

Effective Advisory Programs for Improving Sustainable Business Profitability, Cash Flow and Value



Proven Solutions for Financial
Prosperity and Independence

Provident Professional Services, Inc.
Accountancy ■ Taxation ■ Advisory ■ Valuation

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PROVIDING ACCOUNTANCY SERVICES NOT REQUIRING STATE LICENSURE

Diagnostic Review of Strengths, Strategies and Systems

Full Planning Day

7,850

Comprehensive diagnosis of your company's strengths, challenges, opportunities and threats, combined with a financial evaluation of your company's best practices and performance in the prior 5 years, plus a sensitivity analysis of your profit improvement potential; presented in a full day conference format in your offices for optimum effectiveness. Developed from an in-depth analysis of your company by a thorough diagnostic questionnaire covering strategic, tactical and operational dimensions of your business.

Follow Up Action Plan

7,850

Follow up your Planning Day with development of a full program which guides your team through the steps to accomplish your objectives, priorities, timetable and budget assigned by task, by function, by person, and with estimated duration, sequences and project management charts for monitoring your progress.

Managing and Exceeding Customer and Team Expectations

Customer or Client Advisory Board

Audio 5,850
Video 9,350

A round-table discussion with up to twelve "A" and "B" level customers to pose in-depth questions structured to uncover hidden expectations and performance standards, to quantify satisfaction levels, to uncover opportunities for improving the quality of the customer's experience, interaction and outcome, and perceptions of service quality and value viewed in multiple dimensions. Conducted in an upscale off-site company-hosted catered hotel meeting room, absent company representatives, with full audio or video recording for company analysis afterwards to develop strategies for capturing improvement opportunities.

Employee or Team Advisory Board

Audio 5,850
Video 9,350

Similar to Customer Advisory Board, with up to twelve "A" and "B" level team members to pose in-depth questions, structured to uncover hidden expectations, opportunities for improving the quality of the customers' experience, interaction and final outcome, employee suggestions for improving service value, determining customer service differentiation strategies and opportunities for expanding and cross-selling services, with determination of key frustrations and developing applicable strategic remedies.

Targeting Results With Successful Strategies

Strategic Business Plan

7,350

A comprehensive, multi-function strategic plan of action with expected outcomes engineered to give you the focus you need to move forward with accomplishment of your business objectives within your time frame. Includes in-depth industry analysis, growth plan, financing needs, cash flow, profit and capital acquisition projections, organizational structure and much more.

Strategic Marketing Evaluation

4,350

A thorough, careful and systematic analysis of your business marketing activities, performance, needs coupled with your unique selling propositions to clarify your message in the minds of your public. Includes an assessment of the company's positioning from the customer's viewpoint.

Unlocking Hidden Productivity, Efficiencies and Profits

Business Process Review

7,350

Comprehensive diagnosis of your company's business processes, from inception of the originating event to completion of the business cycle; determination of critical production path, optional tasks, redundant tasks, looping tasks, duplicated tasks; identifies opportunities for straightening the production path, reducing incidence of errors, increasing throughput and containing costs.

Administrative Process Review

7,350

Comprehensive diagnosis of your company's administrative procedures, practices and policies, from the originating sales event throughout the business process; includes functional flow charts showing opportunities for streamlining administrative functions for more responsive and efficient management, control and monitoring.

Establishing an Exceptional Customer-Focused Company

Telephone Communication Skills Course

5,850

An exciting multi-media workshop presenting new breakthroughs in telephone communications to immediately differentiate your company. Creates a professional image, establishes customer rapport, efficiently and gracefully guides your prospects to your services and products for their solutions, overcomes price-driven decision makers, creates a memorable experience for new and repeat customers, and increases prospect conversion rates, average sales volume, repeat sales and sales frequency by following easy step-by-step performance standards. Accommodates up to 20 participants.

Creating Delighted Customers System

5,850

A stimulating inter-active multi-media workshop teaches your team to be more sensitive to customer service opportunities, more responsive, more creative and more effective in intensifying customer service. It introduces new concepts, examples, strategies and systems your team can use immediately to increase customer satisfaction and referrals, Accommodates up to 20 participants.

Powerful Senior Executive Enhancement Programs

Setting Yourself Free From Your Business

2,950

In this memorable video-based workshop, hear "Wally" tell his own story in this charming but powerfully thought-provoking interview which reveals his discoveries, realizations, set backs and successful actions in transforming his hobby from a "job" to a true international multi-million dollar "business" where he became independently wealthy and free from his business. See how Wally successfully learned how to work ON his business, not IN his business, and what revelations you'll have in the poignant and unexpected ending. Includes up to 10 participants.

Overcoming Resistance To Change

2,950

This video-based interactive workshop is based on the largest selling learning video, "The Business of Paradigms" (*paradimes*). This fascinating program reveals the hidden control that paradigms can exert on us all, how to overcome resistance to change, when to get on board with new ideas, how you can see opportunities when others see threats, why some people just "don't get it," how to overcome the "paradigm effect," why company initiatives don't get implemented, and much more. Includes up to 10 participants.

Performance Measurement and Management Systems

Development of Critical Success Factors and Key Performance Indicators

3,850

Keeps operations on course and provides an early warning system should performance statistics decline at key monitoring points along the production path.

Maximizing Cash Flow and Managing Working Capital

3,850

Prevents the disaster of a cash flow crisis, uncovers the causal relationship between profit and cash flow, the impact of debt service, how much cash expansion will require, how your cash flow limits your maximum sustainable growth rate, and how to maximize your cash flow and manage your working capital.

Improving Essential Skills for the Management Team

Financial Management Learning Program

2,850

Step-by-step learning program on how to analyze key financial reports so you can manage the business “by the numbers.” Includes ratio analysis, pricing implications and much more. Accommodates up to 10 participants.

Development of a Positioning Statement on Your Why, How, What, Who and Core Values

3,350

Facilitation for the management team to process, synthesize, clarify and articulate the essential elements comprising the business purpose, principles, positioning and objectives into specific guidelines with which the team, customers and suppliers can align, understand and energize.

Specialized Strategies, Solutions and Services

(Flat rate pricing arrangements based on client’s choice of project scope and content)

- Crisis management for challenged companies
- Valuations for businesses and professional practices
- Employee compensation and reward strategies
- Determination of activity based cost drivers



Thomas Kalajian, President of Provident Professional Services, Inc. participated in a two-day training workshop in Irvine, California in 2018. Visionary accountants learned cutting edge techniques on how their clients can attain and sustain financial prosperity and independence. The workshop was presented worldwide by the international accounting consulting firm, Panalitix. It limited its participants to progressive thought leaders, who realized that the accounting profession has been undergoing a fundamental disruption. To remain relevant, progressive accountants must deliver new services which extend beyond traditional tax matters. Panalitix senior instructor, Sia Kal, answered questions about applying the latest and best advisory breakthroughs for Provident’s business clients.