

What is Going to Move Your Company to the Next Level?

Increased Productivity

Product Innovation

Customer Loyalty

Quality Service
& Support

Call Us...



The Opportunity

High-Quality Service Can Differentiate Product Offerings, Service will Help Drive the Purchase of Additional Products

- Whether your customer base is global or local, the keys to business growth are high quality products & high quality service and support.
- High quality service and support
 - increases customer satisfaction,
 - can be a source of product innovation,
 - engenders brand and customer loyalty, and
 - improves the prospects for referral sales.
- Support - often looked at as an expense - can be a significant source of revenue, particularly as products and markets mature.

The SBS Group

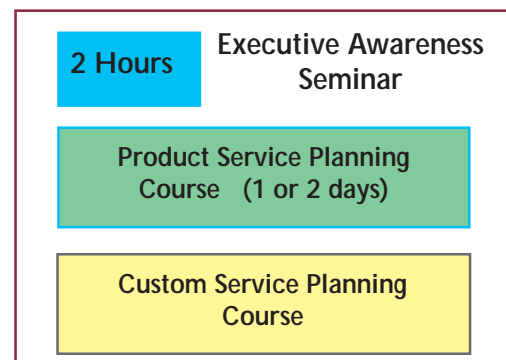
The purpose of the SBS Group, is to assist small and medium size companies in their transition from a pure product based business model, to one that incorporates service and support as an integral part of its operations.

The SBS Group can provide your company with training, and if needed, our facilitation services to help you develop and advance the service and support segment of your business operations.

Product Service Planning

Product service planning is a process that integrates and manages all the service attributes necessary for a successful product launch. This is a matter of identifying the service requirement of the product and providing a framework to make the proper decisions to support the product and then educating management and staff on how to get there. This is the approach that the SBS Group takes, backed up with extensive experience and, proven business and operational expertise.

Our **Product Service Planning Training** courses are how we transfer our knowledge. The first brings management up-to-speed on the current practice for service and support planning. The next level educates your staff in the building of service plans, and the third adds the development of a tailored program design - the development of a plan specific to your company.



You have a revenue stream based on product sales... ..now you can generate a second revenue stream from those same customers through service and support programs.

Product Service Planning is the starting point to building an efficient and effective product development and support organization.

Product Planning	Service Planning
Plan	Service Design & Development
Design	
Source	Service Implementation Plan
Make	
Sell	Support

Integration of Service Business Best Practices

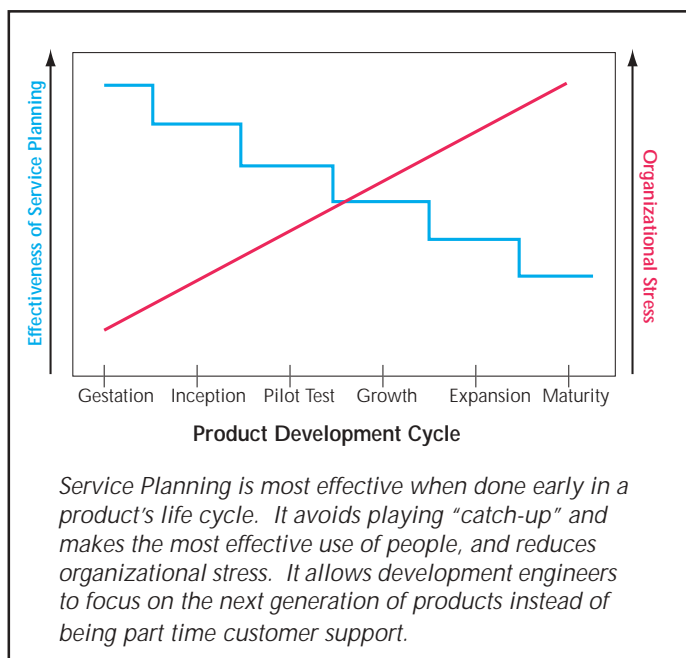
We believe that the integration of product and service planning provides your company with a distinct advantage in the marketplace.



Should you be considering:

- How to Manage Service Costs
- Field & Support Service Readiness
- Resource Requirements
- Service Supply Chain Improvements
- Service Information Needs
- Service as a Revenue Center
- Service Process Documentation
- Service Business Operational Metrics
- Service Implementation Plans

*The SBS Group can help you plan and implement your service requirements through our **Product Service Planning Training Program and Facilitation Services.***



Mission Statement:

To provide small and mid-sized companies with service business management expertise, knowledge transfer, and service products that help them profitably manage, transform and/or evolve their current service operations and business.

As companies develop they often find themselves at the brink of a chasm that has to be crossed in order to achieve the next level in their growth. Those chasms can include the need to grow from product prototype to full manufacturing, and providing product support so that your development staff isn't answering customer calls at the same time they are designing the next generation product. The need to provide product innovation, generate customer loyalty, ensure service quality - both the reality and its perception - also has to be addressed.

The SBS Group has the expertise and products to help your company address the service issues as you cross those chasms. We are bridge builders. We'll show you how, and help you, put together the supports and framework your company needs to traverse what you may see as barriers to future growth and development.



The SBS Group, Inc.
174 Littleton Road #3
Suite 371
Westford, MA 01886
Tel: 978-692-1160
Web: <http://www.TheSBSGAdvantage.com>
Email: info@TheSBSGAdvantage.com



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