



Turning Bureaucratic Chaos into Bottom-Line Wins

How Showpiece Solutions Transformed Compliance into a Competitive Advantage

The Problem

For eight years, Transportation Management Services (TMS) wrestled with an uphill operations battle against the State of Nevada's Transportation Authority.

Staff time was drained, operational costs soared into the hundreds of thousands, and, despite their best efforts, compliance remained elusive.

Miscommunication, bureaucratic red tape and friction between both organizations stalled progress, strained relationships and jeopardized success for TMS, its clients and Nevada's event organizers.

The Showpiece Solution

TMS called in Showpiece Solutions to cut through the noise and create a path forward. Our team started with a deep dive – analyzing regulations, enforcement patterns and key players to pinpoint the root issues. From there, we built a strategic roadmap with short-, medium-, and long-term solutions designed to streamline compliance, minimize staff workload and shift TMS from an adversary to a trusted partner. We started by repairing rocky relationships. Noise and confusion had created tension between TMS and the State of Nevada's Transportation Authority, so before moving forward, we had to start from the beginning. From there, we were able to create a strong partnership in which both entities could be successful with compliance and enforcement. This set in motion our long-term plan to explore new legislation that was beneficial to all stakeholders in the future.

The key? A fresh perspective and a hard reset. We bridged communication gaps, translated government-speak into actionable next steps and created a process that made compliance manageable. By leveraging existing relationships for candid diplomatic discussions with lobbyists for back-channel discussions and attorneys for legal clarity, we ensured TMS could operate in Nevada without unnecessary roadblocks. Diplomacy played a major role – listening and understanding what the state needed and delivering it in a way they could receive the information and implement reasonable changes to how they operated.

The Encore

Even before reaching the long-term strategy phase, the impact is undeniable. In just a year, while direct positive revenue or reduction in costs haven't materialized at scale for the client in this particular scenario, we have positioned them for future success with increasing revenue and reducing administrative costs simply by doing the hard but important, foundational work to gain efficiencies that previously did not exist.

Showpiece Solutions doesn't just solve problems. We anticipate and mitigate them and provide scaffolding that ushers in future success. As regulations shift, we're already in motion, advising on potential state statute changes. The landscape may change, but TMS won't be caught off guard. When the next challenge comes, we'll be ready to pivot, adapt and win again, whereby everyone thrives.