



My speciality: **Smart ways to Supercharge your Business!**

- Are you exploiting all the knowledge and experience that you and your business have to the full? Are you selling your customers what they really want or are you just firefighting and competing on price?
- I've spent over 40 years at Rolls-Royce, Bombardier Transportation and Intelligent Energy applying logic and discipline to business and engineering problems, generating extremely positive (and occasionally spectacular!) results: see the rest of this handout for details of my career and my achievements. I'm now available to apply those years of experience to help you and your business to grow and succeed
- This is **WHAT** I can do for you, if you would like me to help you drive your business forward: -
 - **W**: Combining disciplined thinking with **Wisdom** and empathy, I bring insight, intuition and intelligence to your business to expand it in ways that will surprise and delight you
 - **H**: I **Help** you to move forward, either myself or through my contacts
 - **A**: I **Advise** you on developing new opportunities, in plain English
 - **T**: I **Think** laterally and differently, to help you outsmart your competitors



I promise to intelligently and sensibly share my knowledge, network and compassion with you

- My fees start at zero, grow with the value that I help generate and reduce if I enjoy working with you
- Just one idea of the many that you and I could produce and implement together could supercharge your business and change your life! Wouldn't that be good, for both of us?
- I'm happy to work with anyone, from one-person start-ups to multi-billion pound FTSE 100 companies
 - I can hold my own and get my ideas across at all levels, from shop floor to boardroom and beyond



- Let's meet up for coffee (when and where it suits you) and have a no-obligation chat about how I can help you
 - You've everything to gain and nothing to lose!





Dr Michael J Provost MA(Cantab) PhD CEng FIMechE FIET MIAM
Director: Michael Provost Consulting



My career highlights: 40 years in 120 seconds!

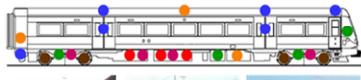
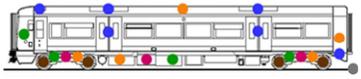
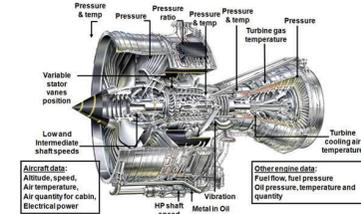
- I've worked for Rolls-Royce, Bombardier Transportation and Intelligent Energy on data analysis, condition monitoring and data visualisation, as well as company strategy and More Electric Aircraft
- I created and won awards for the analysis methods and data visualisations underpinning the Rolls-Royce COMPASS™ and Bombardier ORBITA™ aero engine and train monitoring systems
- I use the methods that I developed to monitor aero engines and trains to look after my own health: I walk the talk, and may have saved my life several times by doing so
- I wrote and published a book documenting my experience: 300+ people have copies
 - SAE International in the US will publish a new version later this year
- In career terms, I'm really proud of
 - the idea that I developed for adjusting mathematical models of aero engines to match observed test measurements (said to knock 3 years and £400m off the cost of developing a Rolls-Royce engine)
 - the algorithms and data visualisations that underpin the in-service monitoring of both aero engines (which support over 50% of Rolls-Royce's turnover and considerably more than 50% of their profits) and trains (which can improve train reliability by over 30% and help passengers arrive on time)
 - leading the efforts to persuade Boeing to make the 787 Dreamliner a More Electric Aircraft and getting the Rolls-Royce Trent 1000 selected for that aircraft (saving 3% of fuel burn and in the process making life harder for General Electric and knocking Pratt & Whitney out of the large aero engine business)
 - my book, which pulls together what I've learned over the last 40 years (a legacy to leave to others)
- When I was made redundant, I set up my own company because I wanted to use my expertise to help others. I also realised that you don't stop work when you grow old: you grow old when you stop work
- I want to keep my brain busy, meet and help others achieve the same successes that I've achieved, have some fun and make some money, in that order



BOMBARDIER



My Career: Engineering, Strategic Planning, Physical Asset Management, ...



EVERYTHING WORKS WONDERFULLY

An Overview of Servitization and Physical Asset Management
Second Edition
Dr Michael J Provost



- Rolls-Royce: 1976-2003
 - Performance Office
 - RB211-535 (Boeing 757 engine) performance simulation, analysis and prediction
 - Development of advanced analysis techniques for gas turbines
 - Development of COMPASS™ in-service engine condition monitoring system
 - Corporate Strategic Planning
 - Development of Corporate Strategic Plans, M&A activities, other sensitive projects
 - Advanced Propulsion Systems Design
 - Management of Trent 1000 engine offering for Boeing 787 Dreamliner
 - Development (with Boeing and suppliers) of 787 More Electric Aircraft systems
- Data Systems & Solutions (part of Rolls-Royce): 2003-05
 - Application of Rolls-Royce methods and mindsets to other industries
- Bombardier Transportation: 2005-10
 - Development of ORBITA™ railway vehicle asset management system
- Intelligent Energy: 2010-15
 - Development of asset management for fuel cell systems in the distributed power, automotive and consumer electronics sectors
 - Publication of Everything Works Wonderfully: an Overview of Servitization and Physical Asset Management and associated website www.everythingworkswonderfully.com
- Michael Provost Consulting: 2015-present

A really smart way to supercharge your business

I can help you implement this...



- Many businesses now realise that they need to sell **solutions** to customers' problems, rather than just **products**: this change of mind-set is called Servitization (or Service Infusion)
- It requires businesses to move from a 'make it and sell it' mentality to one that considers what their customers' needs really are and how to help their customers operate and manage the products they buy from them over the long term in order to achieve their own business objectives
- As Rolls-Royce, MAN Trucks, Caterpillar, Xerox, BMW, Alstom, GE and many others have discovered, the benefits from making this transition are genuinely transformative
 - **Enhanced revenue** – increases of between **2x** and **4x** have been reported
 - **Improved margins** – increases of between **3x** and **10x** have been reported
 - **Significant and sustainable business growth** – increases of **5% -10% /year** have been reported
 - **Increased market share** – can your competitors match you or catch you?
 - **Enhanced Customer satisfaction** – you are selling customers **what they really want**
 - **More repeat business** – your customers like you, and keep coming back for more
 - **More predicable income streams** – from revenue 'lumpiness' to recession-beating annuity
 - **Improved business reputation** – you are seen to consistently **deliver benefits to all stakeholders**
- Servitization increases business growth by up to **10%** whilst reducing customers' costs by over **25%**, according to interviews with 33 key executives by the Aston University Business School
- All businesses, from smallest to largest, can reap the benefits of Servitization
- My book Everything Works Wonderfully: an Overview of Servitization and Physical Asset Management is a structured source of guidance and reference information on servitization and physical asset management for businesses at all levels, from boardroom to shop floor
 - Contact me for further details: I can help you transform your business by making it deliver what your customers really want

