

BILL ROSE I.N.C.

INDUSTRY NETWORK OF CONSULTANTS



BILL ROSE I.N.C.

REDEFINING TECHNOLOGY SERVICES

WHO WE ARE

Top-level industry consultants working together under
the guidance of Bill Rose



WHO IS BILL ROSE?

And What Can He Do For Me?

Industry authority on technology services

Founder of the foremost service industry trade association

Author, Speaker & Recognized Service Visionary

Over 40 years of experience in the technology services industry

WHO IS IN THE NETWORK OF INDUSTRY CONSULTANTS (I.N.C.)?

Core Group of 17 seasoned veteran service professionals

Established consulting firms that have been in business for 5 to 15 years

Specialized in specific service areas based on their previous business experience

Best and the brightest minds in our industry

WHAT WE DO

THE I.N.C. FOCUSES ON SIX DISTINCT FUNCTIONAL AREAS LISTED BELOW. WE OFFER A FULL ARRAY OF CONSULTING SERVICES IN EACH SPECIFIC AREA

Service Operational Assistance

Service Planning & Strategy

Service Professional Development

Service Sales & Financial Improvements

Customer Feedback & Analysis

Service Technology Selection & Implementation





SERVICE OPERATIONAL ASSISTANCE

Overall Service Assessment

Response time improvements

Real Time Support Service Delivery Model Implementation

Resolution management plan development & implementation

Service Metrics/Dashboard development

Linking support with other departments: engineering, marketing, and sales

Skills Based Routing (SBR) design & implementation

Contact flow design & implementation

TSIA Benchmark recommendation implementation

Staffing model development

eServices assessments, planning and implementation

Social Media development for service delivery

Knowledge Management/Knowledge-Centered Support (KCS) adoption services

Customer experience / customer lifestyle optimization

SERVICE PLANNING & STRATEGY

Service Organizational Designs

Development of International Support Models

Overall re-engineering of service operations

Service quality improvements

Transition assistance to cloud & managed services delivery models

Global service model development

New service product launch guidance

Industry award and certification preparedness

Proactive service delivery models

Acquisition integration of support services

Multi-vendor support models

Outsourcing/Offshoring planning and strategy



SERVICE PROFESSIONAL DEVELOPMENT

Soft Skills/Customer Service/Communications Training

Service Management Leadership Training

Staffing & recruiting for service professionals

Staffing analysis and headcount forecasting

Service training for sales professionals

Management Development Training

Executive Coaching for Service Effectiveness

Team based improvement projects

Knowledge end-user training and train-the-trainer

Computer-based training course development



SERVICE SALES & FINANCIAL IMPROVEMENTS

Service cost control analysis

Service marketing plan development

Market penetration analysis, troubleshooting, and recommendations

Service value proposition development

Service focused sales tool development

Enhancing service profitability

Maintenance fee defense strategies

Service agreement negation assistance

Attach rate improvement models

Outsourcing/Offshoring assistance



CUSTOMER FEEDBACK & ANALYSIS

CSAT/Customer Loyalty Improvement Initiatives

Customer feedback & analysis program development

Survey and data collection design

Balanced scorecard implementation

Agent performance metrics design

User group/customer conference execution assistance

Award & Certification preparation assistance

Value Added Services (VAS) planning & implementation



SERVICE TECHNOLOGY SELECTION & IMPLEMENTATION

CRM Selection Assistance

E-Support, self-service, and web based services transitions

“Smart” technologies strategy to increase services revenues (RFID, NFC, LTE, etc.)

Web site analysis & recommendations to enhance service delivery

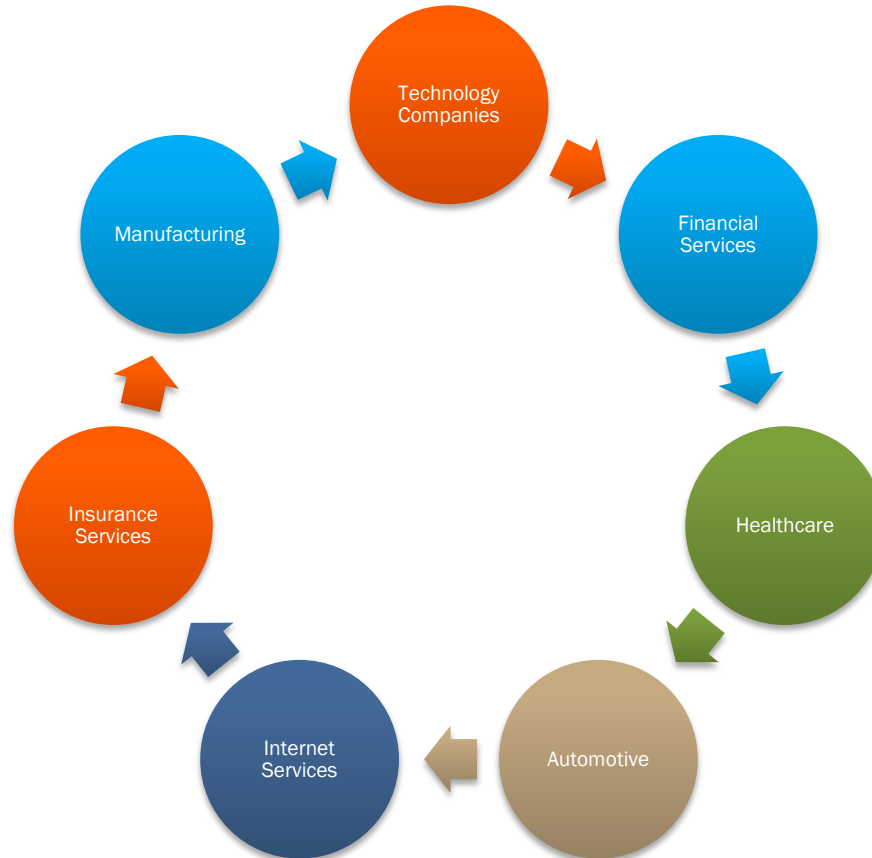
Technology assessments / implementation project management

Knowledge Management/Knowledge-Centered Support (KCS) implementation

Social Support: Best practices for implementing and measuring communities, social media, and customer-centric content



Our Customers Cross all Industry Segments and our Combined Reference List is Impressive



WE DELIVER ONSITE TRAINING & CONSULTING FOR TECH SUPPORT, FIELD SERVICE, PROFESSIONAL SERVICES, AND VALUE ADDED SERVICE

The I.N.C. delivers “onsite” consulting services around the globe

The experience of the network covers all aspects of technology services and includes a strong focus on support services, field services, professional services, and value added services (VAS).

We act as ‘expert advisors’ to service management and as career advisors

Training and consulting are closely coupled so the I.N.C. provides both public and custom training class on all aspects of service management.



THERE IS TRUE VALUE IN HIRING A GENERAL CONTRACTOR TO SOURCE AND MANAGE THE CONSULTING PROJECTS

General Contractor to manage multiple consultants

If more than 1 specialist is required, then you need the I.N.C.

Projects over a period of time (weeks or months)

We start with a Project assessment

Select I.N.C. specialists

Define the overall project plan which includes cost & timing

Establish milestone deliverables

Oversee all project activities

Status reporting to management

Final results presented



HOW TO CONTACT US

Check out our site at www.BillRoseINC.com

Contact Bill directly at BillRose@BillRoseINC.com

Call us at (619) 436 6018

