

## Delivering Value Driven System z Software Proposals

## **January 15, 2013**

Dawn Cross, Enterprise Enablement Manger, Proposal

Sales Transaction Support (formally Sales Transaction Hub)



## Why a focus on creating winning proposals?

- Your proposal doesn't get a second chance to make a good first impression
- A great proposal will clinch the deal
- A poor one will kill it
- Which would you rather write?





Our Customers tell us:

Customer Goals & Pain Points





IBM Value Proposition

Our Sellers tell us:

## Where does it hurt?



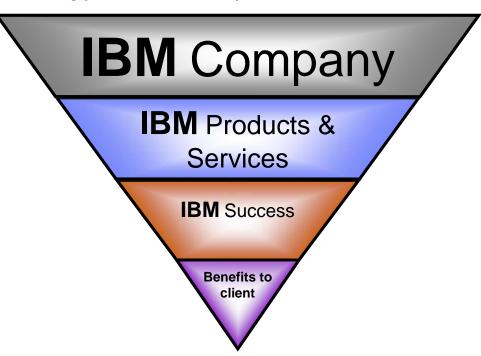
- Symptoms:
- Slipped deals
- Missed plan
- Drop in Pipeline Yield
- Revenue decline
- Long sales cycle

## Client feedback: issues with IBM's proposals



- Failure to focus on the client's business problems
- No compelling value proposition
- Cloning too much
- Clichéd bragging
- Too long, difficult to read
- Technology not business focused
- Sweeping claims, credibility killers, marketing hype...

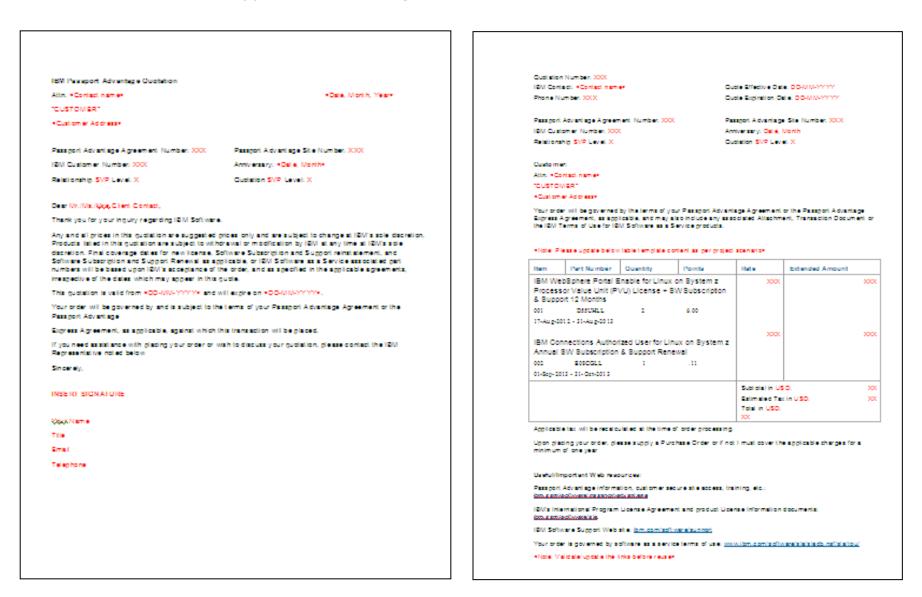
## Typical IBM Proposal Flow:



## Our Typical Response: A Passport Advantage Quote Letter...

Is this a client value driven approach? How can you drive the client to choose IBM?





Did we identify client needs and a value proposition aligned to these needs?

## Our client's shared this recipe for a winning proposal...



- Tell a story text is short and to the point
- Define how our offering meets this client's needs
- Provide proof points that IBM is the right choice

# CIO feedback on an IBM proposal: What makes a proposal 'good'?

- Simple; short and sweet. Not long winded. (This is "biggest frustration").
   "What are you hiding in long documents?"
- "Must get executive summary down to key 2/3 pages".
- "I don't want to hear about the capabilities, e.g. so many thousand staff", "I want to hear what they have actually done and will do for me"
- Boilerplate = fail

The Executive Summary is your most valuable selling tool...

