

BOB PROSEN DELIVERS RESULTS

EXECUTIVES WHO ACT ON BOB'S ADVICE REPORT THESE DOCUMENTED OUTCOMES:

- **Worldwide travel industry leader closed more than \$100M in sales within 24 months**

- **Global telecom reduced overtime 50% while improving on-time service delivery 33%**

- **Productivity rocketed to 130% with no increase in staff for global communications provider**

- **Improved sales by 38% and exceeded profit plan by 47% for major U.S. technology service company**

- **Increased revenue by \$20M while reducing operating cost by \$36M—representing 20% of communications company's EBT in just 18 months**

- **Reduced customer service incidents by 67% in less than a year for communications industry leader**

- **Increased employee satisfaction from below 60% to greater than 80% in 18 months for a major U.S. technology service firm**

- **Within six months eliminated all unsatisfactory ratings and improved customer satisfaction 39% for global telecom provider**

- **Quality-improvement process increased sales by \$1.8M for communications industry leader**

- **Nation's leading internet hosting company improved earnings by 36% and met EPS expectations for all consecutive quarters**

- **Turned profit loss of 30% into gain of 21% in 12 months for global travel industry vendor**

These are just a few of the results realized by Bob's clients. More are reported every month by clients ranging from mid-size companies to multinational leaders. Update Bob's list of powerful outcomes by visiting www.spsystems.info.