



WHAT DO DECISION MAKERS CARE ABOUT?

	B2B	B2G	B2C
Faster			
Cheaper	✓	✓	✓
Better	✓	✓	✓
Low Risk		\bigcirc	
More			

According to Shipley Associates.

3 ARCHETYPES







Make it easy for me to evaluate.

Give me the big picture.

Solution tied to goals and objectives.

Prove it... quickly!

May not be as technically proficient, if at all.

Needs to see realistic program/project -level risk avoidance and mitigation.

Best solution for the price. (Price may/may not be the key driver.)

Make it easy for me to evaluate.

Details, please.

Wants demonstrative evidence.

Seeks practical execution info.

Does it make the job easier or better?

Is technically proficient.

Needs to see realistic task-level risk avoidance and mitigation.

Price not often a driver.

Make it easy for me to evaluate.

Little to no vested interest in the program/project's execution.

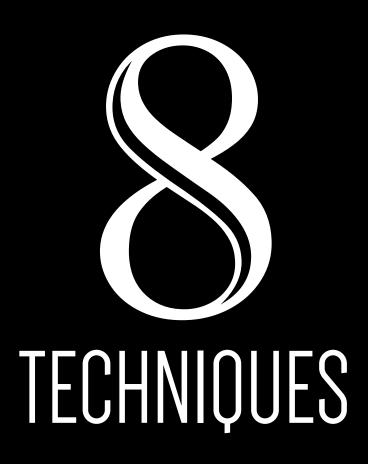
May not be as technically proficient, if at all. (Generalist?)

Follows a "checklist."

Needs to see risk mitigation plan.

Price is driven by budget.

MAKE IT EASY FOR ME TO EVALUATE.



CUSTOMER FOCUSED

CUSTOMER NAME

RFP NAME

RFP #0023143 Volume Name Date



SECTION 2.0: TECHNICAL EXECUTION

Customer Name simplifies tasks, lowers cost 18%, and remains the customer center of excellence for IT support with New Tech's DIFINITY™ automation solution as proven on Customer's Project X. Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet **dolore magna aliquam erat volutpat.**★

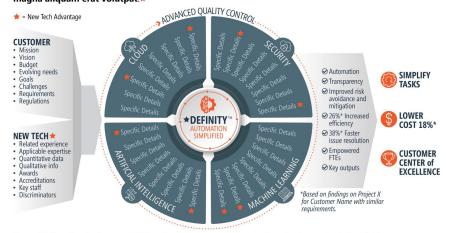


Figure 2.0: Simplify tasks, lower cost 18%*, and be the customer center of excellence for IT support with New Tech's proven DIFINITY™ automation solution.

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92% OF TASKS SIMPLIFIED WITH DEFINITY'S ADVANCED AUTOMATION IN THE FIRST 12 MONTHS.

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CUSTOMER NAME
RFP NAME
RFP #0023143
Volume Name

★ = New Tech Advantage

CUSTOMERMissionVision

BudgetEvolving needs

Goals

Challenges

Requirements

NEW TECH

Related experience

Applicable expertise

Quantitative data

Qualitative info

Discriminators

AwardsAccreditationsKey staff

Regulations

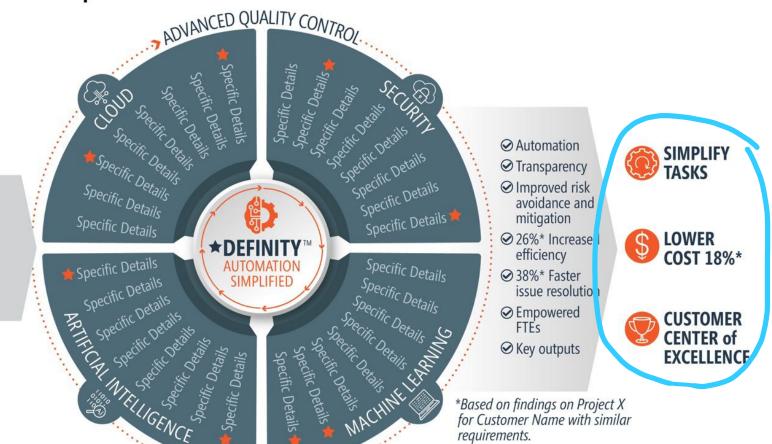
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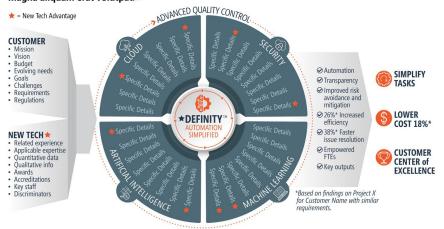


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M.1.2.4, L.3.2.2, L.4.1]...