## VDP Starts with a winning Executive Summary



## We Lose

## We Win

# Write executive summary last



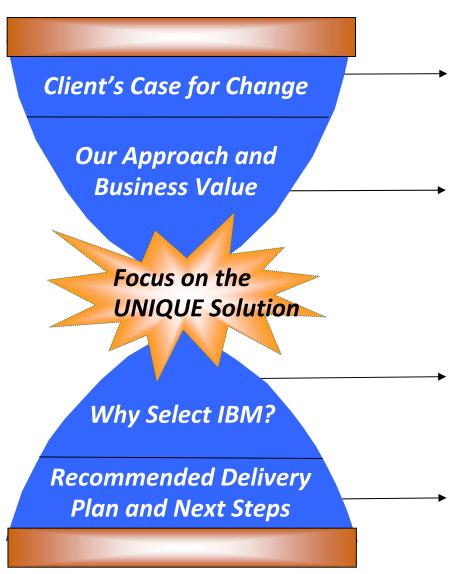
# **Start** with the **Executive Summary**

- Write body of proposal
- Use executive summary as summary of all sections of proposal

- Write Executive Summary first
- Start early in sales cycle, before RFP or proposal stage and use as Trial Close
- Builds the team's Win Theme <u>NOW</u>

## A Value Driven Proposal (VDP): Executive Summary Elements





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## **Our Understanding of Your Goals**

- Identify this client's key issues and goals
- Describe the client's situation and compelling reason to act or risks of a postponed decision
- Define IBM's interest and our shared agenda

#### The IBM Solution

- Describe how IBM will address their issues
- Describe the tangible benefits/outcomes of the solution for the client
- Define the added immediate benefits by making this investment now

## Why IBM?

- Make a strong case for why IBM is the best choice to enable a positive business outcome for this client
- Define key differentiators that sets IBM apart from our competitors
- Leave them with an understanding of the value of selecting IBM

#### How to Move Forward

- Provide our approach to move forward aligned to their needs
- Include proof points on why this is the right approach and provide next steps

## Our Understanding of Your Goals



Provide a short statement defining this client's situation/case for change and/or the business shift that leads to the need for an investment today.

- Argument/discussion point 1
- Argument 2 [only if needed]
- Argument 3 [only if needed]

**TIP**: This section identifies their value drivers (reason for investment). It prepares for us to position the levers (solution, approach, etc.) that we will use to address those drivers. What is their compelling reason to act – or their business urgency?

## The IBM Solution (this is your approach and value proposition)



Provide a short overview of our recommended approach to address this client's key needs and challenges

- Define the business outcome this approach will enable
- Define the benefits this solution will enable for this client
- Tie this approach to the case for change defined in the "your situation" section.

**TIP**: This solution description should be understandable to anyone reading the proposal (from procurement to LOB and IT). A high-level graphic showing our approach can be useful here. Consider:

- •What does this solution do? What value is created/enabled?
- •How can we differentiate our proposition by positioning IBM assets?
- •What's the go-forward plan (our approach)? At what stages will the client be able to see value?
- •Does our approach help to enhance their Return on Investment (ROI) through better integration, non-proprietary technology, openness/flexibility, interoperability, etc.?

# Real Life Examples: Does this provide a client value driven approach?



#### **Our Understanding of Your Goals**

Worldwide, companies like ABC Corporation are increasingly demanding more from their information technology infrastructure – increased flexibility, increased scalability, and increased agility to meet changing business needs. At the same time, they want less – reduced cost, reduced energy utilization, and reduced time to deploy and recover their investment.

#### The IBM Solution

IBM has been your partner for over a decade supplying solutions and products that support your information technology environment. Working with you, we have delivered significant performance, productivity, and cost-reduction benefits for your business.

