



**MAKE  
TECH  
WORK  
FOR YOU.**

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## Services Overview

**Business-side support to help organizations make tech work in practice.**

We help small and mid-sized organizations find technology friction, choose the right next step, and build or support the workflows, automations, integrations, AI tools, dashboards, and systems that keep work moving.

**[TechPulse](#) | [TechView](#) | [TechWork](#) | [TechCare](#)**

# WE ARE

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## BUILT TO BRIDGE

**STRATEGY + OPERATIONS + TECHNOLOGY**

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Our work sits between high-level strategy and technical implementation. We are not a managed IT provider. We focus on the workflows, data, decisions, ownership, adoption, and business-side build support needed to make technology work in practice.

180 Management Group provides business-side support for organizations navigating operational complexity, modernization, and technology change. We help leaders clarify workflows, improve data and reporting, connect systems, reduce manual work, and make technology work the way their teams actually work.

## OUR PHILOSOPHY

### Technology works when the business is ready for it.

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Most technology problems are not only tool problems. They show up through unclear workflows, inconsistent data, weak ownership, poor adoption, slow decisions, and reporting that takes too much effort.

Our approach starts with how work actually gets done — the people, processes, platforms, data, decisions, and operating routines that determine whether technology creates value or creates extra work.

**The goal:**

Help leaders get clear on what is slowing work down, choose the right next step, and put the right tools, workflows, and support in place before spending more time, money, or energy on the wrong fix.

# OUR SERVICES

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## TechPulse®

### Pinpoint the problem

Focused assessment of one system, workflow, or capability to clarify what needs to change.

## TechView®

### Map the way forward

Strategic roadmap for improving systems, workflows, data, automation, and decision support.

## TechWork®

### Build what is missing

Business-side build support for automations, integrations, AI tools, dashboards, and workflow tools.

## TechCare®

### Keep it working

Ongoing support to manage, improve, and update the tech solutions we build for you.



## FOCUSED ASSESSMENT

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TechPulse is a focused review of one system, workflow, or capability. It helps you identify what is creating friction, whether the issue is workflow, data, adoption, automation, integration, software fit, or support — and what to do next.

### Best fit

- One team, workflow, system, or capability needs attention
- Leaders need clarity before buying, changing, or building
- Teams are dealing with friction, duplicate work, or underused tools

### What you receive

- Technology Friction Summary
- Solution Pathway Recommendation
- Build Readiness Snapshot
- Executive Summary and presentation deck

Typical timeline: 3–4 weeks | Format: kickoff, interviews, short surveys, final readout

# TECHVIEW®

## Map the way forward

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Deeper assessment and roadmap for complex technology decisions.

TechView takes a deeper look at how your systems, workflows, data, decisions, and adoption practices fit together. It helps prioritize where software improvements, automations, integrations, AI tools, dashboards, governance, or ongoing support can help tech work better.

### Current State View

How tools, workflows, data, and handoffs work today.

### Friction + Opportunity Heatmap

Where workflow, data, automation, integration, AI, reporting, or adoption issues appear.

### Gap and Risk Summary

What could slow decisions, builds, adoption, or implementation.

### Phased Roadmap

What to fix first, what can wait, and what is ready for TechWork.

**Typical timeline: 5-8 weeks**

Best for multiple systems, cross-functional complexity, unclear priorities, or a broader modernization decision ahead.

# BUSINESS-SIDE BUILD SUPPORT

## to make tech work in practice

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TechWork builds automations, integrations, AI tools, dashboards, and workflow tools that connect systems and reduce manual work. We include the operational support needed to make the solution usable, adopted, and aligned with how work actually happens.

### Automation builds

reminders, routing, approvals, follow-up

### Integration builds

forms, CRM, reporting, system handoffs

### AI tools + GPTs

knowledge, drafting, summaries, triage

### Dashboards + reporting

metrics, visibility, data quality checks

### Workflow tools

trackers, checklists, intake, handoffs

### Implementation support

testing, training, documentation, adoption

Engagements are sprint-based and tied to clear, build-ready priorities.

# TEHCARE®

## ONGOING SUPPORT

TechCare keeps the solutions we build working, adopted, and improving over time. It is available after TechWork for automations, integrations, AI tools, dashboards, and workflow tools 180MG builds for your team.

### SUPPORT CAN INCLUDE

- Solution administration and updates
- Automation and integration checks
- AI tool and GPT knowledge updates
- Dashboard and reporting adjustments
- User support, training, and adoption check-ins
- Enhancement backlog and optimization planning





## HOW IT WORKS

A practical path from clarity to capability

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### Get Help Assessment

Answer a few questions so we can identify your likely starting point.

2

### Get a Clear Plan

Use TechPulse or TechView to understand friction, fit, risk, and priorities.

3

### Make Tech Work in Practice

Use TechWork to build automations, integrations, AI tools, dashboards, or workflow tools.

4

### Keep It Working

Use TechCare to manage, improve, and update the tech solutions we build for you.

**Service boundary:**

1180MG focuses on business-side workflows, data, handoffs, readiness, and adoption. We partner with MSPs, vendors, and implementation teams when technical, security, infrastructure, or platform support is needed.

## FLEXIBLE WAYS TO WORK TOGETHER

Our engagement options are designed to fit where the organization is in its journey — from a focused assessment to a broader roadmap, a targeted build sprint, or ongoing support after a solution is built.

### ASSESSMENTS

TechPulse or TechView projects with defined scope, timeline, and final readout.

### BUILD SPRINTS

TechWork projects for automations, integrations, AI tools, dashboards, and workflow tools.

### TEHCARE SUPPORT

Ongoing support to manage, improve, and update the tech solutions we build for you.

### PARTNER ALIGNMENT

Coordination with IT providers, vendors, and internal teams when technical support is needed.

## BECAUSE IMPACT REQUIRES INFRASTRUCTURE.

We understand that making tech work is not just about the tool — it is about workflows, data, decisions, ownership, automation, adoption, and follow-through.

### **BUSINESS-SIDE FOCUS**

We complement IT providers, vendors, and implementation partners.

### **OPERATIONS-FIRST APPROACH**

We start with how work happens, then identify what to assess, build, improve, or support.

### **PRACTICAL BUILDS**

We build automations, integrations, AI tools, dashboards, and workflow tools that reduce manual work.

### **BUILT FOR SMB REALITIES**

We support organizations with real complexity and limited internal capacity.

**Make Tech Work For You.**

# READY TO GET HELP?

If your technology is costing more time, money, or effort than it should, start by understanding what is actually not working and what kind of support you may need next.

## GET HELP TODAY

Start with a short assessment that helps identify whether your organization may need a focused review, a strategic roadmap, build support, or ongoing support after a solution is built.

[TechPulse](#) | [TechView](#) | [TechWork](#) | [TechCare](#)

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