

Services for Investment Firms

Investment firms need intelligence and expert guidance when making decisions about where to invest, just like vendors and end users do. DMG provides independent primary research, due diligence and market analyses services to facilitate the decision-making process for investments in public and private technology companies. Our expertise in a range of IT sectors and our deep knowledge of vendors and products makes DMG a valuable third-party partner to the investor community. While we're known for the success of our custom consulting engagements, here's a look at a few of our proven out-of-the-box offerings.

Service	Description	Deliverables	Timeframe
Functional and competitive product assessment	Functional and competitive analysis of the target's product capabilities as compared to top relevant competitors	<ul style="list-style-type: none"> Detailed side-by-side functional analysis High-level summary identifying strengths and weaknesses One-page recommendation document 	2 weeks
Customer satisfaction study	Web and phone-based survey of current customers	<ul style="list-style-type: none"> Summary of customer satisfaction interview findings Customer verbatims 	1-2 weeks
Pre-due diligence company assessment	1-to-3-day assessment of target company including on- and off-site analysis	<ul style="list-style-type: none"> High-level evaluation of the target, addressing the company, product and management team 2- to 5-page recommendation document 	1-2 weeks
Full due diligence company assessment	2-to-3-week assessment of target company, including on- and off-site analyses	<ul style="list-style-type: none"> Detailed evaluation of the target, addressing all aspects of the company, product, management team, opportunity, competitive positioning, 5-year revenue potential, and more Detailed analysis, including a high-level recommendation 	3-4 weeks
Market analysis	Analysis of a specific IT sector	<ul style="list-style-type: none"> Full market assessment, including trends and challenges, regulatory considerations, impact of emerging technologies, and five-year projections; identification of addressable market and current adoption rate 	2 weeks
Strategy session	Collaborative on-site strategy session	<ul style="list-style-type: none"> Full-day strategy session that dives deep into a specific IT sector, the competitive landscape, trends and challenges, the 5-year opportunity, and more 	Full day

About DMG Consulting LLC

DMG Consulting LLC is a vendor-independent advisory and consulting firm specializing in contact centers, back-office and real-time analytics. We are a strategic advisor to end users and vendors large and small, and the financial community. Our mission is to help our clients build world-class contact center and back-office environments by leveraging technology, process and people. We assist management in optimizing the performance of their contact centers by increasing operational efficiency, providing an outstanding customer experience, enhancing loyalty, and increasing sales and profits. We also help vendors develop products and services that deliver differentiated innovation and benefits that meet end users' current and future needs.

DMG Consulting is the leading provider of industry research for many contact center, back-office and analytics IT markets, including: cloud-based contact center infrastructure, customer journey analytics, desktop analytics, dialing, enterprise feedback management/surveying, gamification, intelligent virtual agents, interactive voice response systems, knowledge management, performance management, proactive customer care, robotic process automation/bots, speech analytics, text analytics, voice biometrics, workforce management, and workforce optimization (quality management/recording).