Over the years, our solution capabilities have given ABC Corporation the reliability, availability, security, and manageability to substantially improve your operations and achieve efficiency while accommodating growth at reduced costs. These characteristics have been and will remain fundamental to the IBM portfolio. We believe our new offerings present you with an opportunity to reduce the costs and increase the availability of your information technology infrastructure

To General – we have not provided enough information to prepare the reader for our approach / value.

Does not tie to client – is this just a list of IBM project driven benefits? What tangible benefits will we enable?

Better Example →

# Real Life Examples: Does this provide a client value driven approach?



#### **Our Understanding of Your Goals**

The objective of ABC Corporation is to enhance its current IT infrastructure by initiating Enterprise System Monitoring and Management ("ESM"), which will help in providing centralized, integrated, intelligent and proactive solution for wide monitoring availability, performance and reporting activities of ABC Corporation's IT infrastructure. IBM believes the following are the key factors of a successful partnership with you for this project:

- IBM's strategic working relationship with ABC Corporation.is a mutually beneficial long-term relationship. As market and technology leaders in each of our respective industries, there is much synergy to be gained in our corporate and business cooperation, from common objectives, sharing of experiences and learning, as well as innovation and creativity.
- With IBM's understanding of your IT direction and business requirements which allows us to align our solutions and resources very quickly and effectively to meet ABC Corporation's needs.
- IBM, the world's largest service organization with over 150,000 services staff, can help design, build and install business solutions you need. ABC Corporation will also benefit from our key services capabilities from site preparation, business recovery, consulting, project management, systems integration, around-the-clock technical support.

#### The IBM Solution

Key to successful realization of ABC Corporation's stated goals is the implementation and integration of people, processes and technology or tooling to support IT operations and planning. The IBM ESM solution will help monitor, manage, assess, plan and design the appropriate process and response the events occur in the entire system infrastructure, which reduce the complexity of managing its IT services. Our solution recommendation takes into consideration the IT tools currently in place and is designed to fully leverage your existing investments.

Together, with Tivoli and IBM solutions, we are ready to help you minimize your risk and maximize your capabilities today. We look forward to the opportunity to work with ABC Corporation and demonstrate these benefits.

•....(continued)...

Client focused – shows their needs, intent AND a solid IBM relationship driving trust / credibility.

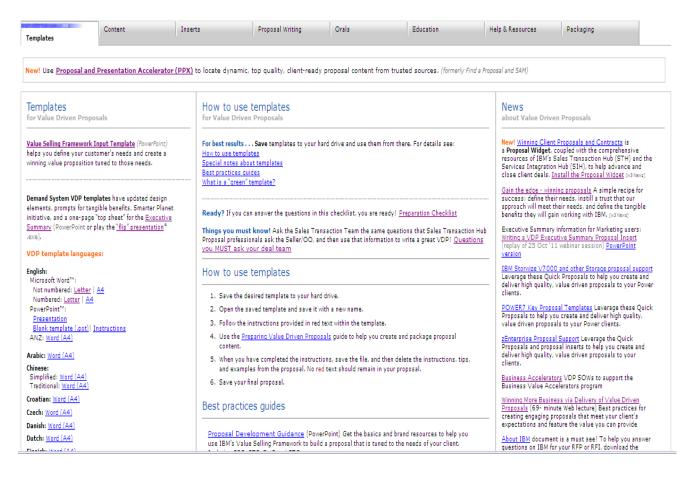
Builds trust – addresses their timeline and needs on the front end and uses current experiences as a lever to select IBM for success!

## Proposal Central – One source for proposal help and resources



#### Proposal Central

Value Driven Proposals Method — IBM's Value Selling Enablement Approach for winning proposals



## One Stop for Help!

- Proposal and Presentation Accelerator tool:
  - Reusable client proposals
  - Proposal Inserts
  - IBM FAQ Content
- The Value Selling Framework
- The VDP template
  - 30+ languages
- Help and Resources:
  - Sales Transaction Support
- Education to Deepen Your Skills
  - Creating Winning **Proposals Widget**



As of January 1, 2013, the Sales Transaction Hub (STH) and Customer Fulfillment (CF) have been combined to form the *Sales Transaction Support* (STS) organization within the Integrated Supply Chain (ISC)





