

# Expert EOS Implementer® Case Study

True Partnership - the Right-Fit for All Parties Involved

## Key Metrics



**9 NEW CLIENTS**

in the first year with an AssistPro® Assistant



**220% INCREASE**

in Client Volume  
over 5 years



**68.5% INCREASE**

in Business Revenue  
over 5 years



### Debra Niewald-Teschner

Expert EOS Implementer®  
Wunderground LLC

*"It feels like a true partnership - I truly believe that AssistPro is committed to creating fulfilling relationships that are mutually rewarding."*

## At a Glance

With ten clients, Debra felt that she had a good grip on the administrative needs of her business. Looking ahead to the future, she recognized that if she wanted to continue to grow her client base, she would need additional support.

## CHALLENGES



Previously a solopreneur, Debra was accustomed to managing many administrative tasks for her business. Once she reached ten clients, it was not uncommon for her to spend up to 8-10 hours a day in session and traveling. With more travel and longer session days, Debra realized that she was not being as proactive or responsive in her client communication as she would prefer.

Debra knew she wanted to continue to grow her business, and she needed help with some of the administrative tasks to allow her to focus on her Unique Ability®, which is making client connections and helping them grow their businesses while living their EOS Life®. Fortunately, Debra already had support from her husband with booking travel, invoicing, and inventory management. What she needed most was a structure for client communication, someone who could act as an extension of her and provide rapid responses to her clients while she was in session and traveling.

To allow someone to take on the responsibility of her client communications, there were a few criteria Debra determined that a potential assistant would have to meet for a successful working relationship. With a full client load, she needed help finding the Right-Fit who could meet those needs, saving her time and ensuring a strong match from the beginning.



Trust



Communication



Right-Fit

## WHY ASSISTPRO



After learning of AssistPro from a colleague at EOS®, Debra began searching for her Right-Fit Assistant™, someone she could trust and who understood the EOS Process®. As an Expert EOS Implementer, she is the torch bearer of standards, and she needed someone who could help her stay on top of her business, especially in communication with her existing clients. She found three major benefits in selecting AssistPro assistant services:



**Candidate Screening**



**Assistant Onboarding**



**EOS Knowledge**

## BENEFITS



1

### Candidate Screening

Having AssistPro pre-screen candidates and providing her with the best selection greatly sped up the process. It was a major bonus that the candidates provided were based on not only their skill set but their working style and personality, which ensured that they were properly aligned.

2

### Assistant Onboarding

All first calls and interviews were arranged by AssistPro, as well as training and support for the assistant she selected. Debra felt she and her assistant were both set up for success from the start.

3

### EOS Knowledge

AssistPro, a company Running on EOS™, could match her with her Right-Fit Assistant, someone who had an understanding of the needs and challenges of an EOS Implementer® and the help to get them up to speed quickly on her business needs.



*The ability to onboard assistants who can work virtually and thrive is impressive.*

## TRANSITIONS



Debra came to AssistPro with ten clients, and in four years reached 32 clients.

In the past year Debra has focused more on living her EOS Life and has begun to scale down her client load. She is now focusing on her current clients and the other things that bring her joy.

**2016**

10 Clients  
Started with  
AssistPro

**2021**

32 Clients  
Full Client Load

**2022**

23 Clients  
EOS Life Focus

## DELEGATION JOURNEY



*"I believe each AssistPro assistant has been the Right-Fit at the right time. I have truly loved each of my assistants for the gifts and talents they bring to our relationship and hope that I have been a supportive influence in their lives as they have been in mine."*

Since matching with her first AssistPro assistant in 2016, Debra has transitioned twice to a new assistant. She can't praise AssistPro enough for their thorough matching process and the flexibility for both the clients and the assistants. She truly believes she has learned something new about the type of support she needed at that moment from each experience.

Debra's first transition was an eye-opener for her. She quickly learned with her second assistant how beneficial having proactive support could be. She quickly realized that her level of trust was much higher and built a very close connection with her assistant. Eventually, Debra and her assistant would come to the difficult decision that a transition was necessary, as her assistant had taken on an internal role with AssistPro and was taking the opportunity to develop her career further. Debra loves the flexibility of AssistPro's model for the client and the assistant, understanding that professional paths for assistants change just as the client's business needs may.

When the process to match with her current assistant began, Debra had expressed a preference for a more mature assistant, in addition to the previous prerequisites of trust, excellent communication, and EOS knowledge. She knew her current assistant was the Right-Fit when she received a thank you letter from her after their first interview. She had mentioned a desire for a candidate to take that initiative.

She admired that professional but personal touch, and for her that was the solidifying moment she knew that was the Right-Fit Assistant for her. Their partnership has flourished ever since.



*AssistPro is really at a whole other level and scale. The specific understanding they have of what it means to be an EOS Implementer, and the ability to onboard and coach an assistant as they get up to speed in regards to their client, is invaluable.*

Let us find the right support  
to help your business grow!

Get An Assistant



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