

Operational Design



The Challenge

When a privately held company was looking to expand its offerings, they turned to Empowering Synergy for guidance. The company developed and sold software and assistive technology devices for individuals with developmental disabilities, and wanted to extend their scope to provide direct services to consumers. Our client engaged us to: assess their readiness for this type of expansion; develop the clinical, strategic and operational aspects of their plan; and support their implementation.

The Solution

We began by conducting a deep analysis of the company's existing service offerings, including how their assistive devices supported their consumers (individuals with disabilities) and enabled their clients (investors, such as hospitals, doctors and school districts) to provide better services. Next, we assessed our client's business plan for service delivery expansion; this included examining their clinical service offering and methodology, employee requirements, training program, fidelity and outcome measurements, and funding, operational and process plans.

The Outcome

With Empowering Synergy's support and expertise, our client developed a comprehensive model and business plan for providing direct services. The company began successfully implementing this program, and continues to grow with our ongoing assistance. By trusting their company to Empowering Synergy, our client benefits from a business model that is scalable and profitable, and that enables them to provide high-quality services to their consumers.

“ I knew that expanding the scope of my business would be challenging because I was entering an area of this industry that was unfamiliar to me. The expertise provided to me by Empowering Synergy was invaluable and accelerated the implementation of my plan. I know I avoided many pitfalls because of the experience that Ronit's expertise afforded me. ”

- President