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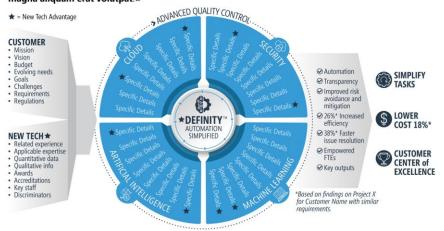


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CLOUD PERFORMANCE METRICS: IOPS: 60,000 LATENCY: 1ms



2 CONECT THE DOTS

CUSTOMER NAME

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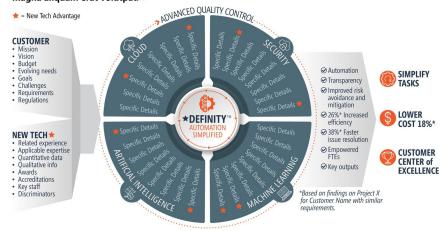


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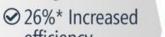
CUSTOMER

- Mission
- Vision
- Budget
- Evolving needs
- Goals
- Challenges
- Requirements
- Regulations



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avoidance and

mitigation









MOTIVATOR

Customer Name simplifies tasks, lowers cost 18%, and remains the customer center of excellence for IT support with New Tech's DIFINITYTM automation solution as proven on Customer's Project X.

MEANS

dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.* ADVANCED QUALITY CONTROL. ★ = New Tech Advantage Specific Details CUSTOMER Mission Vision Budget **⊘** Automation Evolving needs Specific Details **SIMPLIFY** Specific Details Goals **⊘** Transparency **TASKS** Challenges Specific Details Requirements avoidance and Regulations Specific Details mitigation **LOWER ⊘** 26%* Increased **★DEFINITY**[™] efficiency COST 18%* Specific Details **AUTOMATION ⊘** 38%* Faster Specific Details **NEW TECH** Specific Details SIMPLIFIED issue resolution Related experience **⊗** Empowered Applicable expertise CUSTOMER FTEs Quantitative data **CENTER of** Qualitative info ✓ Key outputs **EXCELLENCE** Awards Accreditations Key staff *Based on findings on Project X Discrimina ors for Customer Name with similar requirements.

Figure 7.0: Simplify tasks, lower cost 18%*, and be the customer center of excellence for IT support with New Tech's proven DIFINIT /TM automation solution.

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3 FOLLOW THE RFP

CUSTOMER NAME

RFP NAME

RFP #0023143 Volume Name Date



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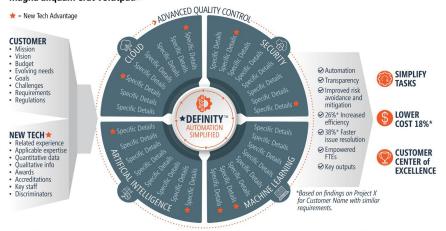


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RFP NAME

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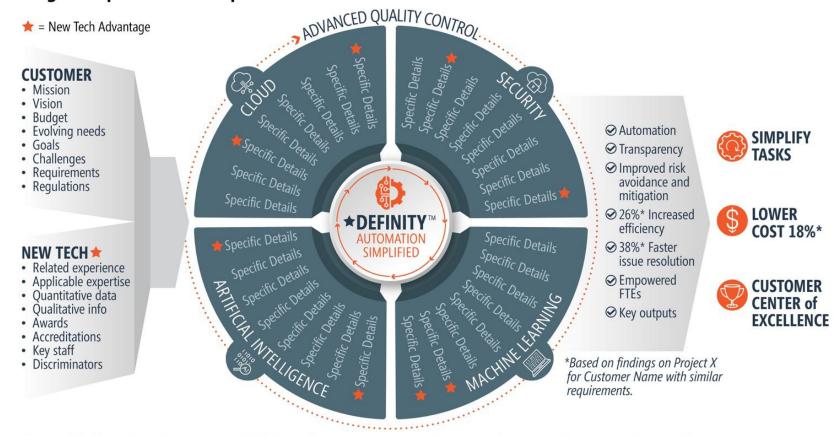


