



## The **SOS SUPPORT** Story

### THE GAP:

Jason wanted to build an elite firm. He wanted to have a team that was built on an abundance mindset. Jason did not want to be the single point of failure for his firm. We needed to look at location, staffing, structure, capacity, amongst other things to ensure we would grow at the right pace and build a good brand and reputation.

### The Bridge:

SOS Support hired Zero Barriers Consulting as the Outsourced Sales and Service Manager. The main principles govern the engagement: Identify Barriers to Growth, System Adoption (Best Practices), System Adaption (Own it), KPI's (Focus) and Coaching.

Zero Barriers was charged with training, hiring, disciplining, building, growing SOS Support. Zero Barriers was also defining and implementing the vision and desires of the owners.

### COMPANY FEEDBACK



"Zero Barriers's coaching has benefited me personally and as an owner. It has given me greater confidence. The skills I've learned have been invaluable.

I am a better businessman for engaging them. Zero Barriers has helped me live a Purpose-Driven life. I love the way Zero Barriers has worked with the team to instill principles of ownership. Zero Barriers has also helped identify quickly those individuals that fit my vision for building an elite firm. Zero Barriers has also helped me by going on sales calls; he is the best closer I've seen in sales." - Jason Kidman | Owner

## Results

### Rapid Growth

**122%** Growth in the first year

### Substantial Growth

This allowed me to hire and keep the right people, we also moved into a better location

### Sustainable Growth

2016, 2017, 2018 have all been banner years and our portfolio of customers has never been stronger. Zero Barriers also provided better ways to retain clients and turn existing clients into raving fans. This allowed for true growth

### AWARDS RECEIVED BY SOS SUPPORT:

#### Utah One Hundred 2017 and 2018

Given to the top 100 fastest growing firms in Utah

#### Next Gen 250 2017

Given to Standout IT solution providers throughout the USA

#### MSP 501 2018

Global award given to top IT firms

Take a step closer to building the business you know is possible.

Visit [zerobarriersinc.com](http://zerobarriersinc.com) or email [shayne@zerobarriersinc.com](mailto:shayne@zerobarriersinc.com) for more info.