ALTA VENTURES MEXICO

IGNITING INNOVATION



Twitter: @PaulAhlstrom

PAUL AHLSTROM, MANAGING DIRECTOR, ALTA VENTURES MEXICO

September 2014

Paul Ahlstrom

Paul Ahlstrom

- Married, six kids, a golden retriever
- Live in Utah & Mexico
- Author "Nail It Then Scale It"
- Innovator, Entrepreneur, Investor
 - ► Founder Alta Ventures Mexico, Monterrey Mexico
 - ▶ Founder Alta Growth Capital, Mexico City
 - Founder vSpring Capital
 - Founder KickStart Seed Fund
 - ▶ 100+ investments over the last 12 years.
 - Ancestry.com, Rhomobile.com, Senforce, Aeroprise, Altiris, Juxta Labs, Mural.ly, Diverza, SpaceMonkey, Screenie, VidAngel
- ▶ BYU BYU Grad, BYU Rollins Entrepreneur Center
- University of Utah & Ohio State- Board and executive committee of the Technology Commercialization Office
- Endeavor Mentor & ENLACE E+E Mentor Mexico



Alta's Presence



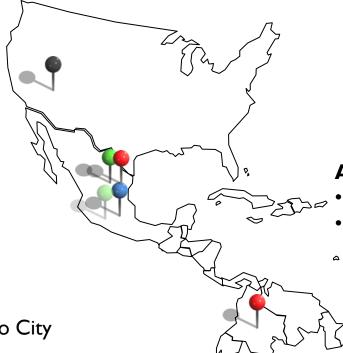
Alta Group Americas

• Headquartered in Utah



Alta Growth Capital

Headquartered in Mexico City





Alta Ventures Mexico Fund I

- Headquartered in Lehi Utah
- •Offices in Monterrey Mexico a Bogota Colombia, Lima Peru



Kickstart Seed Program

- Headquartered in Monterrey
- Guadalajara program Q3 '12



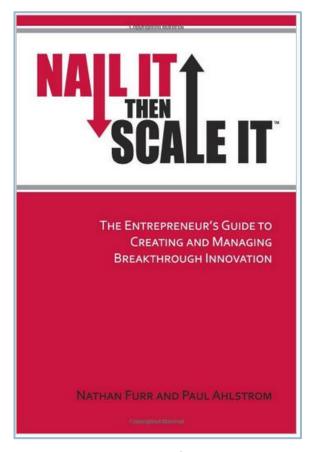
The Entrepreneur-Ready.. Fire... Aim!



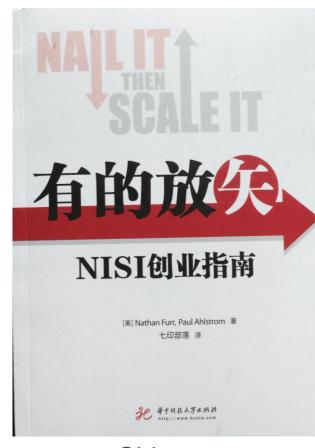




Spanish



Nail It then Scale It @nailthenscale



Chinese

Authors:

- Nathan Furr @Nathan_Furr
- Paul Ahlstrom @PaulAhlstrom

Nail It Then Scale It (NISI)

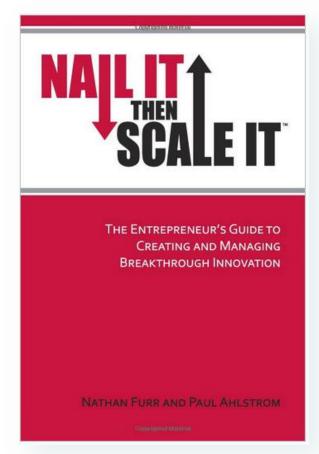
Nathan Furr, PhD



Paul Ahlstrom, VC



Available on Amazon.com or www.NailThenScale.com



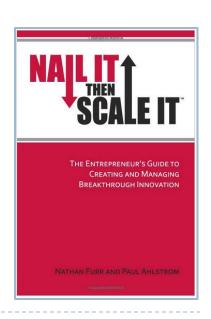
Nail It Then Scale It "NISI" NISI Promise

What NISI can promise

- Discover quickly whether a venture is worth pursuing
- Focus on building something a customer will buy

What NISI can't promise

- Risk eliminated
- Every problem answered
- Instant multi-million dollar profits





Summary: NISI enables Organizational Alignment around customer centered development, increasing success

Customer Centric NISI Goals –

- I. **Establish right vision.** Scientific Process to inform your gut. (validated pain, customer fit, market & business model)
- II. **Team Buy In.** Align all key stakeholders with the founding team's vision (employees, board, investors)
- III. Customer Traction. Make it comfortable for customers to purchase.



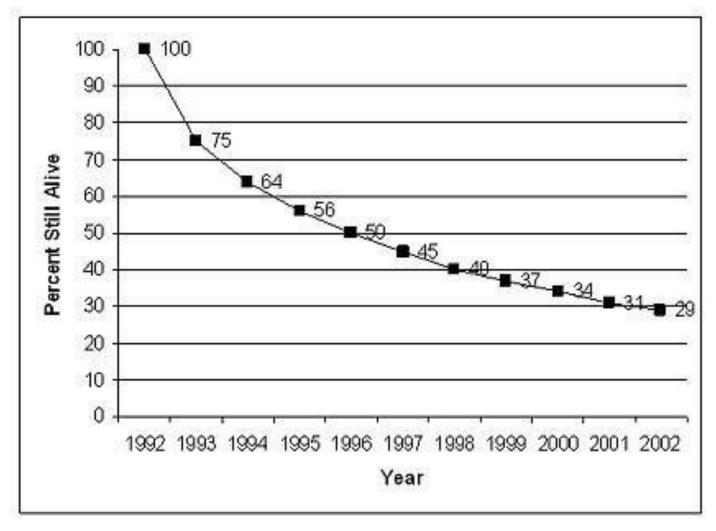


Eventually they get it right? Don't they?





Most Startups Fail? Why is this acceptable?





Since 2000 - Participated in 100+ Investments

\$450,000,000 - Direct Investment 7 Funds \$900,000,000+ - Co-investors \$1,350,000,000+ - Total



















































































Is There a Repeatable Process of Success?

Most successful entrepreneurs I've met have no idea about the reasons for their success. My success was a mystery to me then, and only a little less so now."

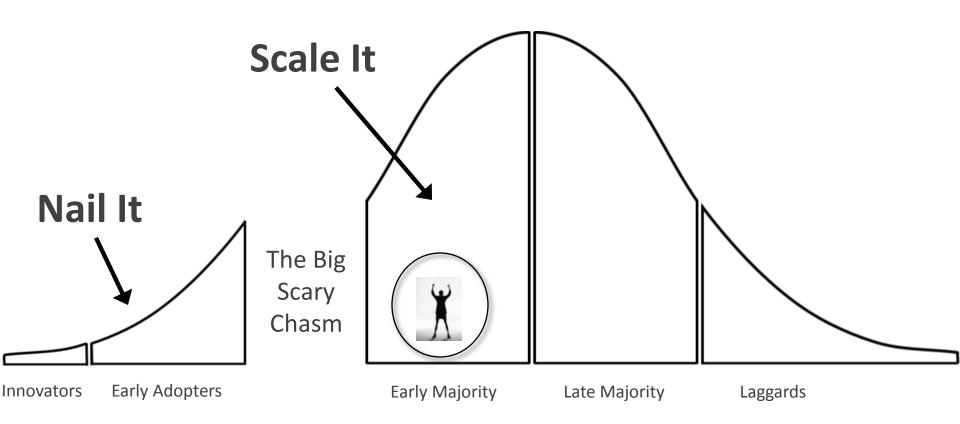
- Bob Metcalfe, 3Com -Inventor of Ethernet

Observation: I haven't met a startup team that wasn't working hard...

