

# AMONG BOB PROSEN'S CLIENTS



## **AT&T**

At this global telecom Bob reduced overtime cost 50% while improving on-time service delivery 33%. In less than a year he also reduced customer service incidents by 67% and within six months eliminated all unsatisfactory ratings and improved customer satisfaction 39%.



## **HITACHI DATA SYSTEMS**

In 18 months Bob delivered three new service lines—including a major shift from product focus to creation of a global executive consulting practice, built a global staff and closed \$12 million in new business.



## **AT&T GLOBAL INFORMATION SOLUTIONS/NCR**

Bob transformed the Central Region Professional Services Division from a request-driven support culture to a proactive, consultative-selling organization in less than one year. At the same time he dramatically increased revenue by 38% and earned an award for highest profit contribution in the U.S. by achieving 147% of profit plan.



## **SPRINT**

Bob reduced operating expense by \$36 million, enabling the company to post its first profit. He gained approval for \$390 million in investments and reduced service interruptions by 67%.



## **DATA RETURN CORPORATION**

Amid one of the largest market declines in history, Bob transformed the nation's leading Microsoft hosting company into the most reliable, scalable company of its kind in the market. He improved customer satisfaction more than 100%, reduced operating expense 28% and sales/marketing expense 52%, and sustained revenue at \$50 million, successfully positioning the company for subsequent sale.



## **SABRE**

Coming from outside the travel/transportation industry amid a corporate restructuring, Bob led the Americas Business Unit of Sabre. In just one year he turned it into Sabre's top performer, accounting for 45% of the division's business. In less than two years of operations he closed more than \$100 million in new business.

