



ANDY HAAS

Caretaker
DISC Type : Si

Managing Director at Deloitte Consulting
Knoxville, Tennessee, United States

Overview

Andy is a Managing Director at Deloitte Consulting with over 25 years of experience leading their Digital Contact Center and TrueServe™ business. He specializes in customer service transformation using AI, holding MS and BS degrees from Ball State University. Colleagues describe him as a "consummate professional" and "valuable leader".

Interesting fact: Andy is at the forefront of Deloitte's alliance with Google Cloud, recently launching a new practice to help clients implement agentic AI for customer experience.

Personality Overview

Nice But Slow

Tactful

Supportive

They are more likely to opt for solutions that are proven in the market. Unlike D or C types, they are calm as well as friendly and can give the impression of being more receptive than they actually are. Scenarios where both sides can come out as winners appeal to them greatly.

Topics They Care About

AI in Customer Service

He is a leader in applying AI to customer experience, spearheading Deloitte's partnership with Google Cloud's Gemini Enterprise for Customer Experience (GECX) to enhance service.

Strategic Tech Alliances

He leads major partnerships with tech firms like Google and Genesys, which recently named Deloitte its Global Systems Integrator Partner of the Year.

Contact Center Transformation

His career is centered on evolving contact centers into modern, cloud-based, omni-channel 'experience hubs' for global brands.

Sports Partnership ROI

He has shown interest in how sports partnerships are evolving, with a focus on shifting from brand reach to leveraging fan-specific data for value.

Ball State Cardinals

[Predicted] As a graduate of Ball State University for both his BS and MS degrees, he likely follows the school's Cardinals athletic teams.

Indianapolis Colts

[Predicted] Based on attending university in Indiana, he may have an affinity for the state's NFL team.



Media Appearances

Andy has no verified media appearances

Work History

- 9-1996
Managing Director at Deloitte Consulting

Education

- 1995 - 1996
MS from Ball State University
- 1991 - 1995
BS from Ball State University

More Information

Social Presence :



Prographics :

Exp : **29** Location : **Knoxville, Tennessee, United States** Job Level : **Mid-senior**

Designation : **Managing Director at Deloitte Consulting**

Insights For Selling To Andy

👉 During A Call Or A Meeting

DO's

- Summarize the key points at the end of the conversation
- When asking them questions, sound relatable and informal
- Show genuine interest in solving their problems

DONT's

- Don't ask too many questions that sound too dry and objective
- Don't give the impression of being unproven or risky
- Don't sound very transactional

👉 When Cold Calling

Insights

Pattern Interrupt: A polite and formal approach, that doesn't sound over-friendly or too aggressive makes it hard for them to say no to you.

Pace: Slow down a little bit, especially if you are fast usually. Sound like a 'calming break from the day' person.

Tone: Keep your tone calm and soothing, as if you are giving a stranger advice on a critical matter.

Tactics To Win: Use of social proof, FOMO, repeating their name

Mistakes To Avoid: Strong words, over-confidence, informal language

Making The Ask: Formally, respectfully request their time. They find it quite hard to say no (Compared to Dominant or Calculative types for eg)

Subconscious Driver: They are change-averse by default. Hence a FOMO laden pitch can jolt them into action.

Script

Greeting: Good morning/evening Andy, how are you? This is [user_fname] at [user_companynamewithfirsttwowords].

Opener: You are of course busy, would it be ok for me to take 30 seconds of your time to explain why I have called today?

Introduction: My company has built an AI that predicts prospect's personality and behavior so that you can start building trust from the very first second that you meet them.

Ask: Andy, companies like [abc], [xyz] have found it to be invaluable and adopted it already, it would be ok perhaps to put 15 minutes on your calendar to share why this could be valuable for you.

Close: If you are a morning person, then how does Tues or Wed look at [time]? And your email ID is [prospect_email]?

👉 When Writing An Email

Subject: Personalized, clear

Example: John, let's close this tomorrow?', 'You will get this!' etc.

Salutation: Yes (Something formal)

Example: Use 'Hi', 'Hello' etc. (along with the first name)

Greeting: Yes (Say something usual)

Example: Say something usual and friendly, like 'It's a real pleasure'

Emojis/GIFs:

Bullet Points: Avoid

Closing Line: Close on a positive note

Example: Something like 'I am excited to discuss this tomorrow, does 11 am work well?'

Complimentary Close: Unique, pleasant

Example: Something like 'Looking forward!', 'To new beginnings!' etc.

Tone of Words: Friendly, exciting

Overall Messaging: Focused on social proof

Length of Mail: Medium

Example: Ideally upto 130-150 words

👉 While Negotiating & Closing

The secret to closing fast with Andy is

- *Relationships can play a major role, followed by low risk and strong market validation.*

Will you ever get a clear answer from Andy

- *They are not very direct, and unlikely to say no to your face.*

Insights For Deal Planning

How Fast (Or Slow) Will Andy Move?

- *They can take their time to make decisions, even if they are constantly involved and friendly.*

Can Andy Take Some Risk Or Not?

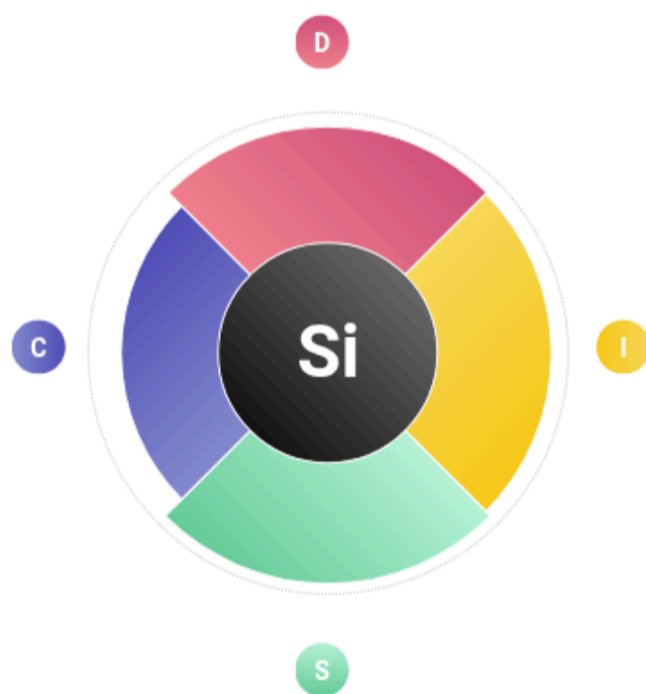
- *It is unlikely that they will take many risks.*

You And Andy

Personality Compatibility

Not enough data to show compatibility comparison

DISC Profile : Andy's Key Traits



STEADINESS

Steadiness(S) reflects the degree to which a person is likely to focus on cooperation, support and taking everyone along. Those scoring high tend to be consistent and calm, are excited about the opportunity to collaborate and partner and could sometimes be indecisive or overly accommodating.

INFLUENCE

Influence(I) reflects the degree to which a person prefers to work by influencing or persuading others. Those scoring high tend to be people oriented, are motivated by social recognition and building relationships and can be described as warm and enthusiastic in general.