INSERT LOGO

Time Tracker

Project Manager

<presenter name>

<Email>

<Date>

Executive Overview

Objectives

•Track and quantify sales activity to identify opportunities to improve sales efficiency

•Establish benchmark to track improvements in eliminating "corrupted selling time"

•Gather qualitative information on opportunities to move non-selling time from the sales force

Methodology

•Launch web survey tool to random sample of Sales TMs and SCCs to capture daily activity reporting

•Complete focus groups in 2-3 major cities to gather qualitative input on efficiency opportunities

Timing

•Sales time tracker launched to Sales TMs week of May 22 and to SCCs week of June 5

•All time tracker surveys completed by June 23

•Focus groups fielded during June

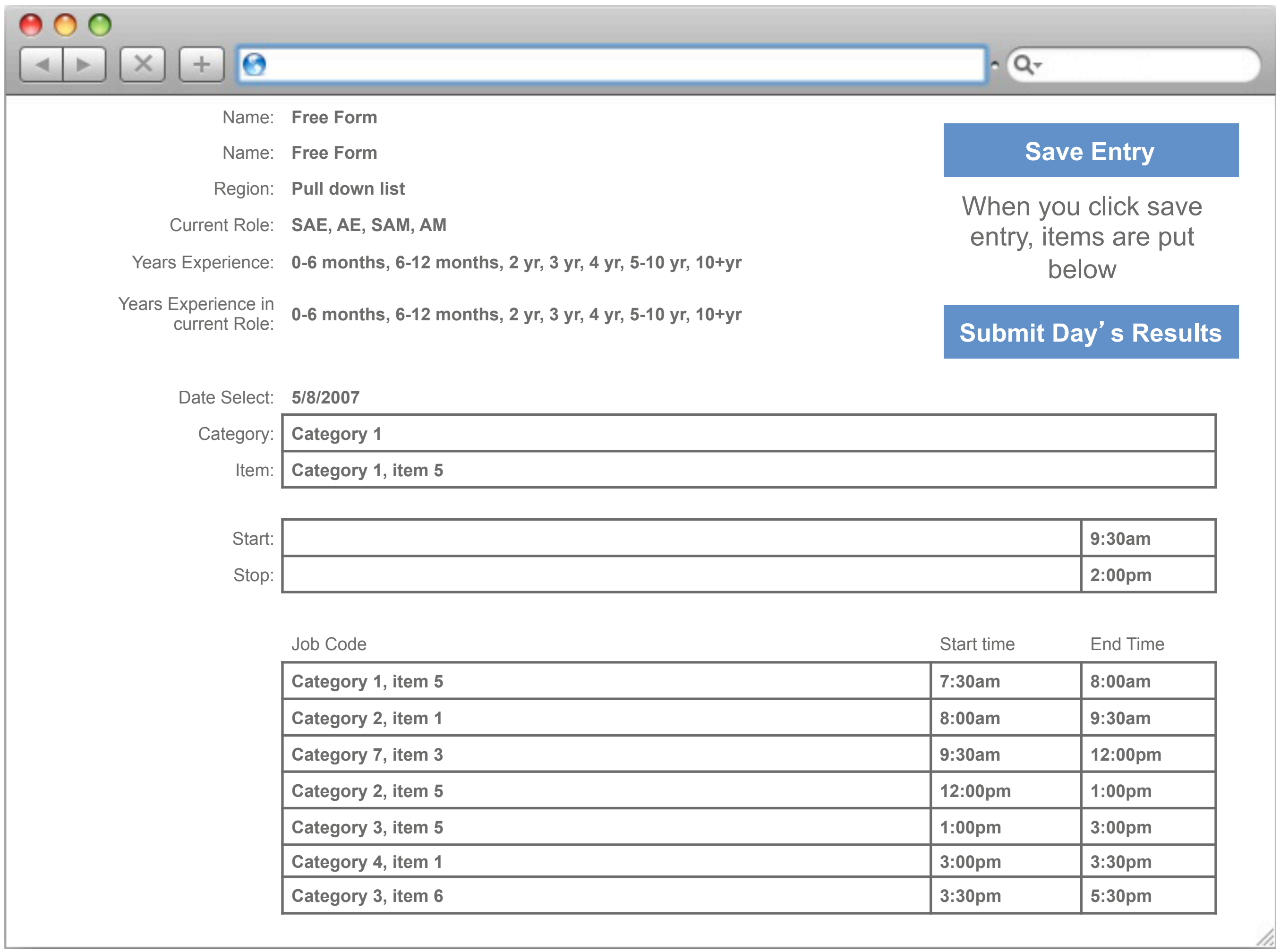
•Survey findings shared at June 28 Steering Committee

