

Jonathan Harrison works with any company in any sector, but predominantly private who have reached a plateau in growth or are looking to develop a next phase. What he does is review the business, strategize and deliver technologies, sales and processes to achieve their ambitions using simple processes. He can also deliver management tools and reporting to manage costs, clients and performance. Thus enable increased revenues and reduced operational costs, giving maximum shareholder value for minimum risk

As an experienced sales professional and leader of global teams I can help your business in any one of or any combination of the following competencies.

Business Management Consultancies

Outsource or not

It has always been that businesses need to maximise profits to be successful. As companies today struggle and fight for every ounce of business, competing with an ever Globalizing economic world, this need has resulted in many resorting to outsourcing parts of the business, especially back office processes and ICT or Contact Centres, thus passing on these competencies to organisations whose core business is that function, and hence allowing them to focus on the business. Some have done this badly and paid the price whether done locally (near shore) or in rising economies such as India (off-shore). This has also influenced general public and others' opinions of the value, or lack of BPO.

I shall complement your team to program manage ensuring a full understanding of what, why, how and where, capabilities in different countries and the influence of culture and local economic, infrastructure and financial influencers.

Answering questions like 'Should you outsource any of your business?' If so: What, how, where and with whom? What needs to be in place? What are the risks, and what can be done to mitigate risks? What lessons have been learnt on how NOT to do it and how TO do it right?

For existing outsourced situations; benchmark, review, current levels of performance, scope of service, processes, and required renegotiate.

Right Sourcing. Skills based employment and accountability Vs traditional title based.

International Development and Growth

The challenges of business growth are the same for all organisations today and based on basic, well proven and fundamental key activities: Assessments of markets and methodologies of addressing chosen markets, through partnerships, channels, or direct. The assessment and influence of local legal, regulatory and legislation. Political, commercial and infrastructure resources and local policies. Geographic, cultural and local "values" as influencers. Assessment of International markets for growth and proposition positioning. Market strategy: Market sizing and positioning for the business, product or service. Market directly, or via partner or agent. Partner, agent assessment and management.

Sales Development Consultancies

Strategy

The challenges of Business growth are the same for all organisations today and based on basic, well-proven and fundamental key activities:

- Assessing the markets and methodologies of addressing chosen markets, through partnerships, channels or direct
- Evaluating the influence of local geographic and cultural realities
- Political, commercial and infrastructure resources and local policies. The extensive global experiences gained in over 30 years of professional management can help in the analysis, development of strategy and the implementation of strategy. Structural transformation to effectively and efficiently addressing markets for greatest penetration and customer satisfaction. Vision, mission and clear objectives and actions.

Transformation

Transition a strategy in to an effective sales and customer focused organisation with common objectives and vision. Assessment of skills, capabilities and gap analysis, and appropriate actions to fill the gap. These skills, experiences and expertise can be applied to other parts of a company's processes, not just sales.

Management

Fully experience sales director and business leader and coach.

ACCOUNT MANAGEMENT

Management methodologies of Account Management or Relationship Management. Account management. It is some 500% more effective and efficient to develop existing customers than focus with intensity on developing new. Farming, a lost science is the means seldom realised. Also, happy, buying customers actually do all your cold calling for you with referrals. Fight churn. Create sticky partnerships. I can set strategy, policy, governance and KPIs. Lead, and, train staff in leadership skills, account planning, strategic sales methodologies, relationship management and contact strategies, virtual team management and maximising resources

BUSINESS DEVELOPMENT

Hunting is an aggressive alternative to farming methodologies. The characters are very different, and so are the customers (unless you know how to farm properly). This is high volume, high churn requiring energy, great focus, well defined KPIs that are results focused and management methodologies. I can set strategies, campaign plans, KPIs and help drive performance.

OUTSOURCE

How do you manage your top, highly committed outsourced customers, be they local, International or Global? How do you establish a team, what does the

team comprise, a marketing and service strategy? How do you manage all these geographically dispersed, multi cultural, multi functional team members, remaining focused and in complete and full communication. With a wealth of experience in managing and leading UK, and Global highly complex outsource agreements; I will be able to support the sales teams in understanding and developing these opportunities.

GLOBAL, MULTI CULTURAL AND MULTI FUNCTIONAL

Building multi cultural, multi functional, global teams and managing them with a common objective and goals. This is an art, and requires considerable knowledge and expertise. Not only able to create, manage and lead UK based organisations, but with strong expertise in Global leadership I can support companies with or aspiring to global growth

Training and methodology

TAS, GOSPA, Account Planning, Contact Planning, Strategic account planning and sales methodologies.

IT and Telecoms Consultancies

Strategy

Assessment of business strategy, objectives and goals and obstacles to success. Assessment of legal, regulatory and political influencers on business strategy and their impact on a technology solution. Assessment of ITC's ability to address the business strategy, influence it for greater growth, increased efficiencies and reduced costs. Measure and design around the GAP between capability and coping with the business plans. Build Strategy with road map, budgeting for 1, 3 and 5 year plans. Looking at infrastructure (voice, data and multi media), through to applications and application development. ICT Support structures to support R&D, Security, Infrastructure, Server, Database and Data Centre, Desktop, Application management, 1st Line support.

Disaster recovery plans, redundancy and resiliency. Risk Management, policy and governance.

Convergence and Unified Communications

Understanding the real meaning and value of Convergence, UC and VOIP, where it can add true business value by driving increased revenues and improving efficiencies. Cutting through the vendor view of how UC (their product) adds value. Having worked for and partnered the leading vendors, I have a strong knowledge and experience to offer independent assessment and evaluation. In addition I have access to a network of global technology experts and researchers to support any evaluation.

Technology and Vendor Assessment

What are the business objectives and needs. What technologies, applications and services address these, and from/by whom and how to get the best from them. As above.

2. I would expand the section on vendor & technology evaluation. I think this is an area where your technical skills would be really useful, and also an area where many business leaders may not have the support they need internally.

Project implementation and management

30 years of carrier experience at Director and Account Management level, delivering simple change requests through to large, complex global propositions. This is NOT a Prince2 delivery, rather solution to project delivery. [More detail](#)

Sarbanes Oxley

SOX is a new American lead regulation that affects every company doing business with America. "Europe" is very interested in SOX and it is much felt that it will not be long before organisations in the UK (or Europe) will be expected to comply and meet the same stringent demands, as will their managers. Understanding the significance and impact on the business. The responsibilities of Directors through to Managers, and the meaning of compliance. High level view only in consultation as part of the Project Management matrix.

Global ICT

Any company that has an international or Global presence or aspires to one, needs to understand the highly complex and difficult issues around delivering an ICT solution to meet the business needs: Time zones, different technologies, different pricing structures, different lead times, delivery methodologies, regulations, cultures and so on. And how do you support it going forward?