



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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## Vehicle Fleet Optimization – QuickStart

**Our mission is to help consulting, professional, support and field 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 Vehicle Fleet Optimization – QuickStart!**

Using our rapid assessment methodology or, where appropriate, lean Six Sigma strategies to assess your current vehicle management performance, we identify where the quick hits are to improve vehicle fleet management leading to better business outcomes including cost savings and more responsive customer service. QuickStart provides an accelerated review of your vehicle management universe whereby we review your As-Is capabilities, compare current performance and create a gap analysis, architect a To-Be vehicle management process, define the execution plan, and if desired we can then help you implement the recommended changes.

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

- ▶ *Assess As-Is Capabilities* – leverage RTMC's Field Services Framework to assess capabilities across your vehicle 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. [Contact RTM Consulting](#) to learn more about making vehicle fleet management an important part of your Services business.