



Geoff's passion for great customer service is a true "Toy Story," his experience at the family toy store has lasted a lifetime!



RPI Consultants Partner and ISTS Practice Lead

Geoff Lilienfeld

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They say a great company's culture emanates from the top down, and as a partner, Geoff Lilienfeld has worked hard to help build a team of like-minded professionals who are passionate about creating positive and valuable customer experiences. "I grew up helping out at my mother's toy stores," Geoff explains. "She taught me how important it is to make each and every customer's experience the best it can be."

Phenomenal Customer Service is in his DNA

Fast forward to present day, and the customer service fundamentals learned in the toy store aisles are making a real difference in the lives of RPI's satisfied clients. "There's really something special about asking a client how things are going and then hearing that they're blown away by how easy we are to work with, and the level of expertise we bring," Geoff says. "We far exceed expectations because it's the right thing to do, but it's an awesome feeling when our clients recognize and acknowledge it."

Background and Experiences

Geoff graduated with a Bachelors of Accountancy from Loyola University in New Orleans. Right out of school, he started a granite and marble company and learned what it takes to launch and lead a business. Later, Geoff became a management consultant for McGladrey where he led process improvement teams and earned a Sigma Six Green Belt Certification. While Geoff continues to support ECM and ERP implementations, his primary role is to lead and manage the Imaging Strategy and Technical Services practice.

Downtime Pursuits

When Geoff isn't actively managing the team and recruiting new top talent, he loves to explore his adopted hometown of Scottsdale and its diverse culinary offerings. "I love finding new restaurants with my wife, Andrea," says Geoff. "And of course, we both judge heavily on great customer service!"

Product Knowledge

Perceptive / ImageNow
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Brainware by Hyland
Kofax KTM / KTA / RSO
Infor Lawson
NetSuite
MS Dynamics AX
PeopleSoft
Ellucian Banner / Colleague

Solutions & Industries

Financial Services
Accounts Payable
Higher Education
Healthcare
Manufacturing
Government

