking off to the side with a thoughtful expression. In the background, another person is blurred, also on a telephone. The scene is dimly lit, suggesting an office at night with city lights visible through a window.

Wherever you push boundaries, your serenity  
is based on our personal service

## We manage over thirty thousand service requests ...

**Book car maintenance** Call car manufacturer and book service, manage delivery of car and replacement vehicle, ensure interior cleaning and paiement.

**Vienna opera tickets** Book six category 1 tickets for an opera in the Vienna State Opera House and manage urgent ticket delivery to Brussels.

**Home food delivery** Ensure daily delivery of natural food for a client needing to stay at home due to an accident.

**Emergency plumber** Find a plumber for an emergency at home with the client needing to leave for an important business meeting.

**Organize anniversary** Evaluate options, plan and organize a themed anniversary for a client's seven year old daughter and her friends.

**Plan a cat sitting** Find a cat sitter during holiday absence of our client, oversee the interventions and ensure paiement.



... every year

**Organize a business dinner** Propose and book the event location and hotel rooms, welcome the guests and ensure administrative follow-up.

**Weekly flower delivery** Ensure booking and delivery of weekly fresh flowers up to specifications at the residence of our client.

**Holiday booking in Portugal** Reserve restaurant with Fado music in the city of Lisbon, book a typical hotel in the heart of the old town.

**Renovation at home** Find a trusted contractor who can advise for professional renovation work in a country home.

**Resolve invoicing questions** Call telecom provider, clarify and resolve several questions related to the monthly invoice, generate report for client.

**Find lost cell phone** Track down a lost cellphone at the airport, pick it up and deliver it to the clients business location.

# Plans

| <b>SAVVIVA1</b><br><b>75 € TTC</b><br>per hour | <b>SAVVIVA5</b><br><b>250 € TTC</b><br>per month | <b>SAVVIVA15</b><br><b>650 € TTC</b><br>per month | <b>SAVVIVA25</b><br><b>950 € TTC</b><br>per month |
|--|--|---|---|
| 1 hour assistance                              | 5 hours assistance                               | 15 hours assistance                               | 25 hours assistance                               |
| Client services                                | Dedicated Concierge                              | Dedicated Concierge                               | Dedicated Concierge                               |
| One off requests                               | Recurring requests                               | Recurring requests                                | Recurring requests                                |
| No sign-up fee                                 | No sign-up fee                                   | No sign-up fee                                    | No sign-up fee                                    |
| 1 user included                                | 2 users included                                 | 3 users included                                  | 4 users included                                  |

**What are hours?** Hours are in-office business hours where your concierge assists, plans, follows-up or researches for you. On a 5 hour plan, we do work for two users up to 5 hours in total. All other hours are invoiced additionally.

**What if I need more hours?** You could sign up on a bigger plan or remain on your current plan and we charge 50 € per hour for every additional hour we work for you outside your plan.

**What about deliveries?** All deliveries are managed via our delivery partner and invoiced at market rates. If you require your concierge to personally deliver items to you (flowers, dry cleaning, ..), we will invoice 25 € per delivery.

**What about home sitting?** Your concierge can be at home for you to supervise housekeeping or renovation works. We invoice 50 € per hour.

## What makes us unique?

**How do we work?** Savviva is all about efficient and intelligent personal support. We strive to carry out your tasks with speed, taste, discretion and humor. Every member is allocated a dedicated lifestyle manager who is available in person, on the phone or via email. You hand us over your tasks and projects and we get the job done with meticulous attention to detail.

**Why would you work with us?** Over the years we have collected knowledge and experience in assisting and supporting our clients in various situations. Every day, our lifestyle managers and the corporate concierge teams continually build our knowledge base enabling us to add value and efficiency to our members' lives.

**How do we differentiate from competition?** We focus on quality rather than quantity. As you pay us for the time we work for you, our service recommendations are impartial, honest and we ensure full transparency.

There is no such thing as work-life  
balance, there is only life



We are pleased to be of service

Savviva Lifestyle Management sprl  
Avenue Louise 523, 1050 Brussels, Belgium

Phone +32 (0) 2.669.07.29  
Fax +32 (0) 2.627.77.27

TVA BE 0821.822.305

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