- Doing good things...
 - Building alpha & beta versions of their products
 - Writing marketing materials
 - Hiring sale teams
 - Business development deals
 - ▶ Talking with analysts
 - Talking with customers
 - Building prototypes
 - ▶ Etc...



Working hard to... Cross the Chasm & Gain Mainstream Customer Acceptance



Observation: Few Startups Ever Get to the Mainstream Customer, they Fail Much Earlier in the Process

Most new products and businesses don't fail in the market scaling exercise, but in pre-chasm stages in the...



Why Do Startups Fail?

People?

Product?

Market?

Money?



Observation: Entrepreneurs are very anxious to execute (ie. Startup Weekend)

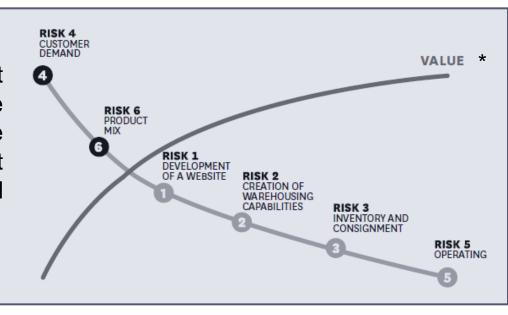






Observation: Most entrepreneurs are mis-prioritizing their activities

Entrepreneurs are doing good things, but not doing them in the right order. More than 80% of the time entrepreneurs are ignoring customer demand the right product mix until after they have started to scale their business.



^{*} Harvard Business Review: Beating the Odds When you Launch a New Venture by Clark G. Gilbert and Matthew J. Eyring



Observation: Most entrepreneurs focus more on their **Business Plan** rather than their **Business Model**



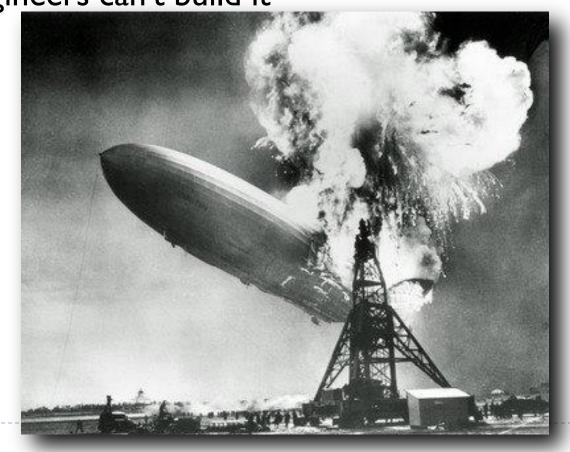




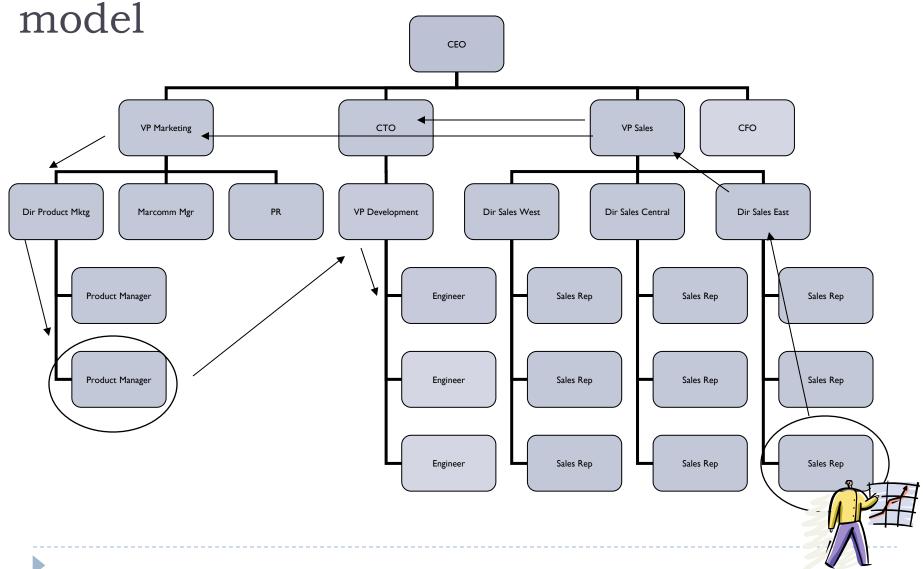


Observation: Bad engineering kills companies. (limited core competency)

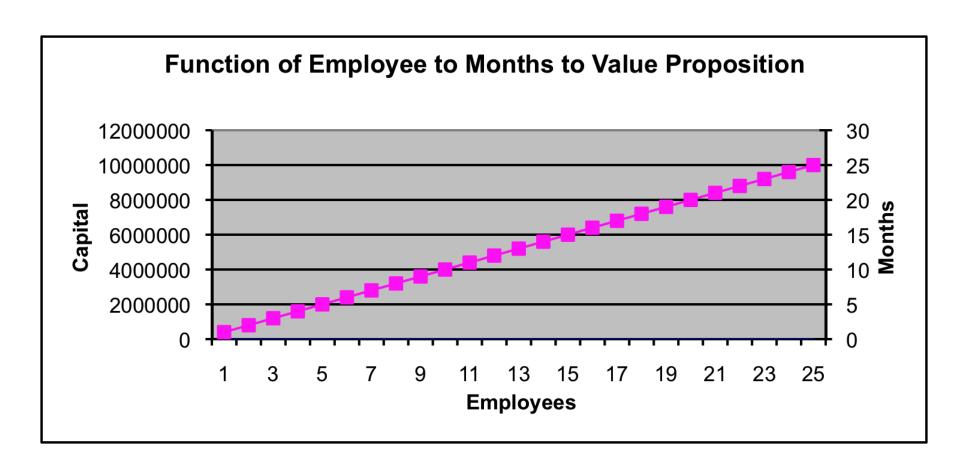
However, Startup failure is more common because customers won't buy the solution. NOT because the engineers can't build it



Observation: Hiring too many employees before nailing their business



Observation: The more employees you hire before nailing it, the longer it takes to nail it.





Observation: 70% of Startups Fail for this reason:

Premature Scaling

- Building products before you nail the pain
- Writing marketing materials before you nail the solution
- Hires sales teams before you know how to sell
- Spending money before you understand the business model



What do successful Startups Look Like?



Great Startups Have Great Entrepreneurial DNA

- Passionate entrepreneurs that want to improve the world
- Focused on high growth, big ideas
- Anxious to satisfy the customer
- Deep technical core competency
- X Factor
- Not necessarily experienced
- ▶ HONEST TRANSPARENT TRUSTWORTY



TRUST: Honesty, Trust & Integrity are foundation of success

Business happens at the Speed of Trust!



TRUST

"TRUST is like the air we breathe. When it's present, nobody really notices. But when it's absent, everybody notices."

-Warren Buffett



TRUST: Why is Trust So Important to development of a successful entrepreneur ecosystem?

Honesty & Individual Integrity...

