Case Study

Building a High-Performing Offshore Executive Admin Team in Malaysia

Singapore Edition

FastLaneRecruit Building Teams, **Powering** Growth

Contents

FastLaneRecruit Building Teams, **Powering** Growth

About FastLane

Fastlane Group, established in 2013, began as an innovative accountancy and advisory firm specializing in supporting SMEs, entrepreneurs, startups, high-growth companies, and businesses expanding globally. With a commitment to combining technology and expertise, we have consistently delivered best-in-class services, ensuring our clients in Hong Kong meet their financial and compliance needs, allowing them to focus on their core business objectives.

As the business landscape evolves, so have we. Recognizing the growing demand for flexible and cost-effective talent solutions, we have established FastLaneRecruit to assist clients with recruitment and building remote teams in Southeast Asia. This expansion allows our clients to access high-quality talent while benefiting from our comprehensive support in HR advisory, payroll administration, and compliance, helping them scale their businesses efficiently and confidently in a competitive environment.

Our Purpose

At FastLaneRecruit, our purpose is to empower businesses to achieve their full potential by delivering innovative and reliable recruitment and Employer of Record (EOR) solutions. We are dedicated to assisting our clients in building and managing remote teams in Southeast Asia, providing access to a diverse talent pool while ensuring seamless HR, payroll, and compliance management. Through our expertise and advanced technology, we strive to be the trusted partner that enables businesses to scale efficiently, reduce costs and focus on their strategic growth.

Our Mission

Our mission is to empower businesses to grow and thrive by providing innovative, reliable, and cost-effective recruitment and Employer of Record (EOR) solutions. We are committed to helping our clients navigate the complexities of talent acquisition and management, ensuring that they can build and scale their teams with confidence, efficiency, and compliance. Through our expertise and dedication, we aim to be the trusted partner for companies seeking to expand their capabilities and achieve long-term success in a competitive global market.

Our Principles

- **Client-Centric Focus**: Tailored solutions to address client-specific challenges.
- **Integrity and Transparency**: Uphold the highest standards in all interactions.
- **Innovation and Excellence**: Continuous improvement and adoption of the latest technology.
- **Collaborative Partnership**: Foster strong partnerships both within our team and with clients.
- **Responsiveness and Agility**: Adapt quickly to the evolving needs of clients and the market.

Our Values

- **Commitment to Quality**: Deliver high-quality services that exceed client expectations.
- **Respect and Integrity**: Treat everyone with respect and act with honesty.
- **Innovation**: Continuously seek innovative solutions.
- **Customer Focus**: Prioritize client needs and provide tailored solutions.
- **Collaboration**: Value teamwork and collaboration to achieve common goals.
- **Responsiveness**: Ensure timely and effective solutions.
- **Excellence**: Pursue excellence in all aspects of our work.

Get in Touch

For more information or to contact FastLane Group on Company Formation, please email:

enquiry@fastlanerecruit.com

Disclaimer

Information provided by our recruitment agency is general and without guarantees. Employers are responsible for their own assessments and due diligence when hiring. Our agency is not liable for any actions taken based on this information.

Build an Offshore Executive Admin Team in Malaysia For Singapore Companies

Companies across Australia, Hong Kong, and Singapore are navigating a complex set of challenges: rising labour expenses, a tightening talent market, and the mounting need to scale operations without compromising service excellence.
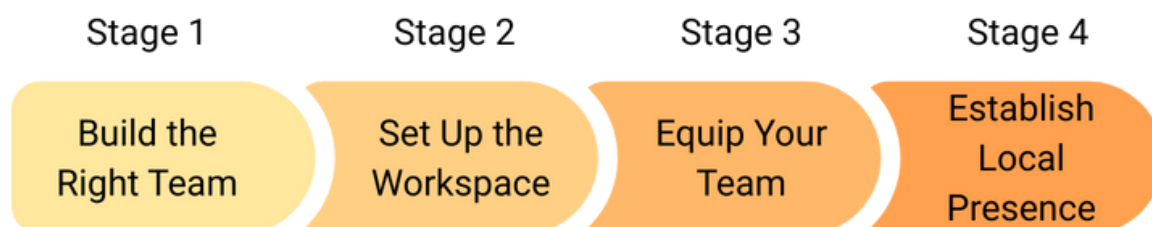
Conventional outsourcing methods often miss the mark because they tend to lack the seamless integration, operational control, and consistency that modern businesses depend on. While outsourcing was once the standard, today's progressive companies are shifting towards more strategic, integrated solutions. They now prioritise dedicated offshore teams that align closely with internal processes, not just short-term hires.

