

## New Pace Consulting Services

### An Overview

**Based on over 25 years of accumulated professional experience**, New Pace Consulting has helped to improve performance and implement solid growth foundations for a wide variety of organizations, ranging from Fortune 500 corporations to mid-size companies and small startups.

**We have been supporting** clients in defining and implementing strategies, streamlining operations, setting up business processes for growth, raising employee commitment to a new level, improving leadership effectiveness, reinforcing customer centricity, and aligning sales teams.

**In all our customer engagements**, we work to meet specific objectives with clearly-established outcomes and deadlines, contributing to the client's business goals with measurable results.

**Headquartered in Switzerland** to serve our clients in Europe, New Pace has recently opened a **new office in Toronto, Canada** to serve the North American market.

### What we do

**In most of our projects**, the highest potential for performance improvements and profitable growth can be found within the organization. Consequently, our focus lies on unleashing the already-existing talent, knowledge, and energy, occasionally enhanced by investments in structural, process, or system changes.

Depending on the individual starting position, we partner with our clients to improve some or all of these **levers for profitable growth and sustainably high performance**:

- Clarity and simplicity of mission, vision, strategy, and business model
- Execution discipline, the culture of "getting things done"
- Leadership quality
- Employee commitment and inspiration
- Customer centricity
- Operational excellence

Find below examples of our recent customer engagements.



*"A core skill of New Pace is, I think, to always hone in on identifying the most essential business needs to address. But it doesn't stop there -- they have what it takes to then design how to get there.*

*You are to the point and pleasure to deal with. New Pace provides real value."*

Randall Zindler, CEO, Medair

*"New Pace Consulting was from the start a reliable partner that has always focused on achieving sustainable results. The high level of professionalism on strategy, process management, and project management has always impressed me."*

Thomas Hegg, CFO, On-Air



## How we work

**As a boutique firm with Swiss and German roots**, we always focus on high-quality outcomes and measurable results with sustained effect on the client's organization.

**In our projects, we always work with the customer toward the defined objectives** by improving the conditions in the most needed areas, as described in the section above ("What we do"). We guarantee continuous access to our most experienced consulting resources onsite and remotely with shortest response times.

**Our proven methodologies** are the means to the most efficient and effective achievement of the defined objectives. They include—but are

not limited to—project and change management, assessments, interviews and focus groups, workshops and training sessions, process analysis and modeling, employee surveys, mentoring and coaching, keynote speeches, and meeting moderation.

"You really have the talent to come up with creative ideas and solutions."  
Tony Burgener, Director, Burson-Marsteller

## Case studies

### Strategy definition, leadership effectiveness, operational excellence, and employee commitment



At **OnAir**, an innovative provider of passenger telecommunication solutions for airlines, we have been supporting the CEO and the leadership team to execute its planned revenue growth for each of the following years. Our support started with diagnosis of the current situation at OnAir's Geneva and Seattle locations and identification of the key improvement areas, which include strategy clarity, leadership effectiveness, efficiency of business processes, and employee commitment. We conducted numerous interviews and helped with a full-fledged employee survey during this phase.

We have been working with the leadership team along a clear roadmap for driving change in all high-potential areas. After three months, the project has already led to several significant improvements, such as a clearer and simpler vision and strategy, a more consistent involvement of the employees, streamlined communication, and increased leadership effectiveness. Further project phases will include the definition of key processes, clarification of roles and responsibilities, structural changes, and the execution of the refined strategy.

### Strategy development



For **LGT Bank Switzerland**, the Swiss branch of a leading private bank based in Liechtenstein, we formulated the strategy for the bank's repositioning in the market and aligned the regional directors in a consistent strategy implementation process. The key challenge of this project was the identification of possible paths to profitable growth in a mature market characterized by high competition and pressure on margins. In a two-day leadership conference—preceded by the diagnosis of the current situations and goals—we

identified unique differentiators in the marketplace and possible scenarios to strengthen them. The leadership team is now fully committed and inspired to act upon these levers and execute the outlined implementation plan.

## Global career progression program



At **SAP**, a Fortune 500 company and global leader for business software with over 50,000 employees in more than forty countries, we have started a project for the Inside Sales Division with the goal of creating a global career progression program for its fast-growing workforce with over 600 employees. The intents of this global project include faster ramping of new employees, clear career paths, higher retention rate, and higher productivity of the division.

In the course of the project, we will align with stakeholders from numerous countries, identify the added value of a career framework for regional and local sales teams, provide a framework and certification program, and initiate the rollout to all regions and countries based on a consistent rollout plan with clear accountabilities.

## Business process definition and ISO 9001 preparation



For **Ecolistec**, a Swiss niche player in the construction device market, we developed the key business processes needed for efficiently running the operations and setting

the foundations for growth. Working directly with the CEO, we focused on simplicity and scalability of the operational processes, which included development, marketing, sales, production, delivery, and support processes. We also supported the introduction of a quality management system to achieve the ISO 9001 certification.

