



We Help Services Organizations  
Get Better At What They Do

### **The Challenge**

As revenue remains stagnant and profit margins decline for technology hardware businesses, companies need to reexamine their operation and services delivery methods in order to stay viable. Field Services executives are challenged to reduce costs, while maintaining or improving services levels.

Industry pacesetters have turned to services as a way to demonstrate greater value. Innovative or advanced Field Services (FS), focused on delivering better customer outcomes, is the answer. But the fact is today's FS teams either don't have the budget, the skills, the bandwidth, or all three to make this transition.

### **The Solution**

RTM Consulting (RTMC) has developed its Field Services transformation services to help technology companies define, develop, and deliver value-added and outcomes focused FS capabilities required for market success. By partnering with RTMC, you can accelerate time to value, avoid surprises and unnecessary investments, optimize labor, parts and/or vehicle costs and achieve the support capability and capacity you need to maintain a competitive edge.

Contact Us:

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## Parts Management – QuickStart

**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.

### **Our Approach to Parts Management – QuickStart!**

Reducing variability is an overlooked area of parts cost management that can quickly lead to a substantial amount of cost savings. Using lean Six Sigma strategies to assess your current parts 'variability' performance, RTMC identifies where the quick hits are to improve on the most poorly performing logical groups in parts performance and apply best practices used by industry leaders. Our QuickStart assess and architect approach reviews your As-Is capabilities, compares current performance and creates gap analysis, architects a To-Be parts management process, and defines the execution plan.

### **Building the Roadmap to Improved Parts Management**

- ▶ **Assess As-Is Capabilities** – leverage RTMC's Field Services Framework to assess capabilities across your parts management universe or ecosystem
- ▶ **Compare Performance / Gap Analysis** – compare current performance and approach against industry best practices and quantify improvement opportunities
- ▶ **Architect To-Be State** – define workflows, recommend needed organizational or technology infrastructure changes
- ▶ **Define Execution Plan** – identify and size transformative efforts, prioritize improvement initiatives and build transformation roadmap and timeline
- ▶ **Implement recommendations** – begin receiving the benefits of the highest priority needs with RTMC expertise and transformative experience

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. [Contact RTM Consulting](#) to learn more about making parts management an important part of your Services business.