# Sales Transaction Support (STS) capabilities are key to helping IBM drive growth and deliver client value

## From Pre Sales Through Cash Collection

Support Area	Key Services
Bid & Proposal Management	Lead development of end-to-end client bid.     Serve as single interface
Proposal development	Develop and deliver value-driven proposal to ensure clarity & continuity
Approvals management	Coordinate with Pricing, Contracts, QA and other functions on behalf of seller
Multimedia & graphics	Deliver high-quality document design,     prepare binders and CDs
Intellectual capital	Secure client and industry references, reusable assets & unique proposal content
Technical solution development	Assemble brand, industry & fulfillment expertise for high quality deliverable
Self-service resources	<ul> <li>24x7 access to proposal templates, inserts and reference materials</li> </ul>

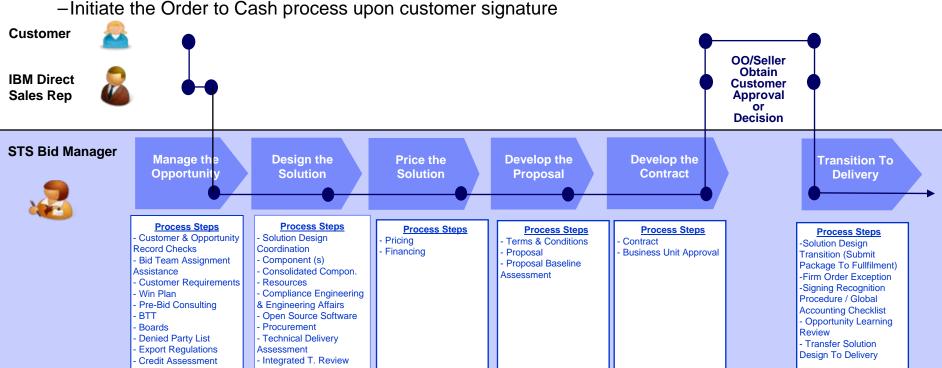
Support Area	Key Services
Order management	<ul> <li>Seamless execution of client orders across geographies and brands</li> </ul>
Scheduling & delivery	One stop support for successful delivery of products to clients WW
Contract management	<ul> <li>Integrated support for HW, SW, services, and maintenance contracts</li> </ul>
Inventory	Maintain and disposition of new field inventory and related processes
Billing & invoicing	Prompt, accurate management of client billing and invoicing systems
Accounts receivable	Timely collection of invoices and reconciliation of the AR file.
Business Partner contracts	Administration of BP agreements and transactional contract processes

**Supporting Sellers, Clients & Business Partners** 



## Engaging STS for bid management support will minimize seller time spent on presales activities

- Once engaged, the STS bid manager will faciliate the presales process on behalf of the seller. This support includes:
  - -Ensuring that the mandatory Oppty to Order process steps of Manage Opportunities have been performed
  - -Facilitate solution design by engaging Techline on behalf of the seller, as required
  - -Obtain pricing approvals
  - -Develop a high quality, Value Driven Proposal
  - Assemble a customer contract
  - -Initiate the Order to Cash process upon customer signature





## **Engaging STS for presales support**

- Use the relevant local STS request tool to submit a service request
  - In NA, Europe, and GMU, sellers use a tool called "R2C" (AKA Deal Hub Connect)
  - In Japan, sellers engage through <u>Deal Hub</u> Request Manager (DHRM)

#### End to End Bid Management 🗵

- Multi/Cross Brand
- Single Brand/Single Service
- International Deal Support

#### Contract Preparation 🔼

- Contract Preparation
- Other

#### Pricing Support 2

- Pricing Approvals
- · Credit Check

#### Proposal Support

- Document Management & Print
- · Graphics and Multimedia
- · Quick Proposal (QP) Templates
- · Proposal Writing & Editing
- Orals Coaching

## Intellectual Capital (ICAP) Support

- ICAP Searches
- Client References

#### Technical Assistance

Technical Sales Support

- Select type of bid management required
- 3. Any relevant details about the deal (for example solution type, or any special instructions)
- Complete all other mandatory fields in R2C form (be sure to enter your Siebel #)
   AND
- 5. Attach relevant documentation (for example, config files)