...TRUST (enables speed & flexibility)

- FLEXIBILITY (Provides freedom to fail)
 - > CREATIVITY
 - >INNOVATION (Deal flow)
 - >INVESTMENT (Fuels

TRUST: Trust is Key to Success Corruption in Emerging Markets #1Problem

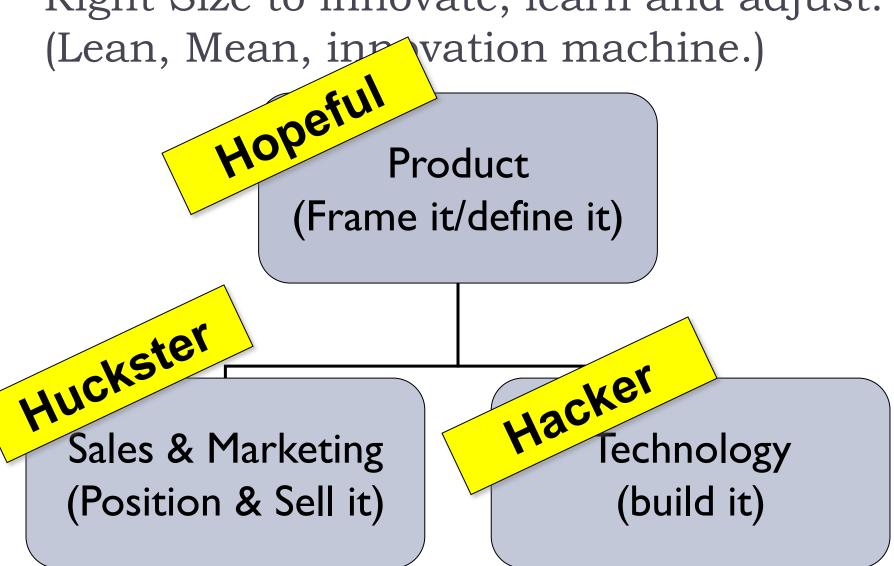
- World Bank: "Corruption is the single largest obstacle to economic and social development"
- **-\$1Trillion** in bribes paid globaly

Reduction of corruption could increase per

capita GDP by 400%



Observation: Small Teams are the Right Size to innovate, learn and adjust. (Lean, Mean, in vation machine.)



Observation: All entrepreneurs are working hard to innovate

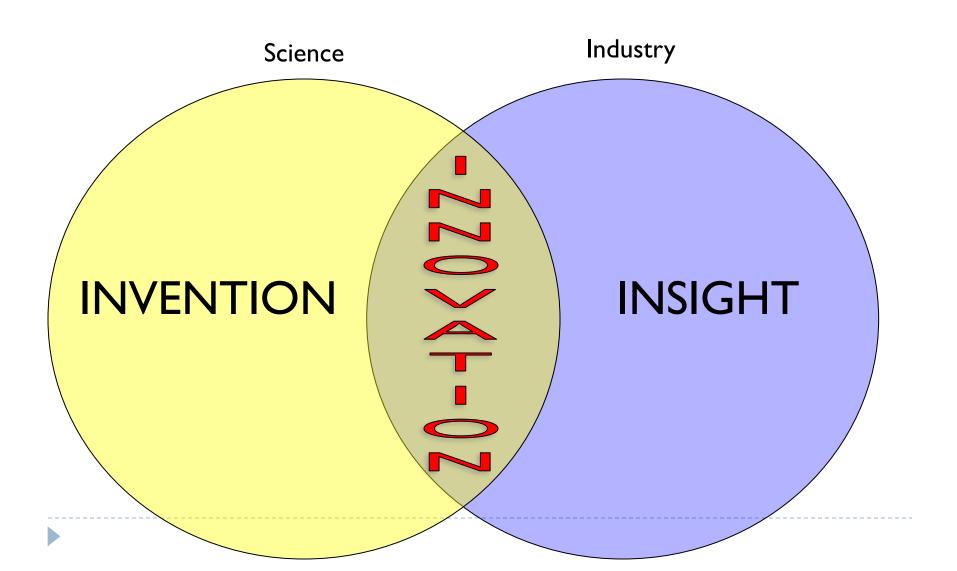








Observation: Few understand what is innovation



Two Categories of Innovation:

1) Incremental & 2) Disruptive

- Incremental
 - ☐ Better, Faster, Cheaper
 - □ Sustaining, Iterative
- Disruptive
 - □ Blue Ocean (creates ep
 - □ I0X improvement
- Be Disruptive □ Disruptive Inno ens new markets or disrupts old markets
- Many areas in which you can innovate
- 1. Technological
- 2. Product Performance
- 3. Business Model
- Supply Chain
- 5. Business Process
- 6. Service
- 7. Customer Experience

Flash Memory

Intel

Dell

Staples

LendingTree.com

Lexus, Mercedes

Starbucks

New portable storage

Moore's Law

Custom ordered online

Direct from manuf.

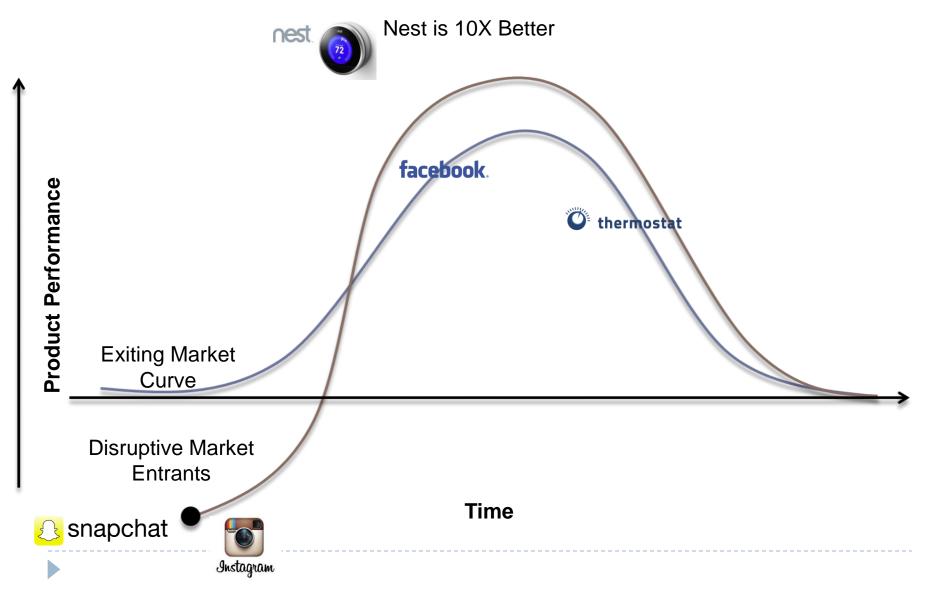
Mortgage bids online

Offer loaner cars

Emotional, feel good (*Katz)



Successful Companies are Innovative & Disruptive



Observation: Great companies understand and leverage their core competencies





Observation: Few entrepreneurs & companies understand their core





What is Honda's Core Competency?





What is Honda's Core Competency?

HONDA ENGINES







Honda's Core Competency: Engines





HONDA ENGINES



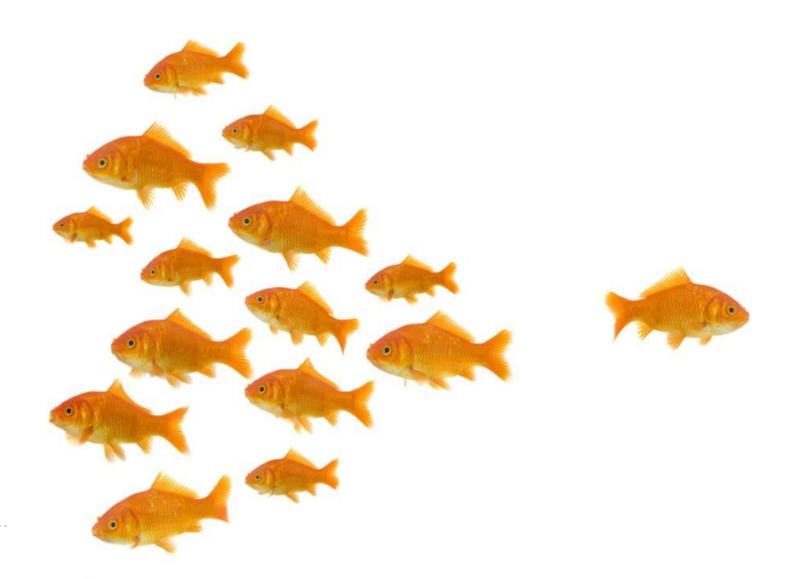




Why Nail It Then Scale It?