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4 MACRO TO MICRO (INTUATIVE)

CUSTOMER NAME

RFP NAME RFP #0023143

Volume Name Date



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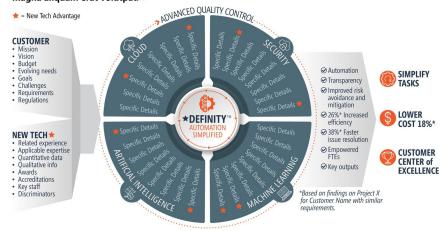


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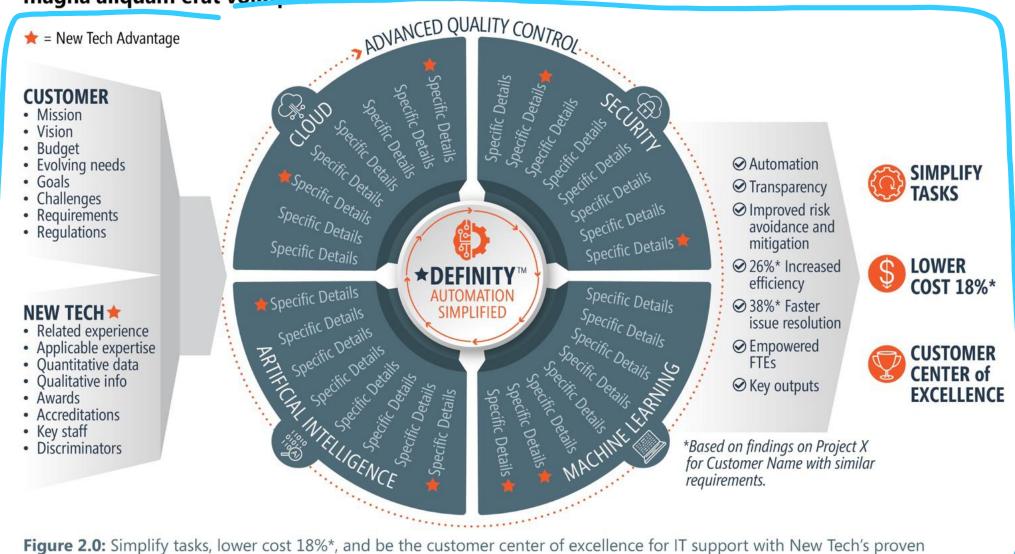


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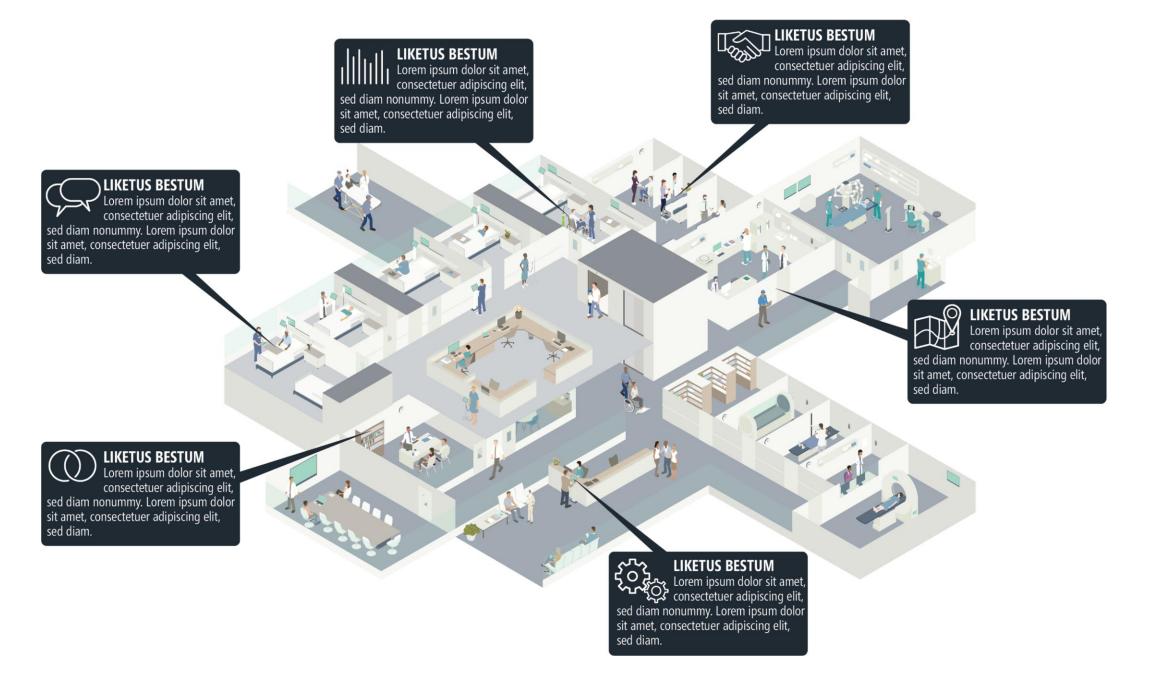
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5 BE SPECIFIC AND SUCCINCT

