



We Help Services Organizations
Get Better At What They Do

The Challenge

Organizations are tasked with delivering increasingly complex and more advanced solutions to market, with faster turnaround than ever before. As a result, effectively developing and delivering quality Solutions/Services has become a critical component for success.

Knowledge is Power which gives companies a competitive advantage. But many companies are struggling to effectively capture and distribute knowledge across the company in a way that the company is positioned for profit and better return on investment (ROI).

The Solution

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

By partnering with RTMC, you can accelerate time to value, effectively and efficiently manage company's knowledge, optimize resources, enhance employee morale, improve productivity and achieve the capability and capacity you need to maintain a competitive edge.

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Knowledge Management Case Study

Zebra Technologies leverages RTM Consulting to develop its' Knowledge Management (KM) 2.0 strategy to improve customer service and extract more value from supporting KM technology.

Who We Are

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional and support services more effectively.

Client Situation

Zebra's extensive portfolio of marking and printing technologies, including RFID and real-time location solutions, illuminates mission-critical information to help customers take smarter business actions. Zebra wanted to extend its' use of knowledge capital to improve customer services and lower operating costs. Zebra engaged RTM Consulting to help establish a KM 2.0 strategy to make use of knowledge capital as a competitive advantage.

The Solution

RTM Consulting's Knowledge Management Practice brings extensive experience in leveraging knowledge capital to better serve customers.

Working with Zebra customer service leadership, RTM Consulting:

- ▶ Provided a rapid assessment and analysis of current KM capabilities utilizing its' unique KM Framework
- ▶ Quantified potential benefits and cost levers associated with the use of knowledge capital internally and externally for customer service
- ▶ Reviewed existing use of automation technology specific to the KM environment and other related systems

The Result

RTM Consulting collaborated and consulted with a cross-functional team at Zebra to:

- ▶ Re-define and document a clear vision and strategy for how and why to leverage knowledge capital for customer service and support
- ▶ Gain agreement on goals and measures of success
- ▶ Documented a Return on Investment analysis to communicate and justify needed investments
- ▶ Recommend how to extract more value from current KM automation investments
- ▶ Gain insights on how to effectively implement their KM 2.0 strategy
- ▶ Complete the above in an accelerated fashion so the customer service team can focus on needed business transformation now

"RTM Consulting helped us accelerate our strategy and plans to take our existing KM processes and technology to the next level in support of our customer service objectives."

--Dan Walkowski, Vice President, Global Services, Zebra Technologies