Entrepreneurs are craving New Models that Work!



The Roots of the startup failure are traced back to the Traditional Product Development Model

Based on the Waterfall Product Development Model

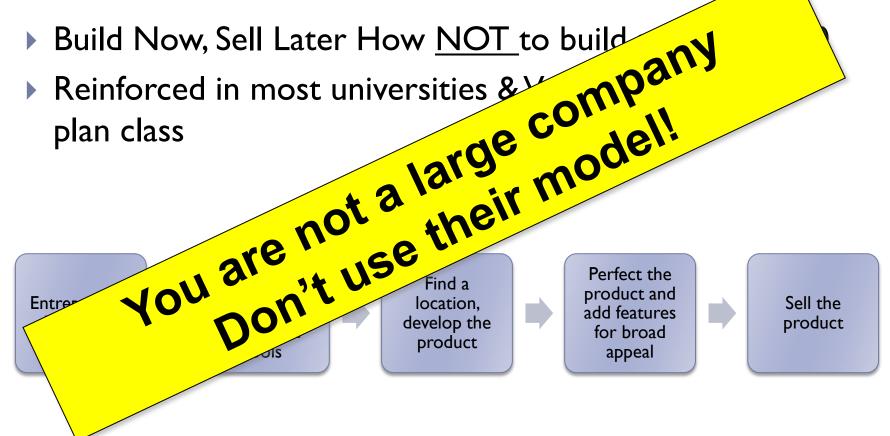




What Is the Traditional Startup Pro

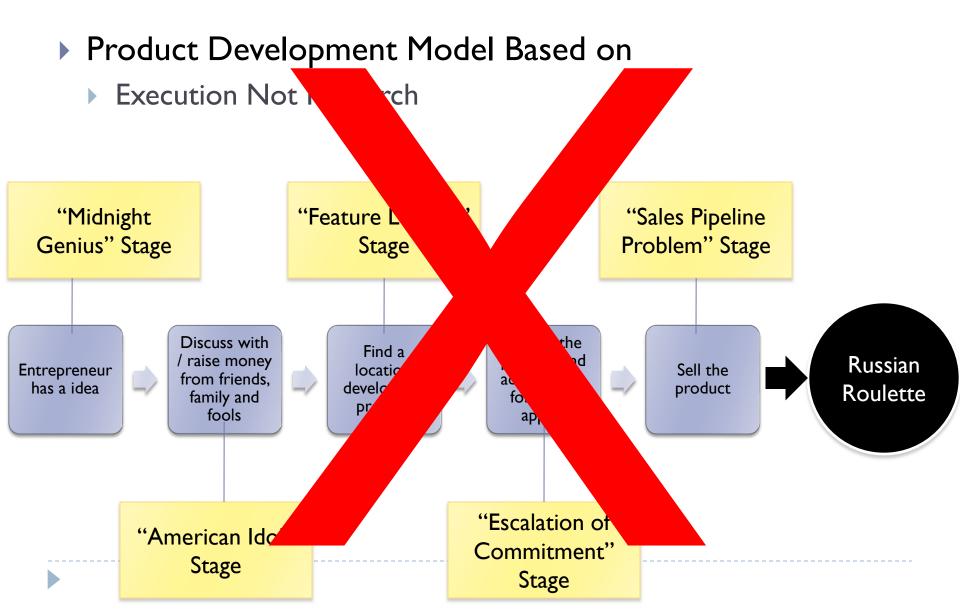
▶ Build Now, Sell Later How NOT to build

Reinforced in most universities & ** plan class



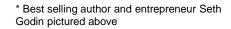


The Broken Model



Once you have an an idea...





Ask yourself: Is your idea based on your or your team's core competency?



What about the customer?

- "Who is the customer is the wrong unit of measurement."
- Not just the customer, but the context of how your product fits the job the customer is trying to accomplish.
- What is the pain the customer has and how are you solving that pain?



What is the problem that I am trying to Solve?

Why would I buy glasses?





Pain Pays

"Any big problem is a big opportunity... No one will pay you to solve a non-problem."

-Vinod Khosla (Kleiner Perkins)

Shark Bite



VS. Mosquito Bite





Why Focus on a Monetizable Pain?

- As a startup you have...
 - No reputation
 - No brand
 - No track record Pays!
 No mor Pain Pays!

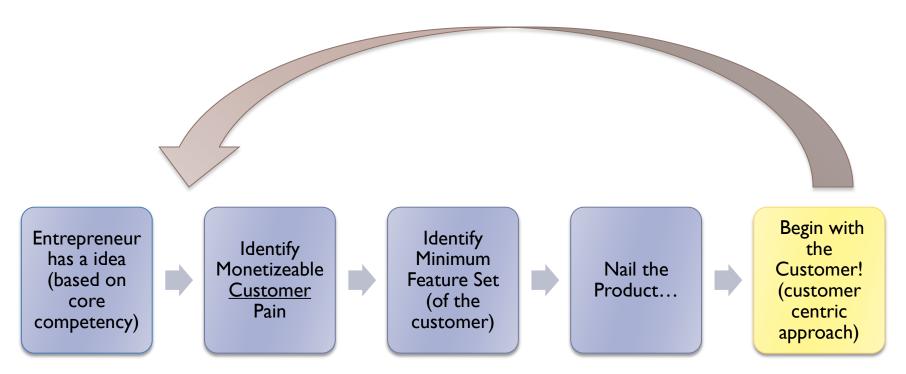


Building your business on a monetizable pain will exponentially increase your odds of success



Q: How to Fix a Broken Model?

A: Put the customer up front in the process



Deliver breakthrough customer centric innovation.



The Entrepreneur's & Customer's Role

▶ Entrepreneurs innovate

Customers validate



Five Stages of NISI





Disruption: New start-up process is changing everything we know about Entrepreneurship











NISI Fundamentals

Get into the Field

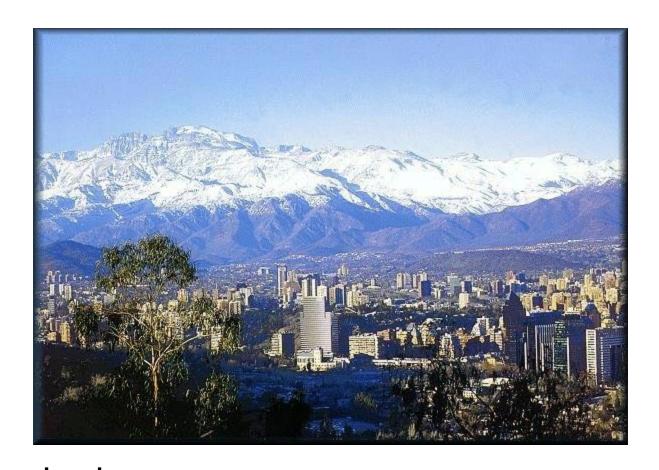
- 2. Change or Fail Fast
- 3. Brutal Intellectual Honesty
- 4. Keep it Simple
- 5. Hire Smart People
- Start Small







Fundamental #1: Get Into the Field (customer centric)



heck "Get the hell outside the building!" –Steve Blank

2. Change or Fail Fast

"Successful startups are the ones who have enough money left over to try their 2^{nd} idea."

Clayton Christensen

- ▶ Rapidly test assumptions
- Iterate swiftly
- Change direction or try a new idea





3. Brutal Intellectual Honesty

"The issue I set the most store by is whether entrepreneurs are honest with themselves."

-Arthur Rock

Your role isn't to be right, your role is to discover truth!

