Consulting Ecosystem Team

The Consulting Ecosystem Team is all about fostering healthy growth of the network of companies that conduct business using/around Tiki, which includes increasing the number of full-time Tiki consultants and making it easier for potential Tiki users to find the right consultants / service providers in the Tiki community to meet their needs.

Review

- Review approve consultants that requested to be listed
- Contact personally every consultant listed on Consultants to review listing and to invite to Consulting team.
- Remove listings that have no indication of their Tiki services or that don't have the expertise to help customers.

Ongoing tasks

- Make sure Consultants list is up to date and useful.
  - Check that the sites are up and relevant (a Link Checker would be nice)
- Maintain info.tiki.org with help from the Communications Team
  - Make sure they are Enterprise-friendly
- Participate to branding.tiki.org to help make sure branding is helpful to consultants
- Featured Sites
  - Make sure consultants are adding their projects
  - Make sure they are still using Tiki. If not, move to the File Gallery "Featured Tikis > OLD"
- WikiMatrix: Make sure listings, URLs, e-mails are OK and encourage consultants to order a premium listing: Just go to the "update your consultant listing" (at the bottom of the consultants list). Then follow the link to "Order a Premium Listing" at the "Premium Listing" section. Or just use these URLs: http://www.wikimatrix.org/cedit.php http://www.wikimatrix.org/corder.php

Release responsibilities

None identified at the moment

Projects

- Develop a strategy/policy for 3rd party consulting sites
  - Should we monitor offers like "Indeed Daily Job Alert" and forward to a list
  - Lists of sites
    - http://www.guru.com/
    - http://www.wikimatrix.org/consultants/Tiki+Wiki+CMS+Groupware/
    - http://www.elance.com/

- Set-up a Case studies and White Papers section
  - City of Ottawa (Pascal/Nelson?)
  - http://www.citadelrock.com/www/Case+Studies
  - https://www.liferay.com/products/liferay-portal/stories
- Help with Tiki website revamp
- Some people want to be contacted by a salesperson. Perhaps there could be an additional field on http://info.tiki.org/Contact+Us "I would like a Tiki Consultant to contact me to discuss my needs"
  - Or perhaps develop a common form (a tracker) on info.tiki.org so potential customers can reach all consultants in one operation.
- Better information on what types of consulting services are out there (ex.: feature dev vs configuration vs theme integration)
- Sell banner ads on info.tiki.org, which will be great dogfood and the Fundraising Team will be happy too! ✖
- Setup a way to reach all consultants (ex.: vote for Tiki operations)
- Determine a priority list of apps we should try to import from (ex.: phpBB, Twiki, etc.)

Long term

- Live Support Service
- Have a "rating" system implemented.
  - Either "force" consultants to identify themselves as: Junior, intermediate or senior.
  - Therefore, have that tracker allowing clients to "rate" a consultant. Like a "Up or Down" button like this:

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Metrics
Number of consultants listed

- http://www.wikimatrix.org/statistic/Consultants
- http://info.tiki.org/Consultants

Team Consulting

- Calport
- Geoff Brickell
- Jonny Bradley
- Jean-Marc Libs
- Manasse Ngudia
- Rick Sapir / Tiki for Smarties
- Torsten Fabricius

alias

Consulting Team

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