

NIMBLE SOLUTIONS

CHASING CREATNESS



Chasing Greatness: The Science, and Art, of Scaling a Great Business

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68Ventures + WARRIOR 360

My Background



- Corporate Finance Attorney (1994 1996)
- Investment Banker Wall Street & Silicon Valley (1996 2000)
- Founder of Health Tech-Enabled Service Company (2000-2008)
 Grew to 2,500 people in 6 years, then exited
- Acquired Healthcare Revenue Cycle Company (2010 Present)
 - Have grown 35x since acquisition
 - 1,800 employees
 - PE partner in 2021



SUCCESS.

Scalability

Why?



How?



How to Scale: Step One

Develop your "Why"



Long Term Mission

Core Purpose

Core Values



Our Core Purpose

To serve as a trusted business advisor to create wealth, freedom, and peace of mind for our clients and their employees.





Our Mission Impossible

To be the most admired and best company to work for in the U.S., with industry-leading growth rates and profit margins.





Our Core Values

- 1. Passion: for our jobs, our miss and our company
- 2. Enthusiasm: working hard and having fun
- 3. Positive Attitude: amazing attitudes, spreading positivity
- 4. Expertise: deep revenue cycle knowledge and expertise
- 5. Excellence: create raving fans by committing to excellence
- 6. Continuous Growth: a thirst for learning and developing
- 7. Innovation: constantly proving, adapting, and innovating

How to Scale: Step Two

Develop an Organizational Alignment System

- Priorities (Top 1 &1/5)
- KPIs (accountability/scorecard)
- Meeting Rhythm (establishes pace)



Leader needs to drive the system – And make things easy for clients and employees.





How to Scale: Step Three

The Right People

Core Values

Collaborate Early & Often

4.6 People Per Group

Thoughtful Compensation Plan

"Nothing is more unequal than the equal treatment of unequals."



Biggest Challenges to Scaling

- Not establishing the vision, system, or hiring the right people
- Ignoring your people and culture
- Risking customer experience/quality
- Losing sight of your "why"





Training the Tesla Way

"Make them talk about you at the dinner table tonight."



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Key Steps to Scale Your Business

- Big Vision
- Strong System
- Right People

How many people have we helped along the way?







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LEADERSHIP CONFERENCE 2024