This shift is fuelling increased demand for offshore team development in strategically positioned, cost-efficient markets like Malaysia.

At **FastLaneRecruit**, we provide this smarter, future-ready solution. We support companies in setting up dedicated, high-performing offshore executive admin teams in Malaysia, functioning as an extension of their core business without the complexities of local company incorporation.
Our comprehensive offshore staffing solution is anchored in three foundational stages:

- **Stage 1: Build the Right Team:** We identify and recruit skilled professionals who match your firm's culture, values, and operational requirements.
- **Stage 2: Set Up a Functional Workspace:** We ensure your offshore team is equipped with a modern, compliant working environment to support productivity and collaboration.
- **Stage 3: Equip and Enable Your Team:** We provide the tools, training, and support systems necessary for your team to succeed and deliver measurable value.

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By collaborating with us, Singapore companies can unlock sustainable growth, improve operational agility, and achieve significant long-term cost savings all while maintaining the exceptional service standards their clients expect.

Stage 1	Stage 2	Stage 3	Stage 4
Build the Right Team	Set Up the Workspace	Equip Your Team	Establish Local Presence

1. Stage 1: Build the Right Team

1.1 Talent Sourcing

To establish a high-performing offshore executive admin team for Singapore companies, we begin with a detailed consultation to assess your operational needs and workflow structure. We identify the essential roles required to support your end-to-end administrative functions from junior and mid-level to senior professionals and administrative leaders who bridge internal processes with client interactions.

We then leverage our well-established recruitment network in Malaysia, built through long-standing industry collaborations and proven talent pipelines. Each candidate is carefully vetted through a stringent screening framework to ensure they are a strong fit for the demands of Singapore companies.

Essential Roles for a High-Performing Offshore Executive Admin Team

- *Administrative Assistant (0–2 years)*

Administrative Assistants provide essential clerical and office support to ensure efficient daily operations. They manage meeting calendars, handle travel logistics and reimbursements,

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answer calls, manage correspondence, and maintain office supplies and filing systems, often working in small businesses, startups, or supporting mid-level managers.

- *Executive Assistant (2–5 years)*

Executive Assistants offer dedicated support to senior management by managing executive calendars, travel arrangements, and meetings. They draft and review executive communications, prepare reports and presentations, and act as the liaison between executives and stakeholders, typically in mid-sized companies or departments.

- *Senior Executive Assistant (5–8 years)*

Senior Executive Assistants provide strategic and high-level administrative support to C-suite executives, managing complex scheduling, preparing confidential reports and investor materials, coordinating cross-functional communications, and mentoring junior assistants, commonly employed in large enterprises and corporate offices.

- *Executive Coordinator (4–6 years)*

Executive Coordinators oversee operational logistics for executive teams or departments by coordinating multi-executive schedules, supporting project milestones, assisting with operational reporting and KPI tracking, and managing stakeholder meeting agendas, often working within regional business units or project management offices.

- *Executive Admin Manager / Admin Team Lead (7–10+ years)*

Executive Admin Managers lead and develop teams of executive assistants and administrative staff, define standard operating procedures, drive efficiency improvements, liaise with HR, IT, and senior leadership, and oversee budgets, compliance, and executive service quality, typically within large organizations or multinational corporations.

1.1.2 Key Evaluation Criteria We Look For When Hiring Executive Admin Team for Singapore Companies

For **Singapore companies** building an offshore **executive admin team in Malaysia**, success lies in selecting professionals who can uphold high service standards, support cross-border coordination, and thrive in demanding, detail-focused environments. Below are the core criteria we use to evaluate top-tier executive admin talent for Singapore-based operations:

Relevant Experience in Executive Support for Singapore-Based Teams

Singapore companies require admin professionals who are structured, efficient, and proactive. Ideal candidates have experience supporting executives and operations teams, including:

- Managing calendars, scheduling cross-border meetings, and organising executive travel in alignment with corporate priorities and timelines.
- Drafting and formatting internal documents, reports, and presentations consistent with corporate branding and confidentiality guidelines.
- Preparing, organising, and tracking documentation for regional compliance, HR onboarding, procurement, or vendor management.
- Familiarity with regional business documentation such as contracts, SOPs, onboarding packs, and NDAs aligned with Singapore's operational standards.