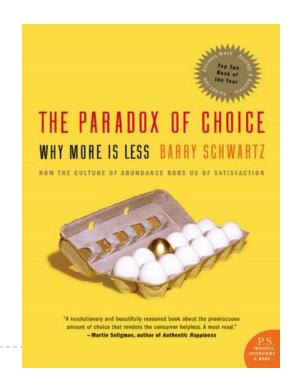
- ▶ Entrepreneurial kryptonite
 - Unwilling to see information that does not confirm their perspective

- Reusing ideas where they may no longer be appropriate
- Confusing overconfidence with determination



4. Keep It Simple

- Modern market creates complexity
- As human beings we are happier with simplicity
- Applies in business
 - Jam experiment
 - Camera sales
 - Vanguard
- Goal: Start by identifying the Minimum Feature Set and then create the Minimum Viable Product (MVP)
- Example: Classtop





YHOO: \$ 40.6 Billion Market Cap on \$4.6 Billion in Annual Sales



GOOG: \$393 Billion Market Cap on \$60.1 Billion in Annual Sales





Keep It Simple – Less Is More.















5. Hire smart people. How good is your founding team?

- "Entrepreneurship is hard, it is even harder when you are stupid." – Paul Ahlstrom
 - ▶ "Really smart people clearly give an early-stage company an advantage" John Doerr
 - Entrepreneurs must be able to create clarity out of confusion
- Social IQ "Leaders with "people smarts" find it much easier to forge crucial relationships with fellow management team members, employees, customers, suppliers, strategic partners, financiers and the media. People rally around people with "people smarts." -- David Beirne, Benchmark Capital



6. Start Small

- Average venture-backed startup is 15-20 people
 - Selling but not clear exactly what
- Big teams create problems
 - Communication problem
 - Political problem
- Small teams are better for market discovery
 - Need 2-3 people to run Nail and Scale It
 - Internal commitment to keep each other honest
 - Too few will be subject to bias of interpretation



NISI Mantra

Dream Big...

Start Small...

Stay Flexible!



Summary: NISI Provides Organizational Alignment with Customer's needs

Customer Centric NISI Goals –

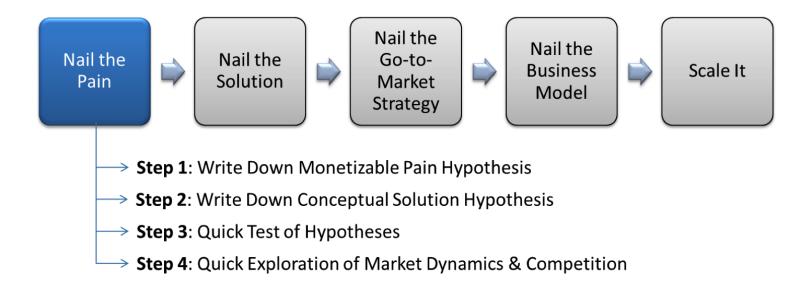
- I. **Establish right vision.** Scientific Process to inform your gut. (right market, right customer, right product)
- II. **Team Buy In.** Align all key stakeholders with the founding team's vision (employees, board, investors)
- III. Customer Traction. Make it comfortable for customers to purchase.
- What NISI can promise
 - ▶ Help create a common language within your organization
 - Discover if an idea is worth pursuing
 - Build Something someone wants to buy



Nail It then Scale It The Fundamentals

Nail The Pain - Case Studies

Phase 1: Nail the Market Pain





Phase 1: Nail the Market Pain

Objective:

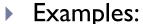
- Understand your teams core competency and how that intersects with the customer problem/market
- Discover the Monetizable Customer Pain
 - Discover the "job" your customer is trying to get down without being biased by the solution
- Develop the Big Idea Hypothesis

Steps:

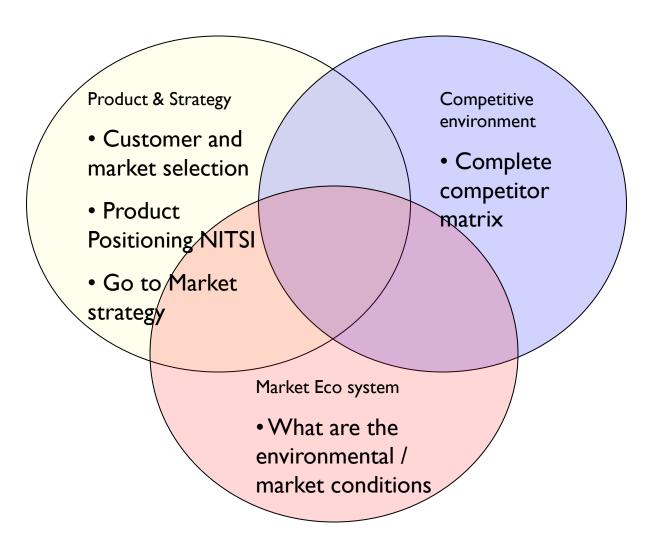
- Step 0: Don't build anything
- Step I:Write down Monetizable Pain hypothesis
- Step 2:Write down Big Idea Hypothesis
- Step 3: Quick test of Hypothesis with customers
- Step 4: Exploration of market dynamics & competition

Test:

Customers return your cold call

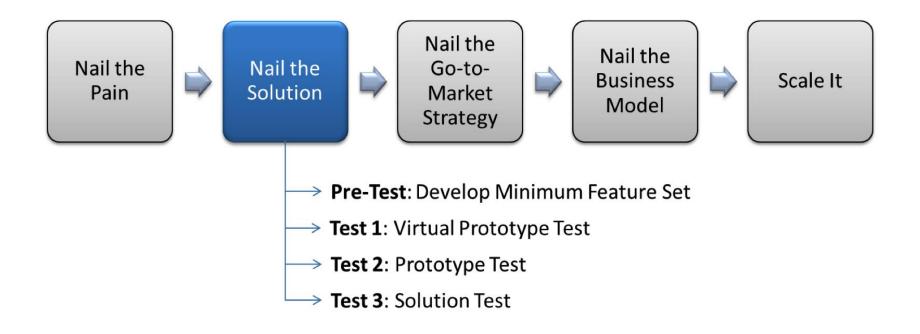


Market Assessment – Exploring Market Dynamics





Phase 2: Nail the Market Solution





Google Glass-Value of Rapid Prototyping



Phase 2: Nail the Market Solution

Objective:

Discover the Minimum Feature Set that drives purchase

Steps:

- ► Test 1:Virtual Prototype Test
- ► Test 2: Prototype Test
- ▶ Test 3: Solution test

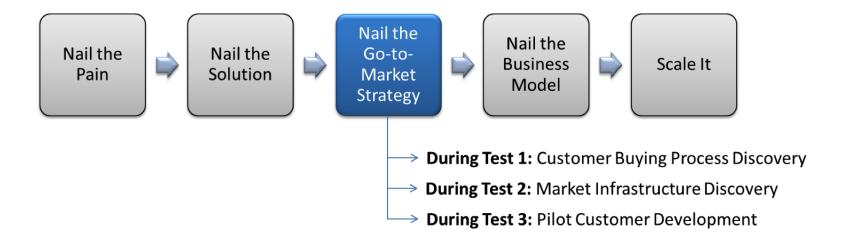
Test:

Customers purchase

Examples:

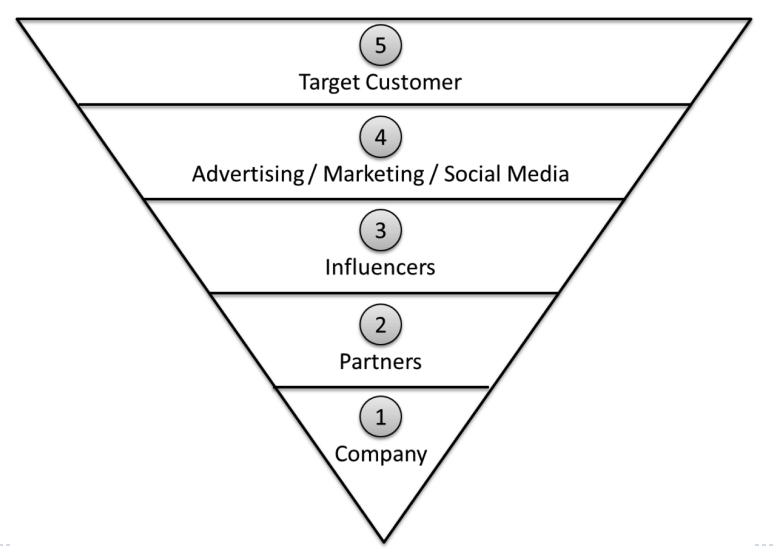
Intuit (Quickbooks: Simple Start), Motive Communications, Classtop,
 CrimeReports, IMVU, Craigslist, Ford, Google ...

