



We are your virtual, on-demand new product introduction and operations team. We get your product to market faster and let you focus on what matters to you.

**Business Plan Review**  
Find risks and opportunities early. Provide a comprehensive product development and operations plan. Our team will work closely with founders and high-level business stakeholders to review product ideas and business plans from the standpoint of manufacturing, supply chain and product support.

**Contract VP Services**  
Keep on track without the expense of a full-time employee. We can provide ongoing product development and/or operations management for your business. Even though your product is in the market and there may not be updates in the near future, there is still work to be done. A contract person may make sense.

**Project Execution**  
Get your product to market without any hitches. At the right time, we can provide in-depth project execution for your product development and operations setup. We bring specialized expertise with common tasks such as Factory Selection, New Product Introduction, Fulfillment Partner Selection, Fulfillment Process Setup, and Product Support Setup.

**Operations Staffing**  
Focus on your core business. Let us put the right team in place at the right time. We can provide or identify part-time or temporary staff for your product development and operations needs or we can help hire the full-time team to replace us.

## Capabilities

A full-range of capabilities in product development, manufacturing, supply chain, fulfillment and product support.

<p><b>Strategy &amp; Planning</b> Product Development Manufacturing Supply Chain and Fulfillment Operations &amp; Product Support Long Term Staffing</p>	<p>Forecasting Sales &amp; Operations Planning Quality/RMA/MRB Dashboard Tool integrations and implementations Domestic &amp; International Shipping Freight Forwarding</p>	<p>Web Store Administration Warehouse Setup Shipping Setup Channel Management International Shipping</p>
<p><b>Sourcing Activities</b> Industrial Design Resources Engineering Resources CM and 3PL RFX activities Components Critical Technology and Suppliers Other Tools and Services Partner Audit and Assessment Negotiations</p>	<p><b>Project Management</b> Technical Development Management Design and BOM Review Tool implementations NPI/Manufacturing Oversight Crisis resolution (boots on ground) Regulatory compliance (Safety, Emissions, FDA)</p>	<p><b>Customer Service &amp; Reverse Logistics</b> Call Center Selection Call Center Setup Return Processing Refurbishing Activities Technical Documentation Knowledge Base Setup</p>
<p><b>Operations</b> Business Metric Identification Operation Dashboard Creation</p>	<p><b>Order Management &amp; Fulfillment</b> Channel Development Support Third Party Logistics Selection Shipping Management Tools</p>	<p><b>Industries</b> Startup Consumer Hardware High-volume Consumer Hardware Cosmetics Medical Devices Medical Software &amp; Imaging</p>

## About Us

Richard and Marco have over 35 years of combined experience with product development, supply chain management, new product introduction, global manufacturing operations, distribution channel set up and customer support.

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