

SCOUT

ONLINE SALES COLLECTIVE

Service Catalog

Table of Contents

1 | MEET DIANA

2-3 | THE SCOUT PROCESS

4-5 | SOLUTIONS AT EVERY LEVEL

6 | SAMPLE PROGRAM

7 | GET IN TOUCH

Your Scout

I'M DIANA

I've been in the home building industry since 2016, developing and designing the role of the OSC for private production and on your lot builders.

My specialty is in CRM design and implementation and integrations for use by the OSC and sales team. Scout was founded with the belief that every OSC program deserves top level leadership and support in order to thrive in our ever-changing market - at every level.

Whether it's engaging with OSCs through our Substack, individualized trainings, or long-term partnerships - Scout is here to meet your OSC needs.



Connect here →

Our Process

1 | ASSESS

Before anything can be done, we'll complete an assessment process of your business. This provides a complete view of your business and how it's run.

2 | REVIEW

Upon completion of our assessment, we'll review our findings for accuracy and alignment with your current and future goals. After all - everything we do has to make sense for YOU.

3 | DEVELOP

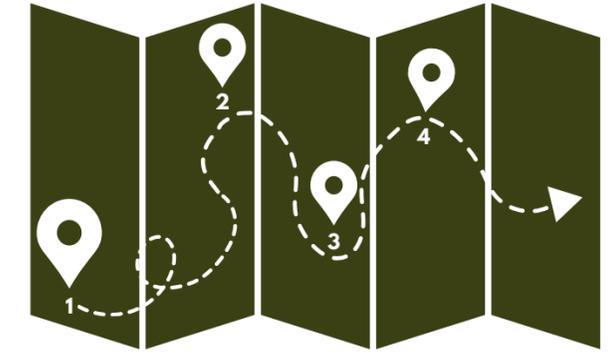
We'll develop and provide a comprehensive solution; paired with guides and the step by step of how we'll work together.

4 | IMPLEMENT

Once our plan is confirmed, we'll get to implementing our solution, in partnership with your team. After that we'll move into our active partnership and beyond.



Some More Details..



90 Day Cycles

We begin the majority of our programs with 90 day cycles. Many folks opt-in to annual contracts after the initial 90 days of work is completed - but we want you to know that we're not here to corner you into something that doesn't work long term. The first 90 days is essential for us to be able to work in your business and truly understand who you are. From there we decide our long-term path. [Our program terms and conditions are here.](#)

This is a link

We Do Best Practices, Not Just Our Way

There are some best practices we've proven to work in terms of how we use our digital sales tools and what to employ - but your sales process and team dynamic are as unique as you are. That's why we'll partner together to find the right way to do something while employing industry best practices. We're not here to force an agenda on you that doesn't make sense.

Accessibility is at Our Core

We believe everyone should get the support they need, which is why we have several options when seeking support. Our pricing can be as low at \$95/year.

We Work Remote - But You Don't Have To

We are a completely remote company, as our network of contractors are as well! We think the best case scenario is an OSC who is local to your market but we also know that isn't always plausible. By expanding to a team of OSCs across the country you can access the best of the best. We'll help you weigh the options to find the right fit for right now.

We're Here to Help

Just because we don't list an option doesn't mean we can't find it. Having been in the role of the OSC we know taking a creative and pragmatic approach to supporting your business is paramount. So, let's talk about your challenge and if we have ideas, we'll share them.

Entry Level Services

Substack & Day Camps

Our Substack is our flagship product: a weekly guide designed for OSCs and OSC leaders with all the relevant tips and tricks you need to power your program.

Want more?

Our Day Camps are the next step. These single- and multi-day courses offer 1:1 trainings beginning with our core competencies and moving to advanced topics.

INVESTMENT RANGE: \$95 - \$895

Assessment and Strategy

You may need an assessment of your program from an OSC perspective.

Shops offer a comprehensive view into your current program and/or how to build one out from where you are based on digital tool use, efficacy of resources, and more.

INVESTMENT: FROM \$375

Deployment

Using our knowledge from your assessment and applying our best practices, we can help you deploy single use sales tools like: installation of a new CRM, Phone Systems, Chat, or Booking Software.

We'll develop the right strategy for utilizing the tool within your business and get you set up for success.

INVESTMENT: From \$1,000+

Fractional Services

Fractional OSC

Sometimes you aren't ready for a full time OSC.

Our Fractional OSC services provide custom OSC services based on closing and lead volume.

This service will require an up front assessment to determine needs.

INVESTMENT RANGE: FROM \$1200/MO

Fractional OSC Leadership

Our job is to train your OSC, your job is to make them part of your culture and team.

OSC Fractional Leadership provides 1:1 technical and sales oversight into your OSC program.

This service includes both coaching and technical hours every month, based on size and need.

INVESTMENT: FROM \$800/MO

Sample Program



Program Clean Up and OSC Onboarding Prep

Expected Timeframe: 30 Days or less

Goals:

- Review current state of CRM and make any corrections/clean up
- Connect with team and create KPIs and plan for new OSC
- Establish Reporting Metrics for OSC Program



OSC Onboarding and Training

Expected Timeframe: 4-6 Weeks

Goals:

- Train and Onboard New OSC, following Scout Core Competencies Course Plan
- CRM Training and Proficiency



OSC Residency

Expected Timeframe: 90 Day Segments, Ongoing

Goals:

- Oversight of OSC Program
- Weekly 1:1 OSC Coaching
- Review our Residency [Here](#)



Get In Touch

Let's Connect

We're thrilled to be a resource for OSCs in the building and real estate community.

You can always reach us here:

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Or fill this out



Request a Consultation (it's free)

