Collaborative Client Engagement

A business efficiency consultant reviewed minute-by-minute administrative steps for the three segments below to support a client through their process.

PROSPECTING

- Crafting introductory email with requirements
- Checking email for responses against the "checklist"
- Following up emails/notes
- Receiving, managing and organizing documents provided by client

CURRENT PROCESS

110

mins per Prospect WITH SIDEDRAWER

40

mins per Prospect



ONBOARDING

- Reviewing additional check-list items and preparing request notifications
- Organizing document folder structure
- Ensuring all attachments across team are maintained within client folders
- Co-ordinating with other professionals
- Preparing signature

40

mins per new Client

mins per new Client



ONGOING ENGAGEMENT

- Co-ordinating with client's family or professionals over existing/new documents
- Re-sending documents on client request
- Preparing emails and updated documents for client reviews

73

mins per existing Client **2**0

mins per existing Client

While your processes may be different, the administrative time may still be preventing you from scaling your practice.

