

Why FT Works?

- Because our only focus is support we fully master **industry best practices** for support teams of your size supporting products of similar complexity.
- We work on all aspects of support so we bring a **holistic view** to every project for optimal results.
- We have a knack to work with all the stakeholders inside and outside the support team so we can **build consensus for support projects**.
- We have plenty of experience so we can **deliver results quickly** and lower the risk for your initiatives.
- We have no allegiance to any particular group so we can provide **unbiased recommendations**.
- As a boutique firm we rely on a **flexible, targeted approach** that maximizes your return on investment.
- We're **people friendly**. The goal for each engagement is to leave your team well trained and able to sustain the improvements on its own.

What we do

FT Works provides consulting, training and coaching services to the support organizations of technology companies. We have experience with all aspects of support management, from strategy definition to operations to metrics.



Sample Projects

Support center audits – identifying strategic opportunities for improvement

Support offerings portfolio – definition, pricing, selling, renewals

Knowledge management – process definition, metrics, tool selection

Staffing models – for new releases, new products, or for next year's budget cycle

Soft skills training – 10 different programs to choose from

Self-service and online support – design, metrics, competitive analysis, ROI

Support tracking tool selection – implementation and training

Support metrics – root cause analysis, executive dashboards

Our Clients

We work with technology companies of all sizes, with an emphasis on the mid-sized market. Here's a partial list:

- Adobe
- Autodesk
- BEA
- Business Objects
- Cisco
- Documentum
- Eclipsys
- Google
- Informatica
- Keynote
- Kodak Gallery
- Legato
- Mentor Graphics
- Nokia
- Palm
- Red Hat
- Spirent Communications
- Sterling Commerce
- VMware
- WebEx
- webMethods

Many of our clients are repeat clients.

How we work

We work on short, focused projects with well-defined, measurable deliverables.

We emphasize knowledge transfer to enable your team to sustain the initiatives for the long term.

We use a proprietary, field-tested methodology to accelerate results and maximize your return on investment.

We think strategically but we never forget that support is all about execution: we are pragmatic and results-oriented.

Who we are

Francoise Tourniaire, the owner and lead consultant, has over 20 years' experience in post-sales support in the high-tech industry. Prior to founding FT Works in 1998, she was the Vice President of Worldwide Service for Scopus, a CRM vendor that was acquired by Siebel. There, she had responsibility for Tech Support, Training, Documentation, and Production and established the European and Asian support operations.



Prior to joining Scopus, she served in various post-sales support and service positions at Sybase, Ingres, and Intel. She holds a BS and MS in mathematics from the University of Paris, France, and a Ph.D. in Science and Math Education from the University of California at Berkeley.

She is a frequent contributor to support industry newsletters and conferences. She is the author of *The Art of Software Support*, a practical guide to running software support operations, *Just Enough CRM*, a business manager's blueprint to selecting and implementing CRM systems, and *Collective Wisdom: Transforming Support through Knowledge*, a handbook for enlightened knowledge management in support organizations.

The other FT Works consultants are also seasoned professional with extensive hands-on experience managing support operations for technology companies.

For more information please visit www.fworks.com or call (650) 559 9826.