



Respond And Follow Through so your Support stays afloat

*"I created **RAFT Advisory Services** to help IT and Support leaders build high-trust Support cultures that **transform Support into a strategic differentiator**" – Eric Fliegel*

RAFT Advisory Services is built on my **RAFT (Respond And Follow Through)** framework, which strengthens communication, accountability, and consistency. **NUDGE (Next Update Due for a Great Experience)** puts RAFT into action through predictable updates and clear expectations.

What I Do

With 25+ years leading global support operations, I help organizations:

- Reduce escalations
- Improve communication
- Build a high-trust support culture
- Strengthen global support operations

Experience Highlights

- Vice President, Worldwide Technical Support: **Gartner**
- Director, Global Customer & Technical Support: **IDEXX**
- Director, Global Infrastructure Services: **Merrill Lynch**
- Executive Director of Information Services: **Emory Healthcare**
- Vice President, Global Services & Support: **Notified**
- CIO & GM of IT Programs: **American InterContinental Univ.**
- **Additional senior technology and operations leadership roles**

My Services

Service Desk and Support Health Check (2 to 4 weeks)

- Analysis of workflows, SLAs, communication, staffing, and escalation patterns
- Evaluation of support culture
- Clear findings with prioritized roadmap
- Immediate quick win recommendations

RAFT+NUDGE Framework Playbook (4 to 6 weeks)

- Communication and follow through standards
- Escalation reduction and accountability model
- Ticket flow and handoff optimization
- Coaching and training for leaders

Fractional Leadership Advisory (Monthly)

- Coaching for IT / Support leaders
- Operational decision guidance
- Escalation prevention strategies
- Team culture maturity coaching

Customized Advisory & Project-Based Support (Flexible Scope/Duration)

- For organizations with unique needs, emerging challenges, or specialized initiatives
- Tailored to your Support organization's maturity, priorities, and culture

Why Leaders Work With Me

- Proven results (80% escalation reduction, CSAT above 92%)
- Global scale (275+ people, 90+ countries, 14,000+ employees, 8,000+ orgs, 50,000+ events)
- Support culture expertise
- Cross domain leadership
- Practical, honest, execution-focused partnership

When To Bring Me In

- Escalations or backlogs are increasing
- Communication and follow through are inconsistent
- Confidence in IT is slipping
- Your Support team is overwhelmed
- Develop existing Support leadership
- Advisory during scale or transition
- Expert perspective without adding FTE

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