



We Help Services Organizations
Get Better At What They Do

The Challenge

Optimizing your consulting and professional services offerings to be competitive and drive desired buyer behavior is not easy. For most technology companies, the PS or consulting function is not a core competency and as a result, a shockingly high number of projects are delivered over-time and over-budget, negatively impacting financial results, client satisfaction, retention, and other critical business drivers.

The Solution

RTM Consulting's PSO-in-a-Box solution was designed to address this capability gap head on. By shifting strategic responsibility for the management, build-out, and execution services to RTM Consulting's team of trusted experts, you can enable hyper-efficient, world class services delivery, and allow your people to focus on their core mission: driving the product business forward.

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PS Business Optimization Case Study

Ventraq Leverages RTM Consulting's Unique PSO-in-a-Box to achieve More Efficient and Effective Professional Services Operations and Fuel Growth

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

Ventraq was experiencing significant growth and demand for its software solutions, particularly in the enterprise space. This growth also drove increased demand for deeper and more complex services engagements, and made efficient, effective Professional Services operations critical to the company's continued success, and the growth and stability of its revenue streams.

The Solution

Ventraq selected RTM Consulting to build and operate its Professional Services Operations (PSO) in order to:

- ▶ Rapidly develop and deploy the management, resources, culture, and best-practices needed to meet increasing demand
- ▶ Enhance the quality of services delivery while continuing to provide world-class services and support to their existing global tier 1 client base
- ▶ Expand their capabilities and establish the appropriate methodologies, infrastructure, and back-office support processes needed to support ongoing growth

The Result

With RTM Consulting's unique PSO-in-a-Box solution in place, Ventraq was able to rapidly develop and deploy the people, processes, and technologies needed to take their services operations to the next level.

- ▶ Rapid expansion of PS and resource deployment capabilities to support improved customer satisfaction and expansion of business at key accounts.
- ▶ Clearly defined processes for client / project management and resource management that are helping drive improved performance across the portfolio.
- ▶ Re-dedication of product architects and engineers to the product – laying the groundwork for future company growth.