

Services Transformation and Innovation Group LLC

TRANSFORM

Transformation is about knowing where you are and having a clear vision on what your success can be. We deploy tools and methodology to determine what your strategic plan should be. We can help you drive and manage the changes required of people, process and technology to ensure your success.

INNOVATE

Innovation is not just about being creative. It is about understanding the real problems that you need to solve and finding new ways to solve them that will help to create competitive advantage. Our unique approach helps you define new market space and new approaches that will help you be the market leader

OPTIMIZE

Your current business and future models need to be as efficient as possible. Sometimes it is not “rocket science” that you need, but “ratchet science”. You need to measure your operations and drive continuous improvement. Our proven methods will help you with both short and long term gains

The Service Oriented Enterprise™

Leaders and Experts in the Global Services Economy



Globally, the Services economy is leading the growth of the Gross Domestic Product (GDP). Services now accounts for more than 50% of the global GDP and exceeds 70 % in most western economies. The shift from manufacturing to services led solutions is accelerating. To lead in this new economy, companies will have to radically transform their business models. This means blending and aligning the traditional silos in an enterprise to focus externally on driving customer value. Front office and back office functions need to be more aligned and their success measured in terms of the customer's measure of their success, and not yours.

GROW YOUR REVENUE and PROFIT

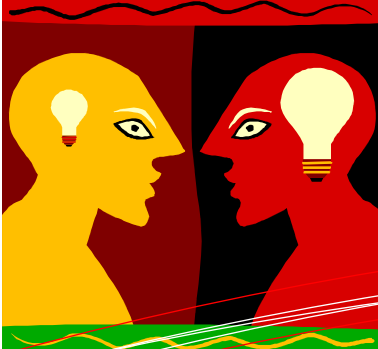
In today's world the path to go from a product based or technology leader to world class solutions provider is littered with many obstacles. Financial, cultural, regulatory and vision issues are just a few of the things that will impede your success unless you have the proper guide, like the *Services Transformation and Innovation Group*. We are the true service pioneers that have the functional, tactical and strategic experience that you need to accelerate your transformation. Our experienced team of professionals and partners will save you time, energy and money as you transform.

THE SERVICES ECONOMY

- **The largest shift in human labor history is underway from the manufacturing / industrial sector to the services sector**
- **10 countries in the world account for 50% of all labor and a majority of that labor is employed in service jobs.**
- **80% of the GDP (gross domestic product) of the USA is derived from Services**
- **70% of the US population is employed in services job**

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KEY ENABLEMENT SERVICE OFFERINGS

- Service Oriented Enterprise – assessment and transformation planning
- Strategic services planning
- Service operations assessment and optimization
- Service innovation and engineering
- Design for Supportability
- Customer Experience / CRM planning and implementation
- Customer touch point analysis
- Customer Satisfaction / Loyalty analysis and best practice
- Organization Development and change management
- M & A Integration for front office functions
- Market assessment and service portfolio design

NOW SERVING

- Complex *Business to Business* enterprises
- Technology based *Business to Consumer* industries
- Professional Services
- Service and support for:
 - Technology products
 - Software
 - Medical Equipment
 - Telecom / Networking
 - Automotive

For more information on any of our services please visit us on the Web at:
<http://www.servtrans.com>

Don't be just one in the herd



THE SERVICE ORIENTED ENTERPRISE™

The Service Oriented Enterprise is a term that we use to describe the future for most companies today. The key to this new business paradigm is a holistic strategy focused on driving customer value in everything you do. It is not about selling a product and then services, it is about maximizing customer outcomes as a result of using the solutions that sell and sharing in that positive outcome. Current enterprise silos must change from an internal, conflicting set of goals and focus to a unifying strategy that creates customer value. When your customers become more successful, so will you. Let us show you the pathway to drive greater revenue growth, profit and loyal customers.

Top technology and product companies are seeing growing revenue and profit streams from their services business units. In fact, the revenue and profits from the service side of the business represents the majority of the financial success of the companies and is thought of as the “cash cow”. These same services organizations represent tremendous additional value as the prime ongoing brand representation to the customers. Are you leveraging these assets to maximize the results?

We can guarantee improved results with your current services business and show you how to leverage services to maximize overall success across your entire enterprise. We can show you how to create the best practices, and not just play “follow the leader”

Our experts have a deep understanding of the services industry with hands on practical experience. We can help you improve business to business (B to B), business to consumer (B to C) and business to government (B to G) product and service companies.

We succeed because we can show you how to focus on your customer's success. We help you become more customer centric and how to make strategic decisions that will maximize results for both shareholders and customers, without compromise. We help transform organizations to become more customer oriented, we help drive innovation that will help you surpass the competition and we help you optimize current and future service operations for maximum results.

Contact us TODAY and stop following the herd!

Contact us today →

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