

Why I Chose to Use a Virtual Office

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Starting Lean

In my entrepreneurial journey, it was all about starting small and doing things Lean. During the early stages of developing my platform, I had a team of remote developers but no office staff. For the first six months, this arrangement worked perfectly. I didn't need a physical office, so using a Virtual Office that provided me with a simple business address was a no-brainer. My meetings were often held at Starbucks or other cafés, and I didn't need to a physical space that costs thousands to maintain.

The Need for a Business Address

From the beginning, I knew I would be registering my business as a Sdn. Bhd. As a startup, I was still finding my footing, and one thing became clear: every other official process required a registered business address. While I had set up a home office initially, I quickly discovered the challenges of using a home address for business purposes. When applying for office phones, business licenses, and payment gateways, I was asked to provide photos of my office space and display my company name. I wasn't comfortable sharing my home address, so I turned to a virtual office. A friend recommended Business Butler, which charged just RM1 per day (RM365 annually) for their virtual office address. This was six years ago, and remarkably, the price has remained the same since then.

A virtual office also proved invaluable for parcel deliveries, keeping my home address private—just one more step in protecting myself from potential scammers.

Remote Work During COVID-19

Like everyone else, I experienced the impact of COVID-19. I was especially grateful that I hadn't committed to a physical commercial space when businesses were locked down. Though life slowed down, my business continued—albeit at a more sedate pace. Despite the challenges, having a professional business address remained essential for maintaining credibility, especially during uncertain times. With the pandemic limiting my business operations, the cost of maintaining a virtual address at RM365 was a god-sent.

Call Answering Services

I also made use of a call answering service, although, let's be honest, phone calls are becoming less common in today's digital age. It made sense for me to have someone screening calls, particularly to filter out the relentless scams and unsolicited sales pitches that constantly flood in.

This service provided an additional layer of professionalism and kept my attention focused where it needed to be—on growing my business.

Overall, I would recommend a virtual office for remote workers anytime!

