

Who Engages Us?

Executives of mid-size companies that want to exceed customer quality expectations, increase profitability and achieve operational excellence

What Questions Have We Addressed?

Profitability, productivity, and efficiency issues:

- ◆ Does a strong level of **confidence** exist among departments?
- ◆ Are people **focused** on the right things and are their goals aligned?
- ◆ Is there a consistent company-wide **understanding** of goals?
- ◆ Is management information **actionable**?
- ◆ Are performance incentives driving the **right behavior**?
- ◆ Are business processes functioning efficiently and **effectively**?
- ◆ Are compliance and corporate **governance** processes undermining profitability?

Improve Enterprise Performance by:

- ◆ Developing **Strategic Management** plans which are clear and actionable
- ◆ **Integrating** business processes and Information Systems to enhance ROI
- ◆ Analyzing revenue generation and identifying **hidden opportunities**
- ◆ Logically portraying information through **actionable** metrics and measurements to drive quality and profitability
- ◆ Establishing company-wide enterprise **risk management** practices

How Have We Delivered Value?

How Are We Different?

With our broad experience, competitive rates, hands-on skills, and ability to go wide and deep — we:

- ◆ Produce **results**, not predetermined advice and boilerplate presentations
- ◆ Have the **experience** of larger firms but with a value based rate structure
- ◆ Have the **breadth** (cross-functional senior management experience) and **depth** (hands-on process-level skills) to solve your unique business issues
- ◆ Share our knowledge with your staff to develop **self-sufficiency**
- ◆ Use technology as a **productivity enabler**, not as the end-all solution

For more information about NeXtgen Innovation, please contact:

Phone: +1.949.892-5212 Email: info@NeXtgenInnovation.com Website: www.nextgeninnovation.com



Business As It Should Be™

NeXtgen Innovation provides creative and practical business solutions to executives of mid and large-size business enterprises. We help our clients substantially improve their organizations' profitability by finding hidden revenue growth opportunities and improving operational efficiencies. Using innovative tools and practical techniques, we enable quick results with practical strategies, actionable management information, and optimized business processes.

Unlike other consulting firms, we are also proven experts at implementing change and have the direct line management experience to assure measurable success for our clients.

Revenue Enhancement

Organizations are constantly challenged to achieve higher profitability. Despite the rich information available today from management reporting systems, they tend to concentrate on reporting what has already occurred, but do not readily provide information about where to focus to achieve potential. We help our clients find **opportunities "hiding in plain sight"** using a quick, cost-effective approach that delivers short-term value and a foundation for profitable growth. Outcomes include an interactive profile of opportunities to boost profitability by 15% or more, clarity of where to focus management attention, identifying practices that undermine performance, and determining potential incentive compensation issues.

Strategic Management

Many companies large and small struggle with the idea of strategic planning and management, and struggle even more so with the implementation of

strategic plans. But without a view of where you're going, how will you know when you get there? We help our clients to develop **actionable** plans which can be clearly communicated and implemented so that the time spent in the planning process pays-off. Strategic Plans should be a **practical**, dynamic document which executives review, update, work by and can easily be communicated.

Business Process Optimization

Growing companies are challenged with changing markets, pressure from overseas competition, an unpredictable economy, and the need to do more with less. We have developed a **practical methodology** and tools to visually and quantitatively depict and analyze complex business processes. Using these tools we can quickly recommend significant improvement based on Key Performance Indicators (KPIs) and quality control points to increase quality and customer satisfaction, and reduce operational costs.

What Makes NeXtgen Innovation Unique?:

We have always achieved success with our clients. Some of our work is oriented towards capturing quick-hit opportunities that might be "hiding in plain sight," while other efforts are more process intensive, focused on achieving particular project objectives. Whatever the business issue, we produce results, not just prepare advice and boilerplate presentations.

Partial List of Clients Includes:

- Amerisafe, Inc.
- Cigna
- Creative Productions
- Digital Insight
- Direct Advertising Response
- Health Care Partners Medical Group
- Hogan Systems, acquired by Computer Sciences Corporation
- Kaiser Permanente
- LA Care Health Plan
- Monarch Health
- Mitchell Medical
- Norwest Bancorp, now Wells Fargo & Company
- PacifiCare/ United Health
- Quantum Health Resources / Olsten Health
- SCAN Health Plan
- Scruggs Consulting Group, Inc.

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