



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

The Right people
delivering Quality
solutions with
Measurable
results.

Tech-Pro offers a
support services
program to all
full-time Tech-Pro
employees at no
cost.

TechPro is a multi-
faceted company
which prides itself
in mobile app,
web and software
development.

We have the
expertise and
talent to make
your ideas
come to life.

We offer a mass transit
and parking plan to all
full-time employees
who use bus transit for
their trip to work or pay
for parking while at
work

The program helps
employees and their
family members more
effectively deal with
their concerns both in
and out of the
workplace



iManage connects
documents and emails
and saves them in a
single unified folder,
organized by client,
project, or legal matter.

iManage is the
leading
document
management
system on the
market

There is
little or no
job
satisfaction

It's trusted by the
world's biggest law
firms and provides a
secure, low-
maintenance cloud
solution that allows us
to focus on better
serving our clients.

The new
implementation
is nothing more
than a new
field.

There is no
innovation
and no
satisfaction.



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?