CUSTOMER NAME

RFP NAME

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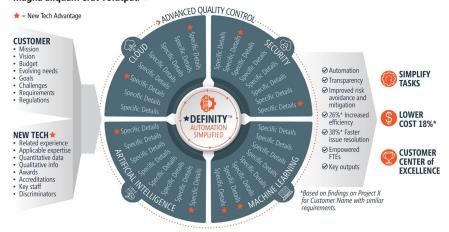


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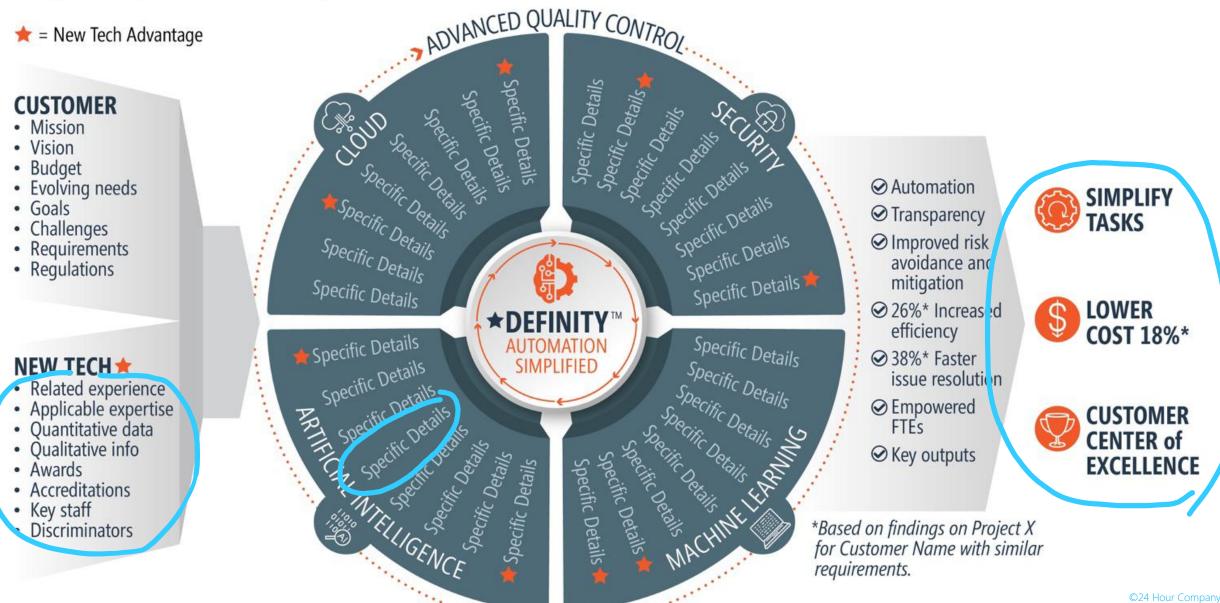
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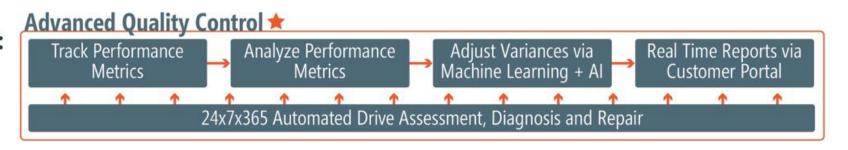


CLOUD PERFORMANCE METRICS:

