

About Us



WHAT WE DO

As the developer of dynamic **LIFTOFF Business Plans** software, our main goal is to provide support by making sure that the tools are delivering the expected results. As described in the Business Planning Services section of this website, we support clients based on their preference for "Do-It-Yourself", "Done-With-You", or "Done-For-You" service packages. We provide training in how to use dynamic **LIFTOFF Business Plans** software.

HOW WE SUPPORT YOU

We implemented a certified **LIFTOFF Business Plans Coaching** program to attract and train qualified individuals to act as coaches that support their own customer base. By nature, this is an intensive support service, but by creating a distributed network of coaches we can support clients across different time zones and in different languages that otherwise make it difficult to deliver the level of support clients want. Our coaches are independent entrepreneurs that can operate based on local standards, laws, and regulations, and establish a local customer base, to deliver the same standard of service within unique local constraints.

To get support from your certified **LIFTOFF Business Plans Coach** the best approach is to share the Excel™ workbook you want help with:

1. Send an email to your coach, describing the problem you want to solve, and attach your Excel™ workbook for the coach to look at. The coach will acknowledge the request and give you an estimated time for delivering a problem solution.
2. The coach will review the issue in your workbook, because that is the best way to make sure we look at what is wrong with your business plan model. If necessary, the coach will arrange to talk to you for further clarification, using Zoom or WhatsApp depending on what seems most appropriate. Normally the coach will rename your file by adding "_mmdd" to the filename, so when it is sent back you will not have a naming conflict. If a software fix is required, we will replace the VBA code in your workbook with the new software version (if any).
3. The coach will respond to your original email with the attached renamed workbook, and a description of what fix(es) they applied to it. We normally delete the changed files on our end after about a week, or after you confirm receipt of the attached file. We suggest that you rename your original workbook version by adding "_Xmmdd" to the filename, so you have an audit trail of the changes we made in the replacement version.

The benefit of this approach is that we can serve clients asynchronously, without the complexity of finding matching timeslots (except for Zoom calls) or when clients are in different time zones from the certified **LIFTOFF Business Plans Coach**.