Strong English Communication (with Bonus Bahasa or Mandarin Proficiency)

Effective communication is essential for supporting executives in Singapore's multicultural business environment. Ideal admin staff should have:

- Strong written and spoken English skills for managing stakeholder communications, drafting memos, and reporting updates.
- Familiarity with Singapore's professional tone—clear and efficient across all internal and client-facing interactions.
- Bonus fluency in **Bahasa Malaysia or Mandarin**, especially valuable for bilingual stakeholders or Southeast Asia-facing business units.
- Attention to detail in correspondence, meeting minutes, and documentation to ensure accuracy and professionalism.

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Awareness of Singapore's Business Culture and Admin Expectations

Singapore companies value punctuality, order, and discretion. Admin candidates should display:

- Understanding of Singaporean workplace expectations, including professional etiquette, time discipline, and high attention to detail.
- Respect for privacy and data security, especially when managing confidential information under **PDPA** (Personal Data Protection Act).
- Ability to manage pressure during peak operational periods such as end-of-quarter reporting or regulatory submissions.
- Independence in handling daily admin workflows while maintaining quality, timeliness, and service standards.

Tech-Savviness and Workflow Automation

Singapore companies operate in cloud-first, tech-forward environments. Admins must be skilled in:

- Microsoft Office tools (Excel for reporting, PowerPoint for presentations, Outlook for scheduling).
- Cloud platforms like Google Workspace, Microsoft Teams, Zoom, and other internal collaboration tools.
- File-sharing tools such as Dropbox, OneDrive, and SharePoint to organise and protect documentation.
- Digital task management—handling calendars, meeting prep, executive travel, reimbursements, and status tracking via digital platforms.

Dependability, Initiative, and Ownership Mindset

An offshore executive admin must deliver consistently while working independently. We look for:

- Proven time management across time zones with prompt response times and a professional approach to tasks.
- Initiative-driven individuals who can foresee executive needs and remove workflow bottlenecks before they escalate.
- Strong track record of meeting deadlines, handling confidential tasks discreetly, and alerting teams about workflow or operational risks.
- Solid employer references and career stability that indicate a strong cultural fit and work ethic.

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Remote Work Experience and Offshore Collaboration Skills
As most Singapore companies operate with hybrid or global teams, admin candidates should be adept at:
- Supporting executives remotely, maintaining responsiveness and service levels without physical presence.
- Keeping well-documented workflows, maintaining visibility through clear and timely progress reports.
- Using project and task tracking tools such as Asana, Trello, or Monday.com to stay aligned and accountable.
- Demonstrating high levels of independence, discipline, and clarity when collaborating with Singapore-based teams.

1.2 Employer of Record (EOR) Services

lOnce we've selected the right offshore executive admin professionals, we onboard them under FastLaneRecruit's local Employer of Record (EOR) framework. This setup ensures a legally compliant hiring solution, enabling Singapore companies to engage executive admin talent in Malaysia without the need to establish a local entity.

Through this model, FastLaneRecruit acts as the official legal employer of your offshore team in Malaysia. While we manage the local employment obligations, your Singapore company maintains full authority over daily operations, performance management, and workflow alignment with your internal standards.

Here's how the EOR model operates:
- **Operational Control:** You define job scopes, choose candidates, and oversee their day-to-day responsibilities in line with your Singapore business requirements.
- **Local Compliance:** We handle the issuance of employment contracts that comply with Malaysian law, register employees with statutory authorities (EPF, SOCSO, EIS), and conduct compliant onboarding processes.
- **Payroll & HR:** We administer all payroll functions, from payslip generation to statutory payments and leave management, relieving you of complex local employment obligations.
- **HR Support:** As the official employer, FastLaneRecruit delivers continuous HR support, manages employee relations, and ensures full compliance with Malaysian labour law.

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- **Risk Management:** Our EOR framework eliminates the need for your company to register a local company, significantly **minimizing legal exposure and operational risk**.

This model is a strategic fit for Singapore companies aiming to expand operations cost-effectively and compliantly. With FastLaneRecruit, you can rapidly deploy your offshore executive admin team, staying focused on delivering quality client service while we handle the backend compliance and HR duties.