IOPS: 60,000

LATENCY: 1ms

MTBF: 2,000,000 hours



6 PROVE IT!

CUSTOMER NAME

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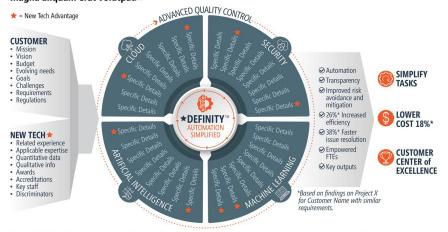


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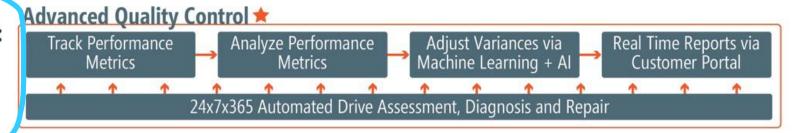
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CLOUD PERFORMANCE METRICS:

IOPS: 60,000 LATENCY: 1ms

MTBF: 2,000,000 hours



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©24 Hour Compan and Mike Parkinsor All rights reserved Customer Name simplifies tasks, lowers cost 18%, and remains the customer center of excellence for IT support with New Tech's DIFINIT r[™] automation solution as proven on Customer's Project X. Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet **dolore** magna aliquam erat volutpat.★

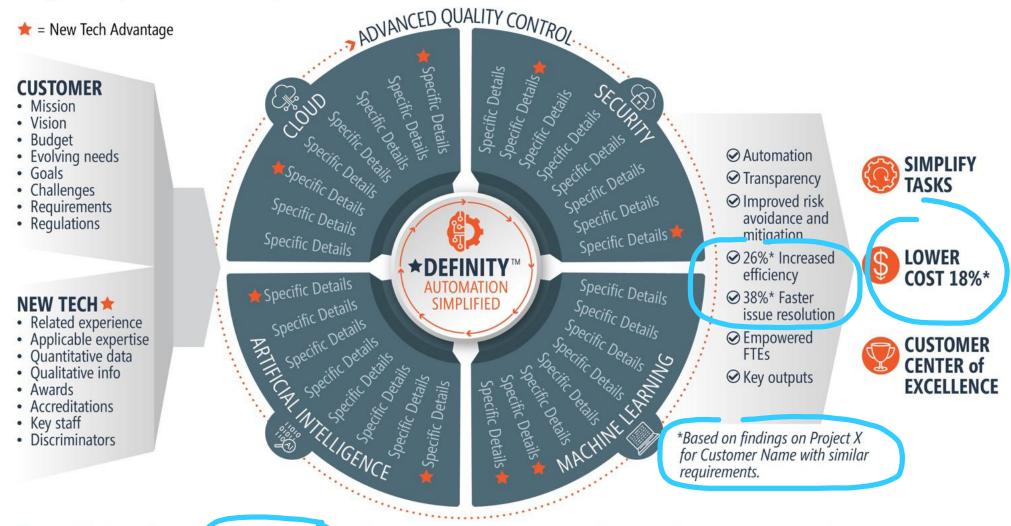


Figure 2.0: Simplify tasks lower cost 18%*, and be the customer center of excellence for IT support with New Tech's proven DIFINITY™ automation solution.

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7 HIGHLIGHT IMPORTANT INFO

CUSTOMER NAME

RFP NAME RFP #0023143

RFP #0023143 Volume Name Date



SECTION 2.0: TECHNICAL EXECUTION

Customer Name simplifies tasks, lowers cost 18%, and remains the customer center of excellence for IT support with New Tech's DIFINITY™ automation solution as proven on Customer's Project X. Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet **dolore magna aliquam erat volutpat.**★

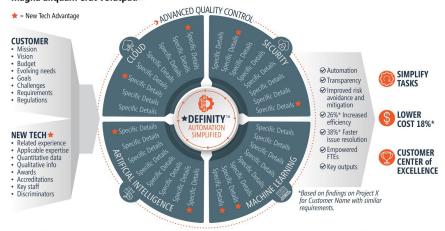


Figure 2.0: Simplify tasks, lower cost 18%*, and be the customer center of excellence for IT support with New Tech's proven DIFINITYTM automation solution.

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M.1.2.4, L.3.2.2, L.4.1]...





Question: Do evaluators really read what is written or do they focus on graphics or callout boxes?

Answer: (Jacob Bertram, Federal Government contract operations at GSA, FAS, DCMA, and DCAA)

"[Many] evaluators ... are pressed for time. Proposals are <u>not</u> meant to be read ... they are meant to be scored."

