



We Help Services Organizations  
Get Better At What They Do

### **The Challenge**

Today's technology companies are tasked with delivering increasingly complex and advanced solutions to market, with greater frequency than ever before. As a result, effectively developing and delivering quality Education Services (ES) to support those solutions (both internally and externally) has become a critical component for success.

For many ES leaders however, lack of consistent support from business leaders, unclear charters, fluctuating budgets, and limited or poor communication with other business units can all disrupt and often derail this mission critical business function.

### **The Solution**

RTM Consulting (RTMC) has developed its Education Services Organization (ESO) Framework to help technology companies assess, develop, and deliver the education services capabilities required for market success.

By partnering with RTM Consulting, you can accelerate time to value, avoid surprises and unnecessary investments, optimize labor costs, and focus on your core business while we build and operate your ES Organization.

Contact Us:

[www.RTMConsulting.net](http://www.RTMConsulting.net)

855.786.2555 (855.RTMC555)

[info@RTMConsulting.net](mailto:info@RTMConsulting.net)

## Education Services Practice

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

### **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.

### **Education Services – Our Approach**

RTM Consulting uses our unique ES Framework to compare and contrast your ES 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 ES operation become best in class and accelerate time to value. RTMC can help you:

- ▶ **Develop a clear and effective charter**
- ▶ **Create a financial model aligned with the charter**
- ▶ **Determine the right investments, infrastructure, and tools to support the process**
- ▶ **Build an effective and efficient operational model**
- ▶ **Establish the leadership and governance needed to ensure ongoing success**

### **Getting Started**

RTM Consulting's Education Services Practice works with its clients in a manner appropriate for your particular situation. Examples include:

- ▶ **The ES Health Check** to evaluate current processes and results against industry leading practices.
- ▶ **Business Transformation Consulting Engagement** to develop and implement enhanced Education Services capabilities.
- ▶ **Skills Development and Mentoring** to enhance skills needed specifically in the Education Services space.