1.3 Payroll & Compliance Management

At FastLaneRecruit, we manage every facet of payroll and employment compliance for your Malaysian offshore executive admin team, ensuring timely, precise, and legally compliant processes that align with the best HR practices.

Our service encompasses complete compensation administration, covering statutory deductions, tax submissions, and accurate HR record-keeping. This approach protects your company's credibility, supports employee satisfaction, and ensures on-time, transparent remuneration.

1.3.1 Key Components and How We Execute Them

We begin with accurate monthly payroll processing, calculating gross salaries, relevant deductions, and net pay. Using secure payroll systems, we include bonuses, allowances, and overtime as stipulated under Malaysian employment regulations. Every payroll run is validated to ensure accuracy and consistency.

We manage all mandatory contributions, including:

- **EPF (Employees Provident Fund):** Malaysia's retirement fund scheme, similar to Singapore's CPF, with contributions from both employer and employee.
- **SOCSO (Social Security Organisation):** Offers coverage for work-related injuries or illnesses.
- **EIS (Employment Insurance System):** Provides temporary income for unemployed workers, similar to job support schemes in Singapore.
- **Income Tax (PCB):** Malaysia's monthly tax deduction system, with calculations submitted to the **Inland Revenue Board (LHDN)**.

We also generate detailed monthly payslips, offering a clear breakdown of earnings, deductions, and take-home pay to enhance transparency and trust.

Additionally, we manage all types of leave tracking—annual, medical, and statutory to comply with the Malaysian Employment Act 1955 and provide accurate reporting for both staff and management.

At the end of each fiscal year, we prepare and submit EA Forms which is Malaysia's equivalent to Singapore's Form IR8A or Hong Kong's IR56B ensuring full regulatory compliance.

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Why This Matters for Your Company

For Singapore companies leveraging offshore admin teams in Malaysia, maintaining compliance with local employment regulations is crucial. Comprehensive payroll and HR compliance:

- Shields your company from legal risks, financial penalties, and reputational damage
- Promotes trust, engagement, and retention among your offshore team
- Ensures your Malaysian operations reflect the same professionalism as your Singapore headquarters

By outsourcing payroll and HR compliance to FastLaneRecruit, your company can stay focused on core business activities, knowing your offshore team is well-supported, compliant, and managed fairly.

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2. Stage 2: Set Up the Workspace

2.1 Workspace Sourcing & Office Setup

For Singapore companies expanding their executive admin operations offshore to Malaysia, creating the right workspace is crucial for operational efficiency and team satisfaction. At FastLaneRecruit, we deliver full-service support in workspace sourcing and setup, ensuring your offshore admin team starts in an environment that aligns with your company's expectations.

We begin with a detailed requirements assessment, evaluating factors like team size, preferred work style (e.g., hybrid or full in-office), and any specific needs such as private areas for confidential work, meeting rooms for collaboration, or secure IT infrastructure for handling sensitive data.

With our local market insights, we conduct in-depth workspace research and compile side-by-side comparisons to help your Singapore company choose the most suitable setup for your offshore executive admin team:

- **Coworking Spaces:** Ideal for small admin teams or companies that want to pilot offshore expansion. These flexible, shared environments offer high-speed internet, meeting rooms, reception services, and networking opportunities. They combine cost-efficiency with collaborative energy, perfect for agile operations.

- **Private Office Suites:** A solid choice for companies seeking branded, secure, and professional settings without managing a standalone lease. These suites offer dedicated access, stronger privacy, and operational control to deliver a balanced mix of flexibility and exclusivity.

- **Self-Rented Offices:** Best for larger teams or long-term plans, this option provides full control over the office environment, including custom layout design, security enhancements, and privacy standards. This setup is ideal for companies that want to prioritize data protection, confidentiality, and operational branding.

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To support your decision-making, we provide a clear report comparing:
- **Location Pros:** Proximity to public transit, client hubs, and business support services
- **Cost Efficiency:** Analysis of lease terms, deposits, and value over time
- **Security & Privacy:** Crucial for handling client financial data securely
- **Growth Potential:** Evaluating whether the space supports future team scaling

2.2 Virtual Tours and Site Assessments

We coordinate virtual workspace tours and on-site evaluations, giving your Singapore company direct visibility into each location's layout, amenities, and security features. Without the need for travel, you can make informed decisions with confidence, selecting a space that aligns with your team's workflow and culture.

