



Customer Focused Strategies

Introducing CFS

The customer is at the center of all we do, as we partner with our clients to help them transform their businesses.

With our exceptional understanding of emerging trends, industry disruptors and end user needs, CFS understands the implications for your business, and helps you brace for change and embrace transformation.

Our team of seasoned professionals possesses a wide range of skill sets, real-world experience and broad industry knowledge. Together we provide innovative thinking around adjacent markets, new revenue streams, and emerging business models for our clients.

Media & Entertainment

Technology is enabling a new generation of immersive and virtual experiences, impacting the entertainment ecosystem, and providing opportunities for disruption. Consumers expect content to be delivered in new and different ways, on demand, that affects nearly every aspect of your business – from content acquisition, to content delivery, to support platforms.

CFS can help companies of all sizes that operate in the media and entertainment industries embrace transformation by:

- Understanding consumers' demands for a multi-screen, always connected, on-demand, personalized experience
- Suggesting new solutions and ways of engaging with consumers in an environment of changing technologies
- Identifying opportunities to expand in current and new areas such as B2B, multi-play and IoT based growth strategies
- Navigating through market factors driving and enabling new monetization models

Our Approach

CFS is a management consultancy firm, specializing in Strategic Analysis, Strategic Marketing and Go-to-Market planning for clients that are wrestling with disruption or struggling with reinvention.

Each client engagement is unique and customized, but below you will find some of our capabilities and past engagement experiences in the three areas:



The CFS Difference

CFS is unique among management consultancy or marketing consulting firms in that we:

- Bring the “voice of the customer” to every project we do
- Provide “Big 5” consulting firm quality at an affordable price
- Employ seasoned, experienced professionals who work on the project from start to finish
- Help our clients design the strategy and live the implementation
- Deliver deep marketing expertise combined with extensive cross-functional experience provides unique perspective to customer engagements
- Are flexible, agile and nimble in all aspects of the partnership
- Report on weekly accomplishments, expenditures and next week’s objectives

Our Clients and Engagements

CFS has extensive experience in both B2C and B2B markets with a rich set of client reference cases. We have worked with a range of companies, from start-up organizations to Fortune 500 companies. We are often engaged as an on-going strategic partner and have worked with one client continuously for 13 years.

CFS’s client list is impressive - numbering nearly 30 businesses in various industries. A subset of our customers includes: Cingular (now AT&T), Comcast, Cox, Ericsson, Equifax, First Data, Knology, Microsoft, Nextel (now Sprint), Numerex, T-Mobile, Qualcomm, Qwest, SafeHarbor, Verizon, Vonage

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