



## Company Capabilities Overview

We Help Services Organizations  
Get Better At What They Do

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

### **The Challenge**

Technology service providers and other human capital intensive service organizations including hardware, software and consulting companies, internal shared service organizations and outsourcing entities all know that efficient management of human capital, project processes, and other service delivery and go-to-market related processes are key to market success.

Today's challenging business environment makes running a services business highly dependent upon having lean and proven business and operational processes designed for peak performance.

### **The Solution**

Our unique combination of decades of services and outsourcing operational experience coupled with solutions targeted to the services organization allow us to work with large, medium and small firms to move beyond theory to practical application of industry best practices and achievement of exceptional results in the shortest possible period of time.

Contact Us:

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### **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.

### **What We Do**

Our unique and services specific strategic frameworks and transformation models, combined with talented consultants, help accelerate time to value in everything we do to help you gain competitive advantage. We cover the entire services domain spectrum including consulting and professional services, technical support, field support, education services, managed services, and services automation tools. Some of our services include:

**Strategic Planning Services** - We use our extensive leadership experience to help services organizations build the right strategy and operational model to make value creation and delivery a reality.

**Services Business Optimization** - Our skilled practitioners help you identify and implement best practices necessary to transform your services business into the most efficient and effective operation possible.

**Resource/Workforce Management** - We help you focus on 'Getting the Right Person in the Right Place at the Right Time' with our Just-in-Time Resourcing® (JITR) solutions.

**Project and Portfolio Management** - Our unique PMO/PM frameworks will help your organization efficiently run projects on-time, on-budget, with consistently excellent quality.

**Channel Optimization** - With a unique 'Shift to the Left' strategy based on our advanced support model frameworks, we can help your company lower costs while improving service quality moving more support from on-site to on-call and on-line.

**Skills Development/Training** - We enhance the soft skills of your services personnel to complement their product, business and technical knowledge with services specific curriculums in consulting soft skills, resource management and project management, services selling and more.

**PSA Consulting** - We provide an objective third party assessment and assistance in choosing the right automation solution for your needs – and assist you with implementation to achieve the benefits of your investment.

**Services Revenue Generation Consulting** - Turning services into an engine of growth is a growing priority for every technology company. We understand how to help you better market and sell your company's solutions with more focus on value and outcomes to meet changing marketplace dynamics.

### **How We Do It**

Our highly disciplined management consulting and operational services include:

**Rapid Diagnostics** to identify opportunities to improve business performance.

**Implementation Services** to make solution implementation fast and effective.

**Business Planning Services** to turn your vision into a realistic operating plan.

**Business Acceleration Services** to accelerate your time to value with RTMC solutions.