

How to Make Remote Consulting Work for You

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About me

- ✱ 14 years of Mac technical support at MIT
- ✱ held the title of Mac Platform Coordinator
- ✱ left in 2007
- ✱ started Mac Flow in 2008

Overview

- * What's Remote Consulting?
- * How should it fit into your business?
- * Pros and Cons
- * Tools for managing and delivering remote consulting

Working definition

- ✱ Being able to provide service to a client without being onsite
- ✱ By some form of electronic communication or remote access tool

Why you should offer remote consulting

- ✱ Allows you to be more responsive to client needs
- ✱ Provides additional flexibility for addressing client needs
- ✱ Yet another way to show your value to your clients

Pros and Cons

Pros

- ✱ Able to deliver services from almost anywhere
- ✱ Able to assist clients no matter where they are
- ✱ It's a lower-cost way to deliver services

Cons

- ✱ “Out of sight, out of mind”
- ✱ Often requires lots of

Where remote consulting shines

- ✱ Installing, configuring or upgrading software
- ✱ Server tasks
- ✱ Demonstrating software features

Guidelines

- ✱ It should be thought of as a standard service offering
- ✱ billed for accordingly
- ✱ not an unlimited resource

Guidelines