

## Professional Services: Your Key to Better Business Practices



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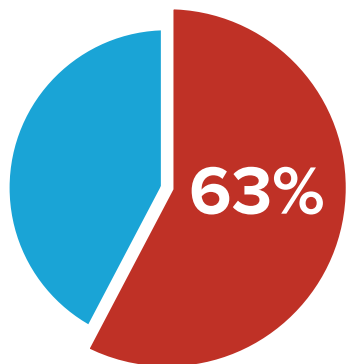
Technology – though absolutely essential to modern business, it is also the cause of great concern and worry for many business owners:

“What do I need?”

“How much do I have to spend?”

“Can I get by with this instead of that?”

Whether making a solitary new purchase for your company or buying everything necessary for a new facility – the task can be both intimidating and daunting. In fact, 63% of business owners frequently feel overwhelmed with the number of technologies available to run their business.



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“The responsibility of diagnosing, designing, and installing your exact technological needs should fall squarely upon your IT provider.”

But here's the truth of the matter: it shouldn't be this way. Unless a business owner is very tech-savvy, they shouldn't be relying on themselves to make these types of technical decisions. The responsibility of diagnosing, designing, and installing your exact technological needs should fall squarely upon your IT provider. Indeed, even corporate CIOs should feel compelled to discuss their ideas with the IT provider and determine together what will work best for the company with each and every addition.

This is the very definition of what IT professional services should be. Here's how we at KME Systems take our approach:

## In Business, One Size Rarely Fits All

If ever you request a professional services quote, and the response is, “Sure, we'll give you our standard installation package. It's what we give all our clients.”

Run. Run quickly.

Find a company who cares enough about you – not only as a business, but as a customer – to actually take the time to review your needs and your workflow processes, to understand them, and to carefully craft [an exact solution](#) for your specific needs. Regardless of what other companies might try to tell you, a “one size fits all” package almost never actually “fits all”.



## Get What You Need – No More, No Less

The “upsell” – in essence, it’s selling clients something they probably don’t really need in the interest of increasing the dollar amount of the sale. Sure, that may look good on paper, but in the long run, what is it the client will remember?

**“They insisted I needed this expensive upgrade, I trusted them, and I never used it.”**

The end result is the client looking elsewhere the next time they need professional services. At KME Systems, we don’t believe in “the upsell.” In fact, we feel that the more attention, customization, and precision your company receives when its technology is improved, the happier you will ultimately be – and that means we’ll likely do business again in the future.

That’s all the “upsell” we need.

## Boost Throughput with Workflow Automation

In our constantly improving world of technology, computers are doing more and more menial tasks – requiring people to do less and less. This isn’t to say the goal is to automate workflow to the point of technology running a business independently, quite the contrary, in fact.



**“77% of companies saw their conversions go up when they implemented automation strategies.”**

The goal is not to eliminate positions for people, it is to make their jobs easier so that they may focus their efforts on more important aspects of their jobs, such as growing the company. And it works: 77% of companies saw their [conversions go up](#) when they implemented automation strategies.

“This is the value of workflow automation. Take the most tedious tasks away from your team and automate them, and suddenly, their day opens up to a world of new possibilities of productivity.”

When your people can:

- **make more sales calls**
- **make more phone calls**
- **put in a little extra effort in each project before sending them off to clients**

Consider that value over simply not having the time to do those things because:

- **faxes must be manually sent and organized**
- **emails must be sent to the right department**
- **attachments must be processed and filed upon receipt**

This is the value of workflow automation. Take the most tedious tasks away from your team and automate them, and suddenly, their day opens up to a world of new possibilities of productivity.

## Talk to KME Systems for Your Professional Services Needs

You don't walk into a department store and grab the first outfit you see. If you did, chances are it wouldn't fit right and would be more frustrating than helpful to you. You need to walk around in the store, perhaps consult with the clerk about your needs, and let them help you find the exact outfit you're looking for. Why then would you spend thousands of dollars more on a "one size fits all" solution?

KME Systems wants to offer you the customized solutions you need, along with any workflow automations which will help take you to the next level of success. [Talk to us](#) about your needs, and we'll be happy to sit down with you to create customized professional services solutions for your business.



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