"Executive summaries are key and also the callout boxes, tables, graphs—things that an evaluator can copy and paste into their notes ... something like bolding or italicizing. Something to draw their attention to it."

"The overall format of the proposal is important, the way it looks, the graphics ... So, build that graphic library ... That's going to really move your proposal up there."

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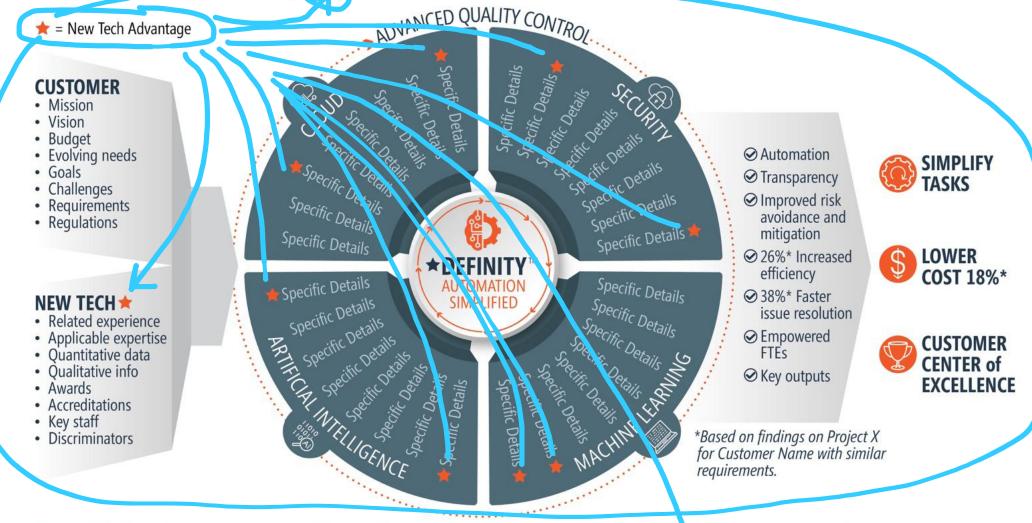


Figure 2.0: Simplify tasks, lower cost 18%*, and be the customer center of excellence for T support with New Tech's proven DIFINITY™ automation solution.

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M.1.2.4, L.3.2.2, L.4.1]...



8 MAKE IT EASY TO JUSTIFY

CUSTOMER NAME

RFP NAME

RFP #0023143 Volume Name Date



SECTION 2.0: TECHNICAL EXECUTION

Customer Name simplifies tasks, lowers cost 18%, and remains the customer center of excellence for IT support with New Tech's DIFINITY™ automation solution as proven on Customer's Project X. Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet **dolore** magna aliquam erat volutpat.★

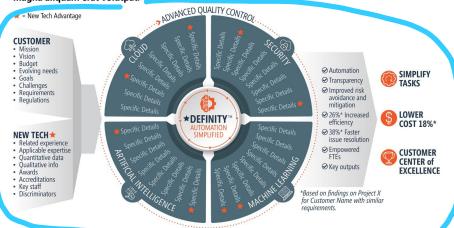


Figure 2.0: Simplify tasks, lower cost 18%, and be the cost of the support with New Tech's proved DIFINITY^M automation solution.

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Advanced Quality Control
Track Performance Adjust Variances via Metrics Adjust Variances via Customer Portal

24x7x365 Automated Drive Assessment, Diagnosis and Repair

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CRNCA: 3 ARCHETYPES STRATEGIC



Make it easy for me to evaluate.

Give me the big pi

Solution tied to goals ar <u>jectives</u>

Prove it... quickly!

May not be as technical ficient at all.

Needs to see realistic program/project -level risk avoidance and mitigation.

Best solution for the price. (Price may/may not be the key driver.)

Make it easy for me to evaluate.

de trative en ence it ma er d

Is technically proficient.

Needs to see realistic task-level risk avoidance and mitigation.

Price not often a driver

Make it easy for me to evaluate.

L d interest in the progration oject's execution.

May n as technically proficient, if at al neralist?)

Follow hecklist:

Needs to see risk mitigation plan.

Price is driven by budget.



