Creating a Technology Services Company

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Safety Partners, Inc.
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From Bench to Business

- How did I end up running my own business?
  - Biochemistry
  - Lab Management
  - EHS

- Solo-preneur
  - Two things I knew
  - And then
Safety Partners, Inc.

- Environmental, Health and Safety for labs
- Professional Services business
- Workplace safety and compliance
DELIVERING SUPERIOR CUSTOMER SERVICE
Service Providers are Educators

- Define problems and opportunities
  - Observe | Ask Questions | Research

- Present solution options
  - Summarize | Educate

- Get Buy-in

- Position client to make informed decision
Positive Momentum

- Execute with Excellence
- Always working *towards* ‘even better’
- Hand it off *with extra*
Service Mindset

- Nothing replaces
  - Handshake
  - Eye contact
  - Listening

- Clarifying conversations
  - What is it? When? Why?
  - Example
Responding to Complaints

- ODT
  - Objectives
  - Dynamics
  - Tactics

- Escalation Path
CREATING AN OUTSOURCED EXECUTIVE TEAM
Your Executive Team

- Surround yourself with *GREAT* people
  
  - Out-sourced executive team
  
  - *Ad hoc* advisors
Sub-contractors / Vendors

- Legal
  - Contracts
- Brokers
  - Benefits
  - Insurance
- IT support services
- Finance
  - Bookkeeping
  - Payroll
  - Taxes
  - Strategy
- Marketing
Subcontractors / Vendors

- Operations
- Management Training
- Human Resources
- Recruiting
- Sales
Ad hoc Advisors

- Business networking
  - Examples
    - Review/edit
    - Compensation review
    - Employee reviews

- Baseball Field
  - Examples
    - Forecasting
    - M&A
    - Connector
Non-profit Organizations

- Volunteering
  - WEST
    - Sponsorship Committee
  - MALSI Day
    - CEO judges
  - Bio Ball

- Relationship building
  - WPI Venture Forum
  - MassBio
  - AIHA