Phase 3: Nail the Go-to-Market Strategy





Next Phase: Go to Market Plan (Market Infrastructure Mapping.)



Phase 3: Nail the Go-to-Market Strategy

Objective:

Discover customer buying process and unique sales process for your customers

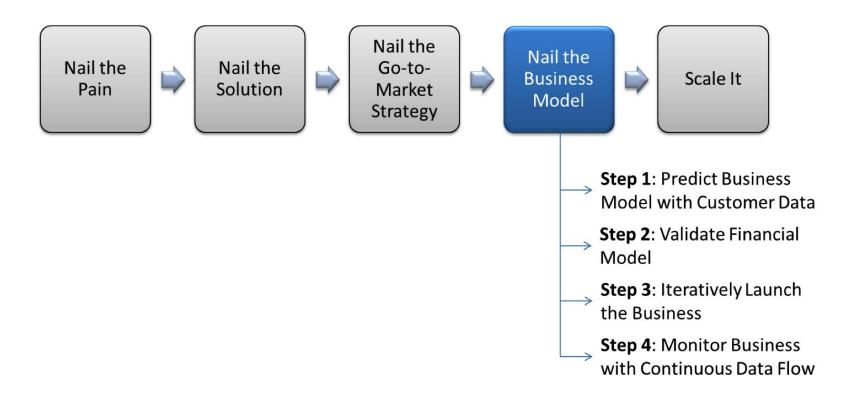
Steps:

- ▶ Test 1: Buying process discovery
- ▶ Test 2: Market infrastructure discovery
- ▶ Test 3: Pilot customer validation

Examples:

- Intuit (Quicken)
- Supermac
- Motive Communications
- Knowlix, Aeroprise, Design within Reach, ...

Phase 4: Nail the Business Model





Phase 4: Nail the Business Model

Objective:

Validate financial model & ignite business model

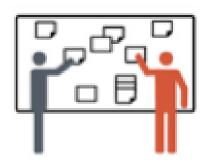
Steps

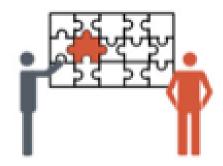
- Leverage customer conversations to predict business model
- Validate the financial model
- Iteratively launch product and go-to-market strategy
- Business dashboard with continuous information flow
- Adjust speed depending on market type

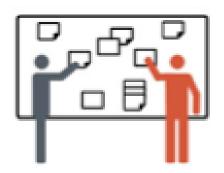
Examples:

- Webvan
- Webmetrics, Knowlix, Yahoo

3 steps of business model design





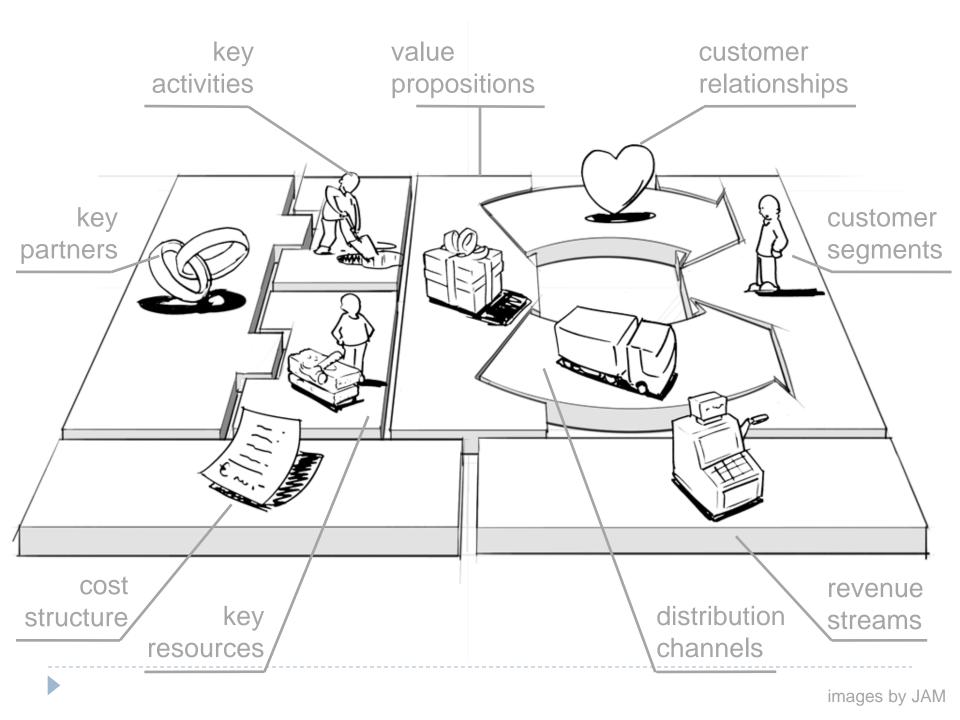


VISUALIZE

ASSESS

INNOVATE

- describe existing business model
- → assess strengths and weaknesses
- brainstorm on improvements & opportunities



Key Partners



Key Activities

Our Distribution Channels? Customer Relationships?

Revenue streams?

What Key Activities do our Value Propositions require?



What value do we deliver to the custome? Which one of our customer's problems are we helping to solve?

What bundles of products and services are we offering to each Customer Segment? Which customer needs are we satisfying?

Value Propositions



Customer Relationships

What type of relationship does each of our Customer Segments expect us to establish and maintain with them? Which ones have we established?

How are they integrated with the rest of our business mode?



For whom are we creating value? Who are our most important customen?

Customer Segments





Who are our key suppliers? Which Key Resources are we acquiring from partners? Which Key Activities do partners perform?



Key Resources



What Key Resources do our Value Propositions require? Our Distribution Channels? Customer Relationships? Revenue Streams?



Channels

How costly are they?





Cost Structure

What are the most important costs inherent in our business model? Which Key Resources are most expensive? Which Key Activities are most expensive?



Revenue Streams

For what value are our customers really willing to pay? For what do they currently pay? How are they currently paying? How would they prefer to pay? How much does each Revenue Stream contribute to overall revenues?









