



STEEL CITY INDUSTRIES, LLC

CONSULTING SERVICES

At **Steel City Industries** we are happy to provide you with consulting services in a number of critical business segments. We have accumulated over 60+ years of knowledge and experience in the areas of Sales (Field & Inside), Customer Service and Inventory Management.

We will assist you in developing strategic plans that increase revenue, improve service levels, and drive change that moves your organization forward. We review your companies' objectives, evaluate and analyze key metrics and develop tactical plans to achieve your goals.

Sales (Field and Inside)

Sales – the driving force behind the success of your business. How much time do you spend on ensuring your sales force has the training, coaching and skill sets necessary to be successful?

The internet has changed the sales environment a great deal by implementing purchases that no longer involve any people contact. In order for your sales team to become successful, high performing salespeople, they must build relationships. Long term gains in sales performance come with the generation of leads, a strong pipeline and rapport building. Establishing long term relationships develop customer loyalty and ultimately the achievement of sales goals.

At **Steel City Industries** our team will provide you with the sales training programs to assist your sales team with selling, negotiation, account development, and sales management skills that drive revenue and accelerate your company's growth.

Customer Service

Why invest in improving your customer service focus?

More than 50% of your customers will stop purchasing from you as the result of a bad customer service experience. Quality customer service means repeat business, customer retention and profitability.

Good customer service means helping customers quickly, efficiently and in a friendly manner. It's essential that you are able to handle issues for customers timely and do your best to optimize their satisfaction ensuring retention. Providing the best possible customer experience is one of the most important things you can do to set your business apart from your competitors, drive revenue and balance costs.

At **Steel City Industries** we will review your KPI's, SOP's and day-to-day activities to help you identify and develop a strategy to ensure your team provides the best customer experience possible.

For possible inclusion:

On average, 52% of Customers will buy more and pay more because of good Customer experience

85% of Customers are willing to pay up to 25% more to ensure superior service



85% of customers who have a bad experience want to warn others from doing business with that company

Inventory Management

What is Inventory Management?

Millions of dollars are lost daily due to mismanagement of inventory (company assets). Inventory management is the process utilized for storing, tracking, delivering, and ordering inventory. A great deal of an organizations capital is wrapped up in their inventory.

It makes it incredible important for companies to possess the tools and processes necessary to control all of the movements of inventory thus reducing losses and maximizing profits. .

At **Steel City Industries** we will help you implement inventory management techniques. Our inventory management solution will eliminate lost inventory, streamline your distribution process and track your inventory at every move resulting in reductions in stock, improved turn times and significant cost savings to your organization.

Steel City Industries is primed to assist you in achieving your goals and the financial successes your organization is looking for. Our dedicated team is here to help you. Give us a call today at (419) 800-9663 or reach us at our website www.hcpzone.com to begin your trial today!