CUSTOMER NAME

REP #0023143 Volume Name



SECTION 2.0: TECHNICAL EXECUTION

Customer Name simplifies tasks, lowers cost 18%, and remains the customer center of excellence for IT support with New Tech's DIFINITY™ automation solution as proven on Customer's Project X. Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.*

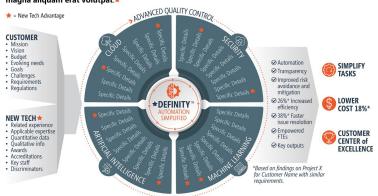


Figure 2.0: Simplify tasks, lower cost 18%*, and be the customer center of excellence for IT support with New Tech's proven

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WITH DEFINITY'S ADVANCED **AUTOMATION IN THE**

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Page 12 of 18



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SECTION 2.0: TECHNICAL EXECUTION

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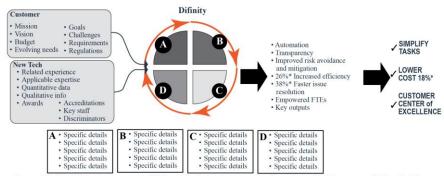
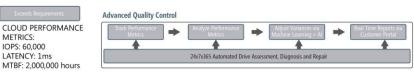


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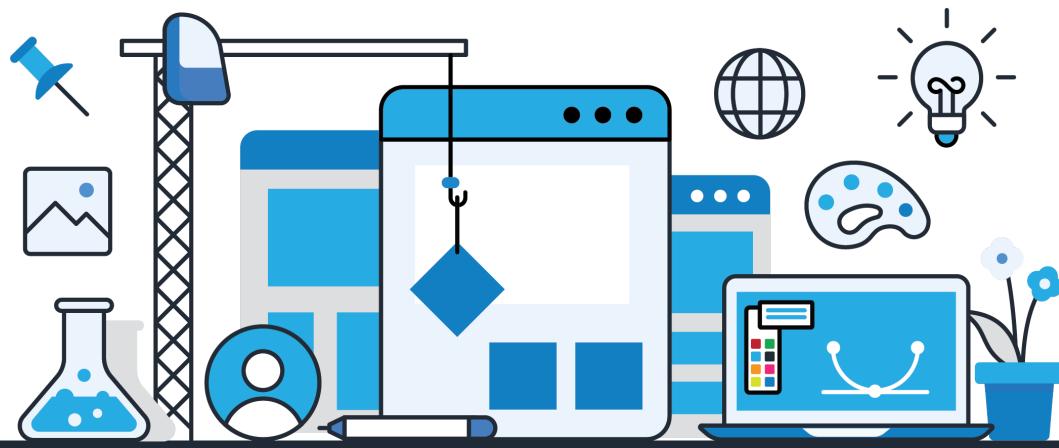
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QUALITY COUNTS





MIKE PARKINSON'S BUILD-A-GRAPHIC



HOW IT WORKS...

Efficient Order Fulfilment

- A Customer Relations Expert receives the order request and enters it into the computer system.
- The tracking system automatically checks availability and flags for shipment.
- The product is packaged and shipped to the customer.

STEP 1

Add text to your PowerPoint slide (e.g., bullets, sentences, paragraphs).

Customer Relations Expert



STEP 2

Click on **Insert Graphic** and add the best graphic for each keyword or keyphrase.



STEP 3

Combine graphics and your text to visually explain anything.

Share with anyone.



YOU GET...

- **Powerful software** that turns text into professional graphics in PowerPoint
- 1000s of professional, editable **proposal graphics** with low file sizes (new graphics are constantly added)
- A tool to manage your library of PowerPoint proposal graphics



3 ARCHETYPES





Help me trust that you, your company, and your solution will help us achieve our goals better than any other way.



Make it easy for me to evaluate.

Give me the big picture.

Solution tied to goals and objectives.

Prove it... quickly!

May not be as technically proficient, if at all.

Needs to see realistic program/project -level risk avoidance and mitigation.

Best solution for the price. (Price may/may not be the key driver.)



Make it easy for me to evaluate.

Details, please.

Wants demonstrative evidence.

Seeks practical execution info.

Does it make the job easier or better?

Is technically proficient.

Needs to see realistic task-level risk avoidance and mitigation.

Price not often a driver.



Make it easy for me to evaluate.

Little to no vested interest in the program/project's execution.

May not be as technically proficient, if at all. (Generalist?)

Follows a "checklist."

Needs to see risk mitigation plan.

Price is driven by budget.