STRATEGIC **PARTNERS**

KEY **ACTIVITIES**

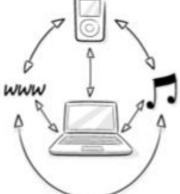
VALUE PROPOSITION

CUSTOMER RELATIONSHIP

CUSTOMER SEGMENT

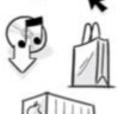


KEY



DISTRIBUTION CHANNELS















COST



REVENUES



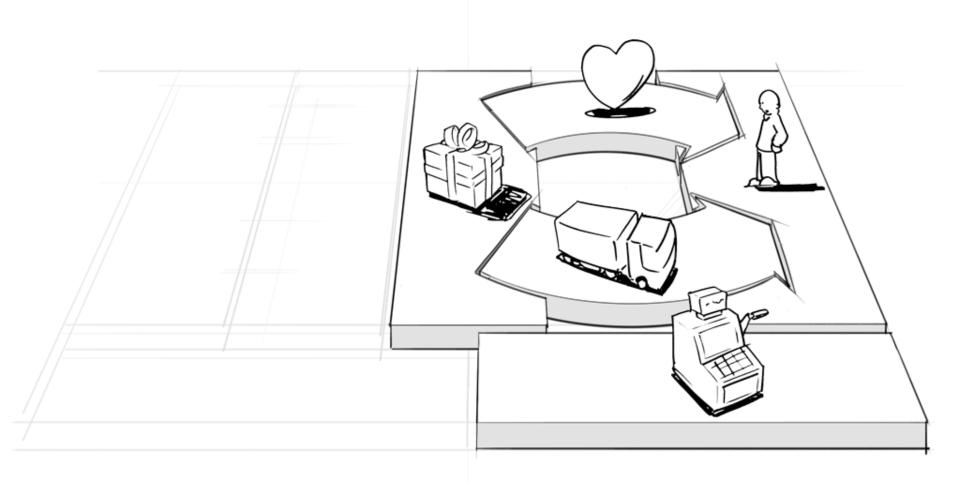


XPLANAT ONS" by XPLANE"

©XPLANE 2008 & Osterwalder

Let's Look at an Example of One Segment

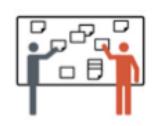
REVENUE STREAMS



Ways to generate revenues

- Asset sale
- Usage fees
- Subscription fees
- Lending/Renting/Leasing
- Licensing
- Brokerage fees
- Advertising
- Fixed pricing vs dynamic pricing

5 steps of business model design











- VISUALIZE

ASSESS

- INNOVATE

IMPLEMENT

- describe existing business model
- assess strengths and weaknesses
- brainstorm on improvements & opportunities
- turn new model into a project roadmap
- → communicate & implement

International Business Model Competition



International Business Model Competition Winners

2012 IBMC Winner XoomPark

2013 IBMC Winner Owlett



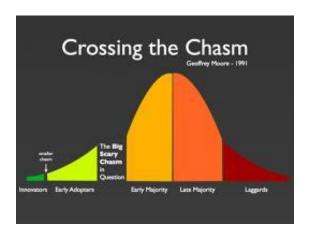
See winning IBMC presentations on YouTube



Student Business Model Competitions Based on New Startup Models – Nail It Then Scale It!











Phase 5: Scale It

Objective:

- Scale discovered model until it breaks
- Whole Product Solution
 - ▶ Phase change recognition & management
 - □ Recognize changes
 - ☐ Shift process, structure and employees
 - ☐ Emphasize with visual management
 - Consciously define culture
 - Succession and transition
 - Leaping between markets

Examples:

Intuit, Fusionsoft, Craigslist, SodaStart, IMVU



Keep it Visual!



Summary of Five Phases

Product development

- Before you build anything:
 - Identify hypotheses about customers
 - Test those hypotheses as cheaply as possible
 - Identify exactly customer pain and your solution with customer
 - Use a virtual prototype
- Sales development
 - Discover exactly how customers buy
 - Develop a replicable sales model



StartupCore – Online Entrep. Course www.startupcore.net

startupcore



Launching a world-class
Online Certificate Program
in Entrepreneurship just
got a whole lot easier.





E-Course Offerings

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Enrollment Reach

BOOST



B-School Rankings

IMPROVE



Access to Entrepreneurs



Historical Examples of NISI

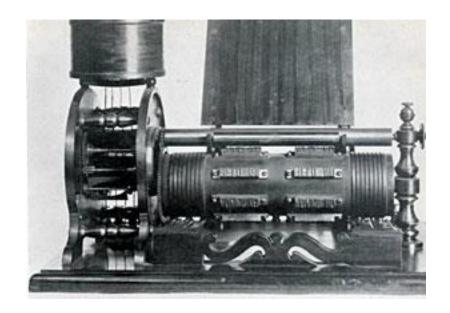


Thomas Edison





Vote Counter

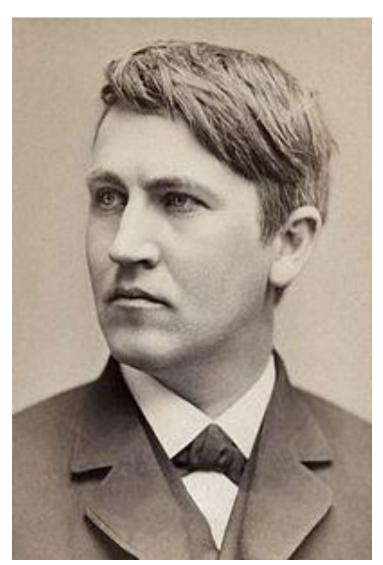


If there is any invention on earth that we don't want down here, that is it."



Ten Years Later Edison Patented the light bulb







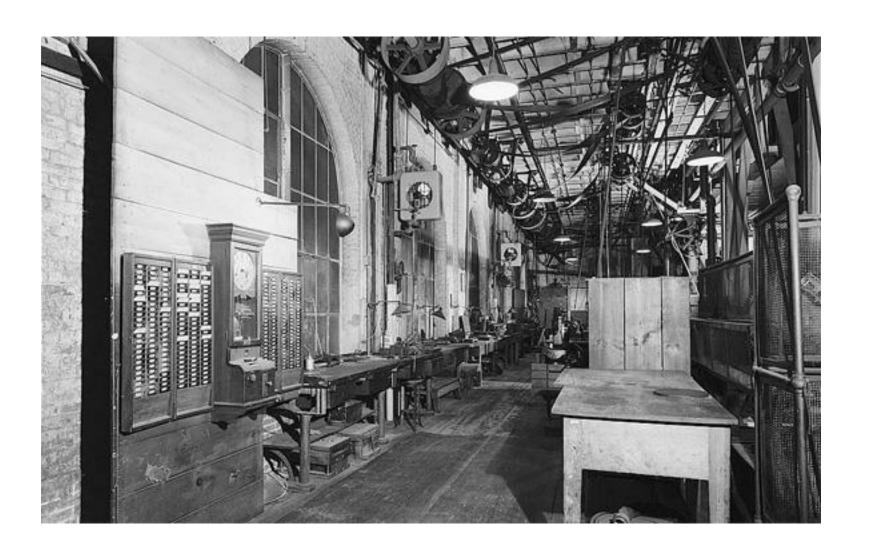
Thomas Edison's process driven innovation





