think180

Think180™ is an established, specialized consulting partnership based in Los Angeles, started in 1995 in Silicon Valley with technology clients, and since have broadened our industry base. Both partners have a breadth of prior corporate experience in strategic consulting, training and management roles.

Focus

We help clients build stronger capabilities for more productive outsourcing, by targeting and developing key competencies in vendor management for individuals, teams and team leaders.
Our primary focus is to equip and guide professionals who must select, engage, and manage outsourced vendors. These Vendor Managers must get the best from service providers, avoid waste, address delivery issues, and integrate the services delivered with company operations.
We can also develop training to equip vendors with necessary company-related knowledge.

Expertise

Principal Partner, Jim Everett, brings expertise from corporate HR in Performance and Management Development, and a degree in organizational processes and communication. He is a strategist, skilled facilitator, engaging presenter and coach. Jane Dixon brings executive expertise in managing large business consulting teams, as well as corporate financial and project management experience and qualifications. Our network of resources can be used for additional expertise and capacity.

Services

- Workshops on vendor management, with tools and consulting, and adapted to client needs
- Webinars and videoconferences on selected content or client case studies
- Training and coaching for leaders of teams that outsource and manage vendors
- Customizable online and mobile learning media for vendor managers
- Assessments and consulting to resource planners, HR and Purchasing/Sourcing
- Facilitated team events to focus and plan for outsourcing and partnering
- Consulting to managers and executives on building effective internal competencies
- Training IT professionals and other internal consultants on delivering professional services
- Development of company training materials for internal trainers to redeliver to vendors

Projects (sample list)

- Facilitated many successful in-house workshops for managers and vendors on partnering
- Formulated services development framework for a high-tech professional services organization
- Managed evaluation and selection of web-based product training for large technology company
- Provided coaching at executive level on strategies for Customer Support (several clients)
- Created popular blog www.managingvendors.com, and podcast "Managing Vendors"

Clients (partial list)

Amdahl, Apple, BP, Cisco, dotPhoto, Harrah's Entertainment, Hitachi Data Systems, Kibel Green Issa, KPMG, Microsoft, OmniSky, Palm, Philips, Photo Marketing Association, PricewaterhouseCoopers, Professional Picture Framers Association, Silicon Graphics, Sun, Synergex, Synopsys, Tapwave, Vantive, VERITAS, Verizon Wireless, Wells Fargo, Wilson Learning, Wipro, Xerox Business Systems

Feedback

"You far exceeded my expectations! You received rave reviews from the attendees. I could tell you spent hours and hours preparing and learning about your audience."

"Amazing to see each of the individual companies who provide services to our end users realize the power in working together and providing suggestions how to improve the overall process."

"Materials are excellent references to take learnings and apply to our transition and management."

"Taught me how to approach partnering with more confidence by looking to win-win situations and problem solving abilities."

"Quickly assessed the situation, understood talents of the players, generated solid ideas, moved rapidly to action and brought about better than expected results. The ball was never dropped. You maintained a well-grounded sense of humor as we progressed through each step."