2.3 Local Negotiation and Lease Management

Once you've chosen a workspace, FastLaneRecruit becomes your trusted partner for local lease negotiation. We manage everything—from securing the most competitive rental rates and deposit terms to negotiating shared facilities access and flexible lease clauses. With our knowledge of the Malaysian commercial property market, we help you avoid hidden costs and ensure your office setup fully supports your administrative team's needs.

2.4 Why Workspace Setup Matters

Creating a well-equipped, functional workspace does more than provide desks and internet—it builds the operational foundation your offshore executive admin team in Malaysia needs to thrive. Here's why it's key to success:

- **Attracting and Retaining Talent:** A comfortable, accessible, and centrally located office improves employee satisfaction, helping you attract and retain top administrative professionals. It reflects your company's commitment to both quality service and staff wellbeing.
- **Enabling Growth:** Choosing the right setup whether coworking, private suite, or self-rented space ensures your team can scale efficiently. Flexible layouts and lease options allow your operations to evolve without disruption.
- **Maintaining Continuity:** A reliable workspace with fast internet, strong IT security, and stable infrastructure enables seamless collaboration with your Singapore office. It ensures data integrity and supports uninterrupted day-to-day tasks.

Our End-to-End Support

At **FastLaneRecruit**, we manage the full setup of your Malaysian offshore workspace so you can focus on growing your Singapore company operations. Our service includes:

- **Local Expertise & Location Scouting:** We pinpoint workspace locations that offer convenience, business proximity, and accessibility, ensuring your admin team is well-placed.
- **Virtual & On-Site Tours:** We arrange online and physical walkthroughs so you can evaluate workspaces thoroughly—no travel required.
- **Lease Negotiation & Contract Support:** Acting on your behalf, we secure lease terms that support both your budget and long-term operational flexibility.
- **Workspace Installation & Readiness:** From ergonomic furniture to high-speed internet and secure infrastructure, we oversee every element of setup. Our team ensures your workspace complies with local regulations and is fully operational from day one.

3. Stage 3: Equip and Enable Your Team

For companies that want to expand into Malaysia, providing your offshore team with the right technology and tools is crucial for smooth service delivery and uninterrupted operations. At FastLaneRecruit, we offer comprehensive support to ensure your offshore team is fully equipped to function as a seamless extension of your business from day one.

3.1 IT & Equipment Provisioning

We begin by sourcing and preparing IT hardware tailored to meet the demands of your accounting workflows. Our priority is to equip your offshore team with reliable technology that supports daily responsibilities, fosters collaboration, and safeguards data integrity and compliance.

This includes:

Laptops and Monitors

Devices are selected to run standard enterprise applications and workflow management tools smoothly whether for email coordination, calendar management, reporting, or CRM updates. We prioritise equipment that offers stable, responsive performance for multitasking in a fast-paced business environment.

Workspace Accessories

Headsets, Docking Stations, and Ergonomic Accessories: These are provided to ensure a professional, comfortable workspace and facilitate clear communication during virtual meetings and extended work sessions.

Printers and Scanners

Where physical documentation is part of your workflow such as for HR files, contract paperwork, or compliance documentation, we ensure seamless integration of printers and scanners with your digital systems for efficient hybrid operations.

Our local IT experts oversee all testing and configuration to ensure each device fits perfectly within your firm's technology infrastructure. This includes setting up user accounts, applying software updates, and installing security patches to provide a ready-to-use environment for your offshore staff to start contributing immediately.

3.2 Software Installation & Pre-Onboarding Setup

Before your offshore executive admin team's first working day, we complete a full installation and configuration of key software. This creates a secure, integrated, and efficient digital workspace that mirrors your Singapore operations and safeguards internal data.

Our setup focuses on:

- **Business Productivity Software:** Installation of essential tools such as Microsoft Office 365, Google Workspace, or CRM platforms like HubSpot or Zoho. User accounts and workflows are configured to match your team's communication and reporting needs.
- **Secure Document Management:** We set up platforms like Google Drive, Dropbox, or OneDrive with structured folder hierarchies and access controls aligned with your internal documentation policies, ensuring smooth collaboration and secure file handling.
- **Communication & Collaboration Tools:** Applications like Microsoft Teams, Zoom, and Slack are configured to support team messaging, virtual meetings, and project coordination, complete with calendar integrations and audio/video testing for optimal performance.
- **VPN Access and Cybersecurity:** We implement VPN connectivity and advanced cybersecurity protocols to protect sensitive data, ensure secure file transfers, and enforce role-based access controls to meet the compliance expectations of Singapore-based companies.