•Quarterly survey updates planned to track progress against benchmark

Survey participants will be randomly selected and team members on performance counseling will be excluded

Stat Type	SAE	AE	SAM	AM
Headcount as of May:	15	140	100	440
Sample Size:	30% (5)	30% (45)	30% (30)	20% (88)
Sample Length:	4 weeks	4 weeks	4 weeks	2 weeks
Survey Start/Stop:	5/24 – 6/23	5/24 – 6/23	5/24 – 6/23	6/7-6/23
Comments:	This group most likely to have significant variability in day-to-day and week-to-week responses due to uniqueness of strategic selling roll	Polling this group for four weeks to capture complete picture including week of close	Polling this group for four weeks to capture complete picture including week of close	Likelihood of week-to-week activity variability lower for this group; tracking for fewer weeks to minimize labor impact

The Web-Survey tool has been mocked up and will be supported by a hard copy tool for field use



Activity categories have been identified

#	Pre-Sales & Prospecting	#	Sales
1	General research to identify prospects	9	Capabilities presentation
2	Research an existing client	10	Relationship building meeting
3	Cold call, e-mail, direct mail to prospect	11	Phone, e-mail, fax to identified opportunity
4	Pre-call, pre-appointment planning	12	Face-to-face meeting on identified opportunity
5	Customize client presentation	13	Create bid
6	Marketing activities (sales blitz, e-mail blast, tradeshow)	14	Secure pricing from 3rd party vendors
7	Loss assessment	15	Transfer bid request to bidding department
8	Develop win back strategy	16	Write RFI/RFQ proposal
		17	Transfer bid request to Sales Operations
		18	Provide additional information to Sales Operations
		19	Deliver RFI/RFQ proposal
		20	Propose alternative options to initial bid
		21	Negotiate pricing with client
		22	Secure approval for alternative pricing terms with mgr.

Activity categories cont.

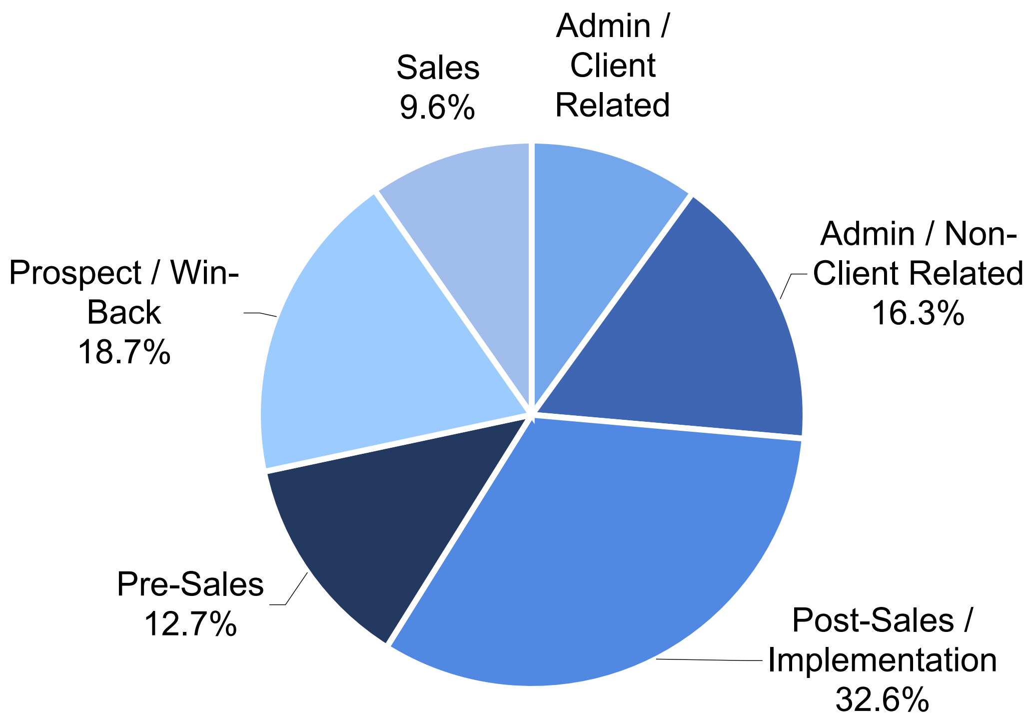
#	Sales Cont.	#	Post Sales / Implementation
24	Secure approval for alternative contract terms with mgr.	32	Pick-up job from client
25	Reassure client of our value	33	Project manage job
26	Deliver business review	34	Coordination with 3rd party
27	Location tours, lunch & learns, customer appreciation	35	Follow-up with clients
28	Project feasibility exploration with Operations	36	Delivery job to client
29	Project feasibility exploration with Sales Operations	37	Open AR account
30	Project feasibility exploration with Technology	38	Execute contract
31	Project feasibility exploration with Finance	39	Plan for rollout of client program
		40	Rollout client program
		41	Coordination with Operations
		42	Coordination with Sales Operations
		43	Coordination with Technology

Activity categories cont.

