



METASPIRE'S EXPERTISE AND COMMITMENT HELPS ORGANIZATIONS ACHIEVE systematic success

CHANGE > precise timing

Taking the right steps toward managing change can make the difference between an organization's struggle or success.

With rising globalization, troubling economic uncertainty and increasing operational complexity, organizations rely on Metaspire, a strategic management consulting firm, to help integrate and manage change successfully. With unique organizational development skills, expert business process analysis, and rigorous statistical capabilities, Metaspire delivers measurable results and creates agile business operations that can promptly adapt to market changes. Metaspire's industry expertise, well-proven approaches and effective tools generate value quickly. As a result, operational quality is increased and business processes are streamlined for efficiency, creating value to customers and shareholders alike.

EXCELLENCE > integrated benefits

Dedicated every step of the way, Metaspire helps organizations:

- Increase efficiency in business operations
- Eliminate non-value added work, resulting in optimized resource capabilities
- Increase effectiveness and agility to respond to customer requirements and market challenges
- Increase customer satisfaction and lifetime loyalty value
- Align processes and resources with the organization's vision, mission and goals
- Empower intelligence-based decisions that drive profitable growth and measurable results

SUSTAINABILITY > cultivating relationships & revenues

Metaspire's ability to connect people and processes is unmistakable.

Metaspire helps organizations achieve, as well as maintain, breakthrough performance through executable strategies fused by insightful thinking and disciplined execution. Through innovative solutions, optimization and standardization, Metaspire has helped organizations in myriad industries to: manage and integrate **change**, develop business and operational **excellence**, and maneuver fully through transitions via **coaching** and **training courses**.

	CHANGE	EXCELLENCE	SUSTAINABILITY
CONNECTING	■ Change Management	■ Root Cause Analysis	■ Integration Management
APPROACHABLE	■ Customizable Roadmap with Diagnostic Tools	■ Statistical Capabilities	■ Business Coaching & Management Training Courses
INSIGHTFUL	■ Development & Key Performance Measurements	■ Workflow Consulting & Simulations	■ Complementary Gap Analysis Post Implementation
		■ Business Process Improvement & Process Management	

Call 866-630-6334 to schedule a complementary initial assessment
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METASPIRE HELPS SERVICE ORGANIZATIONS REMAIN COMPETITIVE AND streamline operations

IDENTIFY&ANALYZE > areas of opportunity

Metaspire helps service organizations seek out and employ the best strategies to close performance gaps and efficiently manage operations for long-term financial viability.

An understanding of today's business challenges and strengths makes Metaspire, a strategic management consulting firm, remarkably responsive and effective in helping balance financial, operational, and human resource needs for service organizations and executives who lead them. With an astute awareness of internal political hurdles as well as government regulations, Metaspire strategically deploys its business process analysis, organizational development skills, rigorous analytical capabilities, and creativity for each client's unique needs.

IMPLEMENT&SUSTAIN > targeted&transformative improvements

Metaspire embodies the power to help your organization align strategic initiatives to key objectives and achieve strong operations improvement that can be applied enterprise-wide or to select departments or functional areas.

- Improved efficiency and effectiveness of operations and compliance activities
- Maximized Human Capital
- Eliminated non-value added work, resulting in optimized resource capabilities
- Increased effectiveness and agility to respond to customer requirements and market challenges
- Aligned processes and resources with the organization's vision, mission and goals
- Empowered intelligence-based decisions that drive profitable growth and measurable results

Plus Metaspire provides:

- Industry certification preparation
- Quality improvements made simple
- Employees with the capabilities to sustain quality day to day performance
- Cultural readiness tools and techniques

Whether growth, competitive forces, or other factors necessitate changes within your service organization, consider Metaspire a valued resource to steer your organization in the right direction.



“Metaspire's Rapid Improvement events for HP Home/Home Office Call center wherein multiple areas were interviewed included root causes for inefficiency and ineffectiveness prioritization. Recommendations including benefits, risks and rewards were constructed for HHO to recommend a \$400K savings per year without any financial investment.”

– C. Andersen, Customer Experience Manager, HP Home & Home Office

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