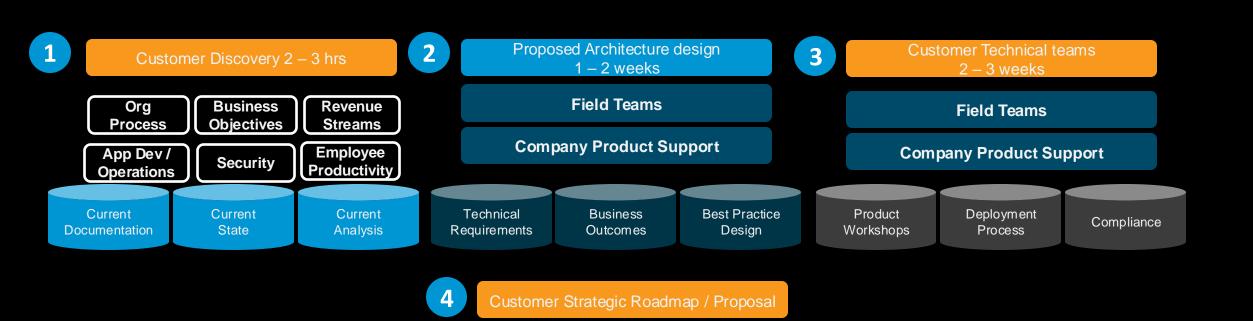


Customer Engagement

Customer Workshop (90-120 minutes) **Team Alignment** Customer Introduction / Meeting **Workshop Enablement Internal Process** First Engagement VP, Manager, and technical leads within Customer to provide overview of their customer account to provide insight during a Capture current state of Customer initiatives workshop consultation environment (may require follow up with technical documentation from customer) QBR, intro call, specific meeting on products Discuss strategy, communication between to include overall strategy for technology teams, process, scheduling, provisioning Create the initial draft, design. investment. times, Scheduling Data collection from customer tools Next Steps, identify impact of technology to overall expectation and priorities for projects customer business. Does the technology between teams and how they relate. span one team or multiple within the account? Technical Planning / Training **Customer Approval of Proposal** Customer Follow-up Validation / Buy-in **Partnership Provisioning / Purchase** Specialist Teams Aligned to customer teams Budget approval from customer to purchase Follow up meetings to review business based on technology. first phase of the solution initiatives, proposal in phases. Customer Training, workshops, technology overview, Align resources for project management, technical alignment to Specialists roadmap, deployment strategy deployment schedule

Internal company mapping



Phased Proposal

Future End State

/ Partnership

Business

Outcomes

Review