

Barclay Rae

Detailed Professional Capabilities

Consulting and Guidance in:

ITSM / Service Desk / Service Catalog and Service Level Management / Customer services / CRM / General business management

Specifically:

Health Checks / Current State Analysis / Benchmarking / Troubleshooting / Project planning / Project Management / Project QA and Governance / Project Rescue / Project Communications / Outsourcing /

Feasibility / Business case development / Market guidance / Decision support / Procurement

Interim Management and Mentoring

IT/ITSM / Service Desk / Contact Centre Management & Mentoring /

Outsourcing & Transformation planning & Implementation / Management Development / Personal development / General Mentoring & Coaching

Industry Analysis, Media and Writing

Product and vendor reviews / White Papers and articles / Blogging / Podcasting / TV and interviewing /

Event Management and Delivery

Event & Conference Facilitation / Workshop delivery / Keynote Presentations / Content & theme development

Sales and Marketing

Customer Relationship Management / Consultancy-led selling / Sales Consulting / Copy and content writing / Creative Development

Professional Services Management

Operational Management / Strategy / Team-building / Performance improvement / People Development / Service Development / Service Introduction

Phone: +44 (0) 7885 629308

Email: bjr@barclayrae.com

Web: www.barclayrae.com