

# Case Studies

## 360 Business and Technology Platform & Results Multiplier

The 360 platform supports leaders with a "done for you" approach to strategy, alignment, implementation, and ongoing execution

THE GOAL IN OUR CASE STUDIES

# Help our Clients to Accomplish their Key Objectives







# **Regional Entertainment Provider Looks** For Risk Reduction and Greater Efficiency

"Getting on the same page has produced results both inside as well as outside of the bottom line. We have been able to make better decisions, and most importantly, have the conversation needed so we can move forward together with a shared understanding"

**General Manager** 

Date: 2014-Present

\$15-40M Annual Revenue Revenue:

**Key Leader: GM & President**  **Key Goal(s):** 

Get the management team on the same page and continue to drive

substantial EBITDA with less risk

#### **Background**

The Company was founded in the 1970s and is a high-end entertainment provider, within multiple major regional markets and multiple global accounts. The Company, while dependent on outside factors, was able to continually operate with substantial EBITDA and return. They continue to operate within a very competitive landscape where changing factors require quick and accurate decisions.

### **Key Problem**

While the Company was producing substantial EBITDA, it had to continually adjust and make quick decisions based on the available data. This was not always possible and there were several people and process impasses.

#### **Key Objectives / Tactics**

Clarity on channel and product performance Alignment with executive team and cascaded down to team Solidify distribution relationships and negotiate better terms Reduce waste within marketing / employee programs

### **Key Plan / Strategy**

The Company has augmented its plan several times since 2014. Initial plans called for an overhaul of data to determine performance drivers so a could be implemented and a format for decision making created. Since that was executed, focus has changed to performance within specific channels.

#### Result

The Company has reduced its operating burn and risk significantly while keeping the same level of EBITA and experiencing some of the best revenue years on record. In addition, culture, communication and decision making have been improved which has allowed the Company to begin entry into new markets with a new business model.

#### 360: Key Metrics / KPIs

Financial: Revenue, Expenses, Pricing, Channels, Channel Performance, Risk Rate, Profit Rate

Direct Sales, Distribution Performance, Fulfillment Rate, Fault Rate Client Facing:

Internal: Sourcing, Pricing, Variance

People/Team: Organization Heath, Communication, Culture, Accountability, Motivation, Rewards, HR Process

Infrastructure: Front End System, Back End System, Marketing Results, Sales Results, Reporting