



We Help Services Organizations
Get Better At What They Do

The Challenge

Recent years have been tough for technology hardware companies. Industry revenues continue to slide along with margins. Stopping the erosion of revenue and margin, and finding ways to grow revenues while improving customer service, seem nearly impossible.

Industry pacesetters have turned to services as a way to demonstrate greater value. Innovative Field Services (FS), focused on delivering better outcomes, is the answer. The challenge is how do you deliver effective, customer centric, and outcome focused field service solutions with either limited budget, skills, bandwidth - or in some cases all three.

The Solution

RTM Consulting (RTMC) has developed its FS transformation services to help technology companies define, develop and deliver value-added and outcomes focused Field Services capabilities required for market success.

By partnering with RTMC, you can accelerate time to value, avoid surprises and unnecessary investments, and achieve the support capability and capacity needed to maintain a competitive edge.

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Field 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, support and field services more effectively.

Field Services – Our Approach

RTM Consulting uses our deep consulting expertise to focus on your specific FS business need(s). We compare and contrast your need(s) with industry best practices. Equipped with these valuable insights and our innovative frameworks, RTMC can help you build an appropriate solution to a particular business problem, or an operations-wide business transformation plan to help your FS operation become best in class and accelerate time to value for customers and better results for your company.

Roadmap to an Outcomes-Focused Solution Provider

- ▶ *Develop the Right Strategy* – provide clarity to what is needed and how to achieve desired business objectives
- ▶ *Optimize Your Business Model* – deliver on current financial plans and enable investments in new directions
- ▶ *Develop Service Engines of Growth* – deliver incremental revenues and profits with services led solutions
- ▶ *Transform the Customer Value Proposition* – enable customers to consume full value of your company's solutions
- ▶ *Workforce Transformation* – the evolving mission of FS will require new skills and approaches for building and managing your workforce

RTMC consultants are previous industry practitioners who bring an experience-based and practical hands-on approach to problem identification and transformation leading to real results.