



Helping organizations build Support operations their leaders can trust

Executive advisory for Support operations, operating models, and Support leadership.

Support organizations often struggle because growth, complexity, and change outpace the operating model supporting them. RAFT Advisory Services restores predictability by building scalable operating models and strengthening Support leaders.

Support No Longer Feels Under Control Does This Sound Familiar?

- Support rarely becomes difficult because people stop caring.
- It becomes difficult when growth, complexity, and change outpace the operating model supporting it.
- Escalations increase. Communication becomes inconsistent. Leaders spend more time reacting than improving.
- Confidence begins to erode.

The RAFT + NUDGE Framework

- **RAFT (Respond And Follow Through)** creates ownership and follow-through.
- **NUDGE (Next Update Due for a Great Experience)** creates predictable communication.
- Together they strengthen trust and predictability.

My Advisory Approach



Organizations Typically Engage Me When...

Support Feels Out of Control

- Reactive execution. Increasing escalations. Declining confidence.
- Restore predictability through practical operating models.

You Want to Set Your Support Leader Up for Success

- A capable leader stepping into greater responsibility.
- Executive guidance that helps capable leaders succeed.

Why Organizations Trust Me

Executive Leadership Experience

- Notified - VP, Global Services & Support
- IDEXX - Director, Global Customer & Technical Support
- Gartner - VP, Worldwide Technical Support
- Merrill Lynch - Director, Global Infrastructure Services

Proven Results

- Reduced escalations by more than 80%.
- Sustained CSAT above 92%.
- Led global Support organizations across 90+ countries
- Supported 14,000+ employees, 8,000+ organizations, and 50,000+ annual enterprise events.
- Recent advisory engagements focused on stabilization, playbook development, and leadership advisory.

Let's Talk: Eric Fliegel | Founder and Principal Advisor | Naperville (Chicago), IL
[linkedin.com/in/ericfliegel](https://www.linkedin.com/in/ericfliegel) | efliegel@gmail.com | RespondAndFollowThrough.com