*"In New Pace we have found a strong, reliable and highly professional partner who approaches issues comprehensively, always sets clear objectives, and keeps the organizational strategy in focus."*

J. Esser, CEO, Ecolistec AG

## Strategy definition and execution roadmap



For **Medair**, an international emergency relief organization with over 1,000 employees in six countries, we formulated a consistent global strategy and assisted in its implementation by developing a straightforward execution plan. The project resulted not only in a simple, clear, and ready-to-execute strategy, but also in increased

leadership capacity, improved accountability of the leadership team, and enhanced communication channels within the organization for better staff commitment.

*"Allow me to congratulate you on pulling together a tight and logical journey from aspiration to practical implementation. Great job!"*

Christina Bregy, Chair of International Board of Trustees, Medair

## HR transformation

For **Medair**, we have also been transforming the Human Resource function to position it as an internal business partner and effective change agent within the organization. The work has included the discovery and improvement of HR business processes, re-assignment of roles, responsibilities, and process ownership, as well as the introduction of performance indicators. In several workshops, we involved the stakeholders in the diagnosis and the development of more effective and efficient processes, and identified a prodigious number of quick

wins. In the following project phases, we will be helping the process owners implement the decided process improvements and support the measurement of progress.

## Inspiration and alignment of international sales team



For **BRP**, a world leader in the design, manufacturing, distribution, and marketing of motorized recreational vehicles and powersports engines with more than 6,000 employees, we helped the EMEA leadership team realign the international sales team toward a new business strategy and more sales effectiveness. The engagement in collaboration with Sandler Training included an executive-level workshop at a regional sales conference focused on improved sales techniques, sales processes, and increased customer focus.

**"I want to express my personal appreciation** for the leadership and insight that you brought to our strategic process. I feel that we are on the road to very good changes as we implement this new strategy. It was great to work with you in this process."

John Rigstad, Director of Information Services, Medair

## Operational efficiency



For **ForumEPFL**, a leading job fair in Switzerland, we supported the Head of

ForumEPFL and his team in achieving significantly higher operational efficiency and a faster ramping of new employees. The project included the mapping of business processes, creation of clarity among different stakeholders, some elements of organizational design, and enablement of team members for implementing the improvements.

**"We are absolutely impressed** by the outcome of the work with you. Not only did we clarify our processes, but we also gained numerous insights for improvements on the short and long term and have built a basis for successful knowledge transfer.

The workshops were highly effective, engaging and stimulating at the same time. You managed to motivate participants with no prior knowledge in this field and incorporate everyone's contributions."

Pascal Uffer, Head of Forum EPFL

## Operational foundations for fast growth



For **Air-On**, a dynamic Swiss high-technology company delivering innovative air conditioning devices to the European market, we set the operational foundations for its planned, ambitious growth. The project included the definition of scalable and sustainable business

processes in a very short time in collaboration with the process owners, assignment of responsibilities, the identification of appropriate tools, and training of role owners. The scope ranged from all primary core processes, such as marketing, sales, production, and delivery, to supporting processes, such as hiring, budgeting, and quality management. As a result, Air-On can achieve its challenging growth targets and meet the expectations of its shareholders.

**"New Pace Consulting was from the start a reliable partner that has always focused on achieving sustainable results.** The high level of professionalism on strategy, process management, and project management has always impressed me. Even in the extremely dynamic environment with changing contact persons, New Pace could achieve quick results.

I can entirely recommend New Pace Consulting to all organizations that want to implement their strategy consistently and successfully."

Thomas Hegg, Chief Financial Officer Air-On, Program Manager

## Higher sales performance

CapitalDynamics



For **Capital Dynamics**, an independent asset management firm, we supported the Global Head of Business Development in the strategic repositioning of his division by providing—in collaboration with our partner company Focus360—sales training to the international sales teams. The training included role plays with video analysis and the identification of most urgent improvement needs.

## Process streamlining and global best practice sharing



Before founding New Pace, Volkmar Völzke worked with **SAP**, the global leader for business software solutions, on improving the efficiency of the European Field Services organization (consulting and educational services) and the global SME division. The work included best practice sharing among over twenty European branches, diagnosis of process weaknesses in local entities, and process alignment with regional standards, as well as dedicated improvement plans

and regular follow-up with each of the subsidiaries.

On a global scale, Volkmar contributed substantially to the international rollout of business process standards in all regions and selected countries, such as the United States, Japan, Argentina, and Latin America. Within the business division of small and midsize enterprises, Volkmar worked on the standardization and implementation of efficient business processes in the United States and Brazil.

*"Volkmar is a thoughtful, practical leader with the right approach to gaining insight from various team members and rolling out much needed improvements."*

Neha Modha, Senior Manager, Business Operations, SAP

## New Pace has provided leadership and advice to these non-profit organizations:

Association  
Stalingrad  
Volgograd  
Mémoire (Dolg pamyati)

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*"Keep up the good work – your content and philosophy is most impressive!"*

Carolyn Helbling, CEO, The British-Swiss Chamber of Commerce

## Contact



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