

# Dizon Ventures



**Business Transformation and Technology Services**



# Dizon Ventures

- Leadership, strategy, action, and results
- Solving your issues and challenges
- Delivering excellent value
- Easy to work with
- Building lasting relationships



## We offer.....

Management and staff extension services to help your business grow and execute at an optimal level.



# All businesses have unique issues and challenges...

Do you have the objectivity, time, and resources with the right skill sets needed to identify and solve them now?

# All businesses have unique issues and challenges...

## Communication, Coordination, Alignment, Agreement, and Focus



### Strategy and Vision

No clear direction of mission and plan. Lack of where the company is going. No clear company values and company culture defined.



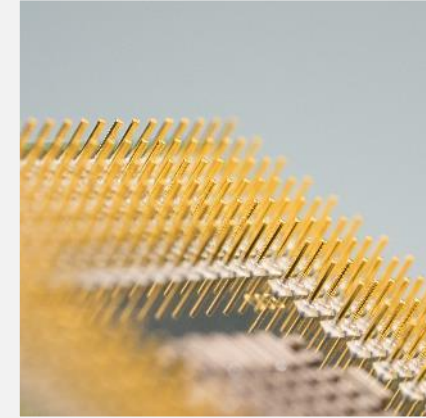
### Operations/Execution

Lack of action & execution of the strategy. Team roles & responsibilities defined? Focus on achieving measurable objectives weekly, monthly, quarterly.



### Sales & Marketing

Stagnant sales, lack of clear messaging and adequate sales content. Pricing and product bundling issues. Lead generation.



### Delivery

Implementation issues, resource staffing, fuzzy requirements, missed go live dates. Lack of QA & Testing. Professional services are developers.



### Customer Support

Lack knowledgeable and trained reps, understaffed, many production defects, morale issues, escalated client situations, reactive fire fighting.

### Product Management & Development

Lack of features, enhancements, true vision & innovation. Delivery and clarity around road map. Product defects. Missed release dates. Launch readiness and go to market operations. Integrations to other products and 3<sup>rd</sup> party technologies.

### Information Technology

IT Infrastructure, hosting, data center operations. SLA uptimes, maintenance windows, application down times, HW & software refresh, patch management, Info security and cyber security management concerns.



# Solution

Partnering with our clients to **identify** areas within their **business** that are causing the most **pain** or **dysfunction**.

Creating a plan to **define** and **address** the issues to produce **optimal results**.

**Achieving successful outcomes** is our focus.



# Expertise Areas – Business Transformation



- **Organizational and transformational team alignment** clear definition and understanding of each team's roles and responsibilities. Creation of team charters, playbooks, and team operating plans.
- **Operational excellence and process improvement** services for the business to scale in order to accommodate client growth. Review existing processes which are breaking down as a result of client growth or addition of new products being introduced. Driving operational execution and delivery from the strategic vision.
- **Go To Market (GTM) readiness and operations** review and assessment for both new and existing product service offerings. How cross-functional groups consisting of sales, marketing, legal, development, operations come together to deliver on time.

# Expertise Areas – Customer Success Services



- **Program** review of client retention, service management, and customer support processes to focus on overall higher quality of customer support to increase customer satisfaction.
- **Wellness plans and escalation management** best practices for support staff to better manage at risk and distressed client situations.
- **Client support team reconstruction and transformation** to better handle ever increasing growth of your customer base.
- **Client Health and Insights** do you know who your top clients are by revenue per product? Are these clients referenceable or at risk? What are their top issues? What kind of reporting and dash boards does executive management desire to understand about your top clients?
- **Voice of the Customer Surveys** to develop and implement innovative client programs to ensure delivery of high levels of service based on Client feedback.

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# Expertise Areas – Sales Optimization



- **Sales and revenue models** that focus on pricing models, compensation plans, contracts, revenue margins, new sales vs. upgrades to existing clients, and client retention programs.
- **Sales Operations** assessment and review of your sales and account management teams to ensure these teams have the right training, sales content, pricing models, demos and messaging to be effective and successful.
- **Channel Partner and Business Development** assessment of your current partner program and business development process.
- **Sales Staff Development & Mentoring** services to help your sales and account teams increase revenue and improve customer satisfaction.



# Expertise Areas – Strategy & Vision



- **Strategy & Vision** – services to assist on 3 – 5 year plan, company branding, company culture definition, staff retention and attracting top talent, employee and customer surveys.
- **Execution and Result outcomes** – services to help take the strategy and vision of the company into actual execution and action plans to deliver tangible results.
- **Value Mapping Services** – research, vetting, and due diligence services on 3<sup>rd</sup> party technology companies that you are thinking about integrating to, partnering with, or investing in.


# Partnership Services



- Cloud native solutions – develop, deploy, tune, maintenance, and security
- Cyber Security and Information Security Assessments & Audits
- Digital Marketing Services
  - Search Engine Optimization
  - Website Design
  - Social Media Optimization
  - Content Marketing



# Summary

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- We solve your issues and challenges
  - We are results driven
  - We deliver excellent value
  - We are easy to work with

# Dizon Ventures

## Thank You



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