

RTM Consulting

Support Services Practice

Our mission is to help consulting, professional, and shared services organizations get better at what they do

The Challenge

Today's technology companies are tasked with delivering increasingly complex and more advanced solutions to market, with greater support than ever before. As a result, effectively developing and delivering quality Support Services has become a critical component for success.

For many Support Services leaders however, technology disruption, changing client support patterns, new forms of competition, labor issues, and more add up to a challenging environment for the business of support services.

The Solution

RTM Consulting (RTMC) has developed its Support Services offerings to help technology companies assess, develop, and deliver the value-added support services capabilities required for market success.

By partnering with RTMC, you can accelerate time to value, avoid surprises and unnecessary investments, optimize labor and other support related costs, and achieve the support capability and capacity you need to maintain a competitive edge.

Who We Are

Specializing in Global Resource Management, Project and Portfolio Management, and Services Business Optimization, RTM Consulting can help your business run more effectively and efficiently while leveraging the strategic benefits of a services portfolio.

Support Services – Our Approach

For an existing support operation, RTM Consulting uses our deep consulting expertise to compare and contrast your Support Services operation with industry best practices and results. Equipped with these valuable insights, RTMC can help you build an appropriate solution to a particular business problem, or an operations-wide business transformation plan to help your Support Services operation become best in class and accelerate time to value. RTMC can help you:

- ▶ Determine the right support strategy and develop clear and effective support charters
- ▶ Create a financial model aligned with the support charter
- ▶ Determine the right investments, infrastructure, and tools to support the process
- ▶ Build an effective and efficient operational model
- ▶ Make your organization more agile to meet your ebbs and flows of your customer demand
- ▶ Create a reporting plan to communicate the importance of Support Services to the company and customer executive team
- ▶ Establish the leadership and governance needed to ensure ongoing success

Contact Us:

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Start With Our Global Health Check Service

Our unique Global Health Check Service will provide your operation an accelerated diagnostic to compare and contrast your operation with best practices and results in your industry. RTMC will assess your environment versus our proven framework that will help you deliver services required to build loyalty and grow revenue at the lowest possible cost.