



# Accordant Proven Process

ALIGN ▶ PLAN ▶ PARTNER ▶ ADVANCE

## Align

- Discovery phase
- Proposal
- Scope/schedule/budget
- Contract



At Accordant, we take pride in our ability to tailor our services to the specific needs of each client. We spend time getting to know more about your organization, what pain points you are experiencing, what goals you wish to achieve, and how those needs best align with the services we offer. We also share more about Accordant and why we believe we can be your best partner. In this step of the process, we typically first meet to learn more about your goals and desired outcomes then provide a proposal outlining the services we think are best suited for your needs. Once you select Accordant as your partner, we will work with you to establish a timeline and outline the specific deliverables that will occur during the engagement. Pricing is confirmed and a contract is signed.

## Plan

- Craft a plan for success
- Establish vision/timeline
- Kick off the engagement



This is where our project engagement begins. The lead consultant will share our process to achieve the desired end results and determine, with your input, the plan for success for the engagement and the steps required to get there. Client staff members will be identified who will be part of the team and have responsibilities throughout the engagement. A formal kick-off meeting is often held for longer engagements to ensure leadership stakeholders feel a sense of excitement.

## Partner

- Active engagement
- Deliver outcomes
- Create solutions



During this stage, Accordant is actively partnering with you to achieve the goals of the engagement and provide deliverables. You can rely on your lead consultant to have regular check-in calls and to provide monthly updates on progress being made and the next steps ahead. While we do have a core process we follow for our services, we are prepared to pivot as needed with our clients when unexpected circumstances and challenges arise. In this step of the engagement, our deep expertise in the industry can be relied on to help you navigate every step.

## Advance

- Ensure self-sustainability
- Share thought leadership
- Continue partnership



At the end of our engagements, we know there may be things we can still assist with, but we also strive for a balance where the client is able to self-sustain and has a good understanding of best practices that need to be employed to ensure ongoing success. We also continuously share thought leadership and training opportunities with our clients to inform and educate as the industry changes, advances and develops. We also use this stage of the partnership to explore other engagement opportunities that may arise requiring our expertise. Once you are a client of Accordant, you become a part of our family and we will continue to be a resource and partner to assist with any of your challenges and opportunities.