#	Client Related Support	#	Non-Client Related Activity
44	Address service issues	52	Manager one-on-one meeting
45	Address billing issues	53	Team meetings
46	Address Technology issues	54	Enter CRM/SFA information
47	Track contract compliance	55	Complete sales or activity reports
48	Address contract issues	56	Sales forecasting
49	Generate client reports	57	Expense reports
50	Work in operations to complete project	58	Month end close process
51	Support miscellaneous location needs	59	Email or voice mail
		60	Respond to internal requests for information
		61	Travel
		62	Training
		63	Recruiting events, interviewing, etc.
		64	Work through individual IT issues with Help Desk
		65	Vacation
		66	Sick or personal time

Summary reports will be automated and additional analytics can be generated through available database

Total Selling Time by Major Category



Additional Reports

- Total selling time by detail activity
- Selling vs. non-selling time
- Selling time by sales role
- Selling time by geography
- Selling time by tenure
- Selling time by week
- Selling time by day of week
- Compliance report

The communication plan will focus on providing value to our Sellers by ultimately giving them more time to sell

- Time Tracker is an investment in making sales more successful
- Efficiency and effectiveness are key components to our selling success
- Launching research effort, Sales Time Tracker, to determine how our Sales-based positions are spending their time
  - Quantify cost of not being in front of customers
  - Allow us to more effectively move non-selling time out of the sales force
- Random sampling of Sellers to track time daily for 2-4 week period
  - Participating Sellers will participate in lieu of CRM/SFA activity for set period
- Timing
  - May 18: Communicate time tracker to all Sellers
  - Week of May 22: Launch time tracker to sample group of Sellers
  - Week of June 5: Launch time tracker to second group of Sellers

Issues and conerns will be thoughtfully considered throughout the Time Tracker study

Issue	Comment
• Sellers may not record time accurately due to concerns over results being used as a counseling/ management tool • Time tracker will be incremental activity requirement for Sellers • Computer/intranet availability may be an issue for Sellers while in the field • New Sellers may not have same day in the life as experienced Sellers • Compliance may be low • Sales Management activity not captured as part of time tracker survey	• Communications will focus on providing accurate feedback in order to improve existing environment; accurate feedback will help us deliver the best recommendations • Participating Sellers not be required to log CRM/ SFA activities during survey period • Paper tracking forms will be made available; daily updates to web tool will not be required • Survey will capture tenure and activity results can be adjusted as needed after survey completion • Tracker will generate reports of those completing regular surveys, providing ability to reach out to Sellers and managers of those who have not completed survey in 2-3 day period • Tentative plans to launch subsequent survey focused on Sales Management activity

The communication plan is aligned to key dates already on the sales deployment calendar

Primary Audience	Tactic	Details	Timing	Responsibility
Sales VPs / Sales Directors	Conference Call	• Review Time Tracker Launch	5/15/06	Project Manager
All Sales Team Members	E-mail	• Time Tracker Launch	5/18/06	Mgr, Sales Comm. VP, Sales Ops EVP, Sales
Time Tracker Sampling Participants	E-mail/Meeting Notice	• Announce 5/19 and 5/22 Training Calls • Include call-in and recording information	5/18/06	Project Manager Mgr, Sales Comm.
Time Tracker Sampling Participants	Conference Call	• Review Time Tracker and Timeline • Q&A	5/19/06 and 5/22/06	Project Manager
Time Tracker Sampling Participants	E-mail	• Kick-off Time Tracker (including URL)	Week of 5/22/06	Project Manager
Sales VPs / Sales Directors	Conference Call	• Informational speaking points to highlight upcoming month's activities and progress made to-date	6/5/06	VP, Sales Ops Project Manager
Sales Managers *cc: Sales VPs, SDs*	E-mail	• Informational speaking points to highlight upcoming month's activities and progress made to-date	6/12/06	VP, Sales Ops Mgr, Sales Comm.
Time Tracker Sampling Participants	E-mail	• Reminder that 6/23 is last day to submit survey results	6/21	Mgr, Sales Comm.