Our team verifies each step, ensuring your offshore employees can seamlessly access the tools and information they need without technical delays. This software setup creates the foundation for consistent, compliant, and integrated work that aligns with your firm's standards.

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3.3 Local IT Support

A well-equipped team also requires continuous IT assistance to maintain productivity and security. That's why **FastLaneRecruit** provides ongoing, local IT support designed around your offshore team's requirements.
Our support services cover:

- **Technical Troubleshooting & Hardware Maintenance**: Prompt resolution of any equipment or software issues to minimise downtime and keep your team focused. From device failures to application errors, our IT specialists handle problems swiftly and effectively.
- **Software & System Updates**: Regular updates and maintenance of all software tools and operating systems including accounting platforms and collaboration apps to reduce vulnerabilities and maintain optimal performance.
- **Network Security & VPN Management**: Continuous oversight of VPN connections and network security to ensure data protection and compliance with privacy laws.
- **Equipment Refresh & Upgrades**: Managing hardware lifecycle replacements and upgrades to keep your offshore team equipped with the latest technology, reducing disruptions and supporting ongoing productivity.

With this comprehensive local IT support, your offshore team gains the confidence and technical reliability required to consistently deliver professional, compliant services.

3.4 Why This Matters

For Singapore companies, a dependable IT infrastructure is critical to uphold client trust and meet stringent compliance standards. With **FastLaneRecruit's** all-encompassing support, your offshore team in Malaysia is armed with secure, reliable tools that enable them to provide seamless, high-quality services fully aligned with your Singapore office's expectations.

4. Outcome & Results

What We Offer	How It Helps You
Comprehensive administrative talent	From entry-level associates to senior managers, perfectly matched to your firm's specific needs and culture.
Significant cost efficiency	Save up to 60% compared to hiring locally in Singapore, boosting your firm's bottom line.
Quick team deployment	Your offshore executive admin team will be recruited, trained, and operational within 30 days.
Full compliance & HR management	No need to establish a local entity — we handle payroll, taxation, and employment administration fully on your behalf.
Flexible workspace and IT infrastructure	Customized office setups and IT systems designed to support your preferred working style and technology platforms.

5. Bringing It All Together: Your Offshore Team, Fully Supported

At FastLaneRecruit, we recognise that establishing a high-performing offshore executive admin team in Malaysia goes beyond recruitment. It's about building a secure, compliant, and seamlessly integrated extension of your Singapore accounting firm's operations.

Here's how we deliver this:

Stage 1: Build the Right Team

We identify and onboard accounting professionals at all levels — ensuring they not only have the technical expertise but also fit your firm's culture and workflow preferences.

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Stage 2: Set Up a Functional Workspace

From sourcing the ideal office location to designing workspaces that align with your brand and operational needs, we manage every detail to balance cost efficiency with professionalism.

Stage 3: Equip and Enable Your Team

We provide modern IT infrastructure, essential accounting and communication software, plus ongoing local IT support — ensuring your offshore team is fully equipped and integrated with your Singapore headquarters from day one.

6. Start with a Complimentary Discovery Call

To explore how these stages can be tailored to your firm's unique goals, we offer a <u>free discovery call</u>. This session is your chance to discuss challenges and discover how our customized solutions can drive real results for your offshore executive admin team.

We also encourage you to visit Malaysia to:

- Meet the FastLaneRecruit team—your dedicated partner in offshore team building and management.
- Tour prospective workspaces to experience firsthand the professional environments designed to support your team.
- Review our infrastructure and operational procedures to ensure they meet your firm's high standards.
- See our IT support in action, demonstrating how we guarantee data security, smooth connectivity, and consistent performance.

<u>Contact us today</u> to schedule your discovery call and take the first step toward establishing a smarter, more cost-effective offshore executive admin team with FastLaneRecruit.

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**Please drop us an email at
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**Book an appointment and swing by
our offices for a chat and coffee.**

Scan our QR code to visit our
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