

L9

Level9 Consulting

I find where the wires are crossed.

Eric Hathaway

Fractional COO | Executive Advisor | Systems Architect

erichathaway.com/level9

Your strategy isn't the problem.

67%

of well-formulated strategies fail
due to poor execution

86%

of employees cite lack of alignment
as the primary cause of workplace failures

\$37M

lost per year, per company
from misunderstood communications alone

Alignment is the last competitive advantage.

Technology is a commodity. Talent is available. Capital is cheap.
How you connect them is the only remaining differentiator.

Three engagement models.

Fractional Leadership

30-90 Days

Embedded operational leadership

- Full operational authority within your team
- Stabilize systems and strengthen alignment
- Weekly rhythm and decision cadence
- Cross-functional execution architecture

Consulting Partnership

90-Day Sprint

Diagnostic + rebuild

- Deep diagnostic of alignment gaps
- Process redesign and optimization
- System architecture and implementation
- Team alignment workshops

Executive Advisory

Ongoing

Strategic guidance

- Monthly strategic sessions
- Decision framework coaching
- Accountability architecture
- Board and investor alignment

ECI Score

Execution Capability Index

The measurement framework that makes organizational alignment visible, trackable, and actionable -- not just a feeling.

11

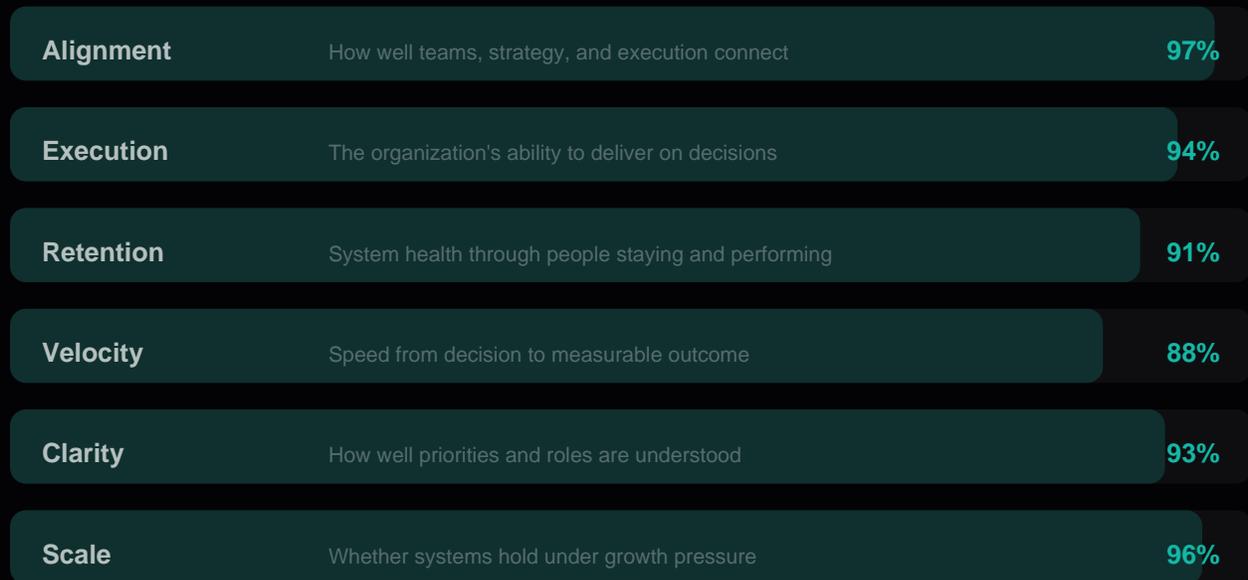
INDICATORS

37

METRICS

4

DIMENSIONS



Where I operate.

01 **Organizational Alignment & Transformation**

Board/investor alignment, post-merger playbooks, process realignment, accountability architecture

02 **AI Strategy & Digital Capability Readiness**

AI readiness mapping, governance frameworks, executive enablement, workforce optimization

03 **People, Leadership & Execution Alignment**

Leadership empowerment, KPI/OKR systems, revenue operations alignment, team health frameworks

04 **Post-Merger Integration**

Cultural integration, systems consolidation, communication alignment, retention strategy

05 **Revenue Operations**

Sales-marketing-CS alignment, pipeline architecture, forecast accuracy, handoff optimization

The trajectory.

30 Days

Align

- Diagnostic assessment
- Stakeholder mapping
- Quick wins identified
- ECI baseline score
- Communication audit

90 Days

Optimize

- Process redesign
- Team restructuring
- System implementation
- Accountability cadence
- Metrics dashboard

180 Days

Scale

- Self-correcting systems
- Leadership handoff
- ECI target score achieved
- Sustainable architecture
- Exit documentation

What happens when alignment is the priority.

21%

EBITDA margin increase

90-day engagement

42%

Productivity throughput

Cross-functional

1,400

Hours/month automated

Process systemization

2x

Initiative success rate

Kill criteria + decision gates

TRUSTED BY LEADERS AT

Microsoft

T-Mobile

Credit Suisse

S&P Global

Prudential

Zoot

L9

The first conversation is free.

Whether you need a fractional COO, a diagnostic,
or just want to talk about what's not working.

EMAIL eric@erichathaway.com

WEB erichathaway.com/level9

LINKEDIN linkedin.com/in/erichathaway