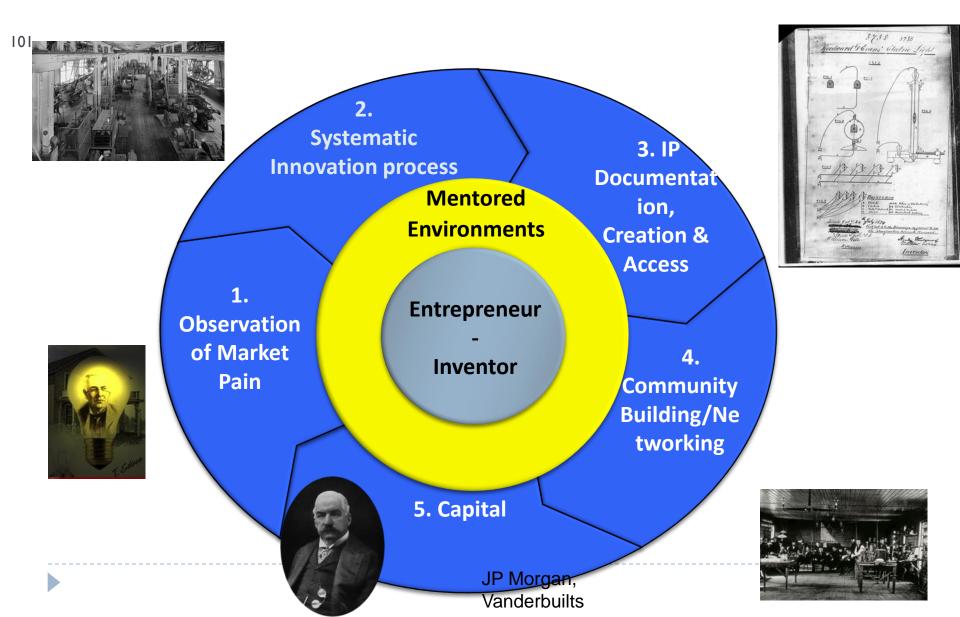








Thomas Edison's Technology Commercialization Model





1958 Ford Edsel

1964 Ford Mustang



Presenting the unexpected... new Ford Mustang! \$2368* f.o.b.Detroit



his is the car you never ex-ected from Detroit. Mustang s so distinctively beautiful it

pected riom Betton, Midsing is so distincted beautiful it is so distincted beautiful it in the first time an automobile has been honored with the Tiffany Gold Medal. Mustang has the look, the first, the flavor of the great European road cras, Yet it's as American as its sname... and as practical as its price—just \$2,308 Loh. Detroit.

*A That's the suggested retail price for the basic Mustang Hardtop. It does not include, of course, destination charges from Detroit, White-olds are \$5.50 extra and the visp tool covering is \$78.80 extra and the visp tool covering is \$78.80 extra and the visp tool covering is \$78.80 extra and the visp a publied linearization conduction and full wheel as a publied linearization and full wheel covers, which cost extra on most other cars...

as well as bucket seats; floor-mounted shift; wall-to-wall carpeting; vinyl uphobtery; arm rests; cigarett lighter; room for four; sensibly sired trunk; sports steering wheel; courtesy lights; a 170-cu, in. Six... and more! The basic Mustang is an eminently prac-

The basic Mustang is an eminently practical and economical car, vid. it was designed to be designed by you. You can make your Mustang into a lixury or high performance car by selecting from a large but reasonably. For asked hustry choose such options as air conditioning, push-button radio, vinit nod covering, 3-speed Cruise-O-Matic, power brakes, power steering—you mame it.

Or, for sports car performance add the big 280-cm, in. Vol organ eithe same basic V-s shift (wendro in all forevard speedly, and Rally Fac (tachometer and clock), and Rally Fac (tachometer and clock).



TRADEMARKS OF FORD MOTOR CO. LTD.

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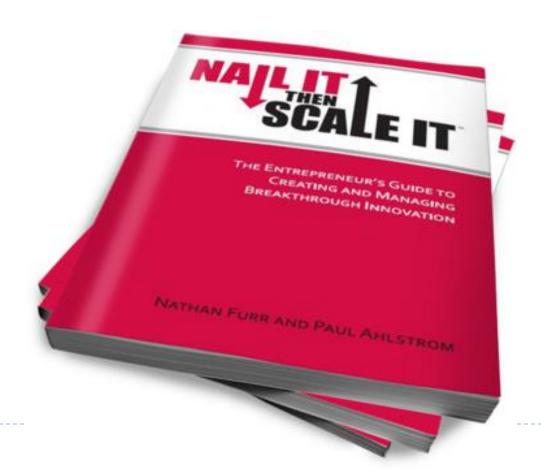




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Mobile & Entertainment



Preparing To Raise Money From A Venture Capitalist



What Kind of Company Are You

Starting?

Necessity Business

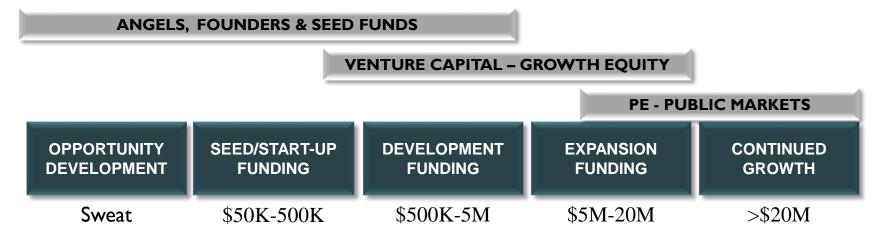
Opportunity / Lifestyle Business

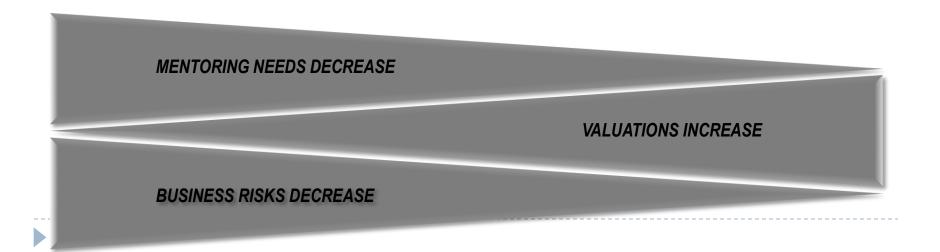
▶ Gazelle CompanyOr "Bolt" company





Investment Funding Continuum From seed to venture to growth to private equity





What Type of Investors Do You Want to Approach?

- Family, Friends, and Fools
- ► Government: STARTU
- Foundations:
- Angel Groups: First Jamaican Angel Group
- Strategic Investors
- Crowd Funding: KICKSTARTER



Institutional Investors



Create a Killer Story and Pitch Deck





10 SLIDES TO AN AWESOME PITCH!

DEMO

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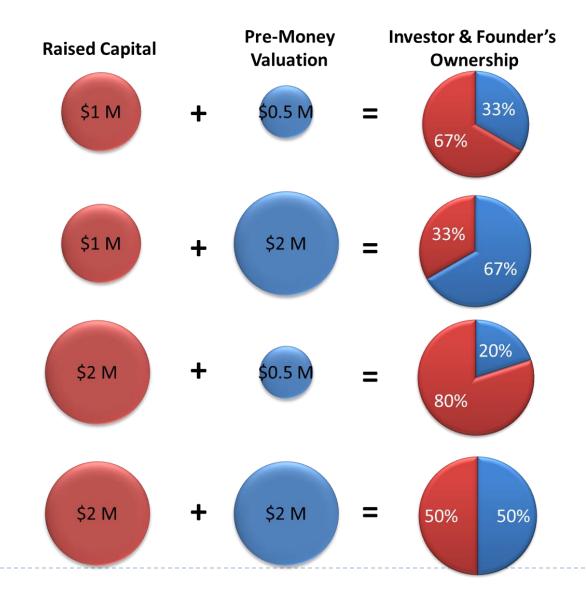
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- The PROBLEM
- 3 The Solution
- Market Size
- Business Model

6 Proprietary Tech

- Competition
- Marketing Plan
- Team
- 10 Money

Mechanics of Raising Equity



What Type of Entity Should I Form?





How Do You Select A Board of Directors and a Board of Advisers

Board of	Board of
Directors	Advisers
Governing body that oversees management	Provides managers with guidance and advice
Provides managers with guidance and advice	No fiduciary obligations
Fiduciary duty—legal obligation to act in best interest of company, stockholders	 Can meet with all leadership together, but may just meet independently with the CEO to provide assistance
 Review and approve major business decisions and strategies (exec. hiring, annual budgets, mergers & acquisitions) 	
Prepare for and attend regular board meetings	



To grant or not to grant...





The Marshmallow Challenge





Thank you Jamaica!

