

Frequently Asked Questions (FAQs)

How does Tacit Solutions charge for services rendered?

Charges are dependent on the project we undertake for a client. We typically will charge by the hour, by the day or by the week for a project. Our project pricing is calculated based on specific milestones or deliverables being met by us and the client. Rates vary depending on the type of labor resources used and the duration of the project. Our pricing structures are always fair, consistent and competitive.

How do we know if we can outsource a business related task to Tacit Solutions?

If you can define a task by a process you are already doing in-house or a new task you need to perform, then most likely you can save time, money and resources by outsourcing the task to Tacit Solutions. Please review our complete list of service offering on our website at www.tacit-sol.com and if you don't see an item that describes your particular need, please give us a call immediately at 909.307.1111.

My business is in trouble. What makes you different from any other consultancy company?

We ask that you tell the truth about you and your business ... no matter how uncomfortable it may be. We know how hard it is to share the realities of your business with outsiders and the changes you need to make. When you hire Tacit Solutions, you may have the personal business mentor you and your business needs to succeed. We are sometimes referred to as "the professors of harsh reality" by our clients because we don't sugar-coat our recommendations. You will also be held accountable for everything you say you will do, and your business will get the push it needs so you can get the results you really want in your company.

Do you guarantee your results?

From past experience, we do get results that always drive future decisions and strategy for our clients. The results vary for each project but in the event a client is not satisfied we always strive to "make it right". Whether you're looking to increase sales, improve customer service, put systems in place to solve management issues or something else, Tacit Solutions is ready to guide you in the process. We want you as a satisfied customer starting with the very first project we undertake for you. But here is one thing we will guarantee right now, given the chance to work with you -- a "re-education" about how your business really works and how to successfully grow your company ... as well as how to apply your new education and knowledge going forward.

How can you solve our problem for us if you don't know our business?

First, we spend time with you in understanding your business operation and desired objectives well enough to determine if we are the best fit for your requirement. Once we have a clear understanding of what you need, what you need for us to do to support your internal team and the deliverables you expect, we can supply you with a bid for the project. During the bid stage we will tell you what we are going to do to solve your problem and once we have a formal contract in place and are working with you, then we will share with you how we will solve the problem.

How can you save me money?

When clients award us a project, we find that while the problem to be solved is unique to them, it is not always unique to us. We are able to leverage our years of business acumen, problem solving capability, network of business partners as well as lessons already learned by working with other clients to solve your problem quickly and cost-effectively. We often have a boilerplate solution in our "client playbook" that can be quickly modified to fit a current client's specific needs. That is how we save them money based on our lean labor rates, turn-around time, time-to-market solutions and our infrastructure costs.

Do you represent yourself as Tacit Solutions when are working with our suppliers or customers?

Often, we act as part of your company (for instance serving as your Acting Customer Service Manager). However, sometimes when we represent ourselves simply as Tacit Solutions because it is easier to get a more truthful response as a third-party to a group of customers or suppliers we are trying to help you win back.

What about confidentiality? I don't ever want my competitors to know that I needed outside help.

Our working relationship will involve a level of trust and understanding about the proprietary nature of our coaching strategies and the proprietary aspects of the numbers and nature of your business. Because of this, we guarantee a confidential business relationship with you during the course of our work together. For example, while we may reference to other clients that we have preformed work in the retail restaurant business sector, we can never give out the exact restaurant name usually at the client's request.

How soon can you start a project for us?

Once we have a signed contract in place and have agreed on the objectives, we will add you to our schedule. It is possible to start a project within days of our first contact with a client in some cases.

Will you need to travel to our site?

Yes. Typically, we are able to complete a portion of the project from either our Redlands, CA or Las Vegas, NV office by communicating with you via phone, email or Skype. In almost all cases, we need to visit your company at least once to clearly understand your way of doing things and the culture that you must live in everyday.

How long have you been in business and who started the company?

Tacit Solutions, LLC was formed by Richard Guy in 2005 after holding various high level sales and marketing management positions at Amkor Technology, AT&T Bell Laboratories, Integra Technologies, Lucent Technologies, NCR Corporation, Philips Corporation, and QP Semiconductor. Our company provides a variety of consulting and sales support functions to a variety of service industries, local retail establishments and industrial component makers throughout the United States.

How many people will be assigned to my particular project?

We assign staff according to the size, scope and timetable of the project we undertake with you.

Do you only work with local companies?

Our clients are headquartered throughout the USA, some with multiple offices in other states that we support.