Step 2: About the Request	
Parent service request Id:	
* Service request lead brand:	Please make a selection
* Requesting organization:	Please make a selection
* Requested Deal Hub due date:	Pick a date
* Region where client is located:	Please make a selection M
* Abstract or summary of the request:	
Description:	

#### File Attachments

You may attach up to twenty-five (25) files to your request. Due to proble upload in total size and do multiple uploads for faster response time. If y

Add attachments

Once the request is submitted, a STS bid manager will be assigned and he/she will contact the seller acknowledging receipt of request and support will begin.



## **PPX – New System z Software Proposals**



## Proposal and Presentation Accelerator (PPX)

Home

Presentations

Proposals

IBM Company Information

**Proposal and Presentation Accelerator** is a content management system that provides client-ready presentations and reusable proposal content.

#### Featured presentation and proposal content

#### Sales initiatives/themes



IBM Power Systems



IBM PureSystems



Industry Imperative



Smarter Analytics



Smarter Planet



IBM zEnterprise



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System z Software

#### Business unit



Global Business Services



Global Technology Services



IBM Global Financing



Software Group



Systems and Technology Group

https://www.gosavo.com/IBM/CustomPage/View.aspx?id=2495498



## **PPX System z Software Proposal Instructions**



## Software Group - System z Software

#### Developing a Client Proposal for System z Software

Welcome to the Software Group (SWG) System z Software proposal repository. To create a proposal: Download the appropriate proposal files. Combine the files into a single proposal document using the instructions inside the files. Tailor the proposal for your client situation.

How to Procee	d			Additional Resources
Step 2 - Downlo Step 3 - Downlo	he preferred language for you ad the System z Software ba ad one (1) or more of the So be combined with the Syste	ase proposal files. oftware Category files. S	Software Category proposal inserts osal.	☐ STG zEnterprise EC12 October Launch ☐ Creating Winning Proposals new enablement program
Step 1. Prefer	red Language for the Propo	sal		Sales Transaction Hub
	the language, you will be dir ed in Step 2 and 3.	ected to a page to selec	t and download the required files	Creating Winning Client Proposals Webcast
English	English (UK)	Chinese	French	☐ Creating Winning Client Proposals PPT
German	Italian	Japanese	Portuguese (Brazilian)	
Russian	Spanish	Turkish		

https://www.gosavo.com/IBM/CustomPage/View.aspx?id=28566774



# PPX System z Proposal Inserts – Base + 10 Proposals based on Client Needs & Capabilities



## Software Group System z Software Proposals - English

Download the System z Software base proposals and appropriate System z Software proposal inserts by the category of Client Need, by clicking on the asset title, previewing the asset and downloading. You may also right click on the title and open in a new window to preview and download. After downloading the files, follow the instructions inside each file and combine them into a single proposal, ready for tailoring to your client needs.

#### Step 2: Download the System z Software base proposal files

- System z Software Cover Letter September 2012 US English NEW HOT
- System z Software Cover Letter Appendix September 2012 US English NEW HOT

#### Step 3: Download one (1) or more of the Software Category files

#### Turn Information Into Insight

Turn Information into Insights - System z
Software - October 2012 - US English NEW

#### **Deliver Enterprise Mobility**

Deliver Enterprise Mobility - System z Software
 September 2012 - US English NEW HOT

#### Manage Risk, Security and Compliance

Manage Risk, Security and Compliance -System z Software - September 2012 - US English [NEW] [HOT]

#### Deepen Engagement with Customers, Partners and Employees

Social Business on System z - September 2012 - US English NEW HOT

#### Accelerate Product and Service Innovation

- Accelerate Product and Service Innovation -System z Software - September 2012 - US English NEW HOT
- Enterprise Modernization System z Software
   September 2012 US English NEW HOT

#### **Enable the Agile Business**

Enable the Agile Business - System z
 Software - October 2012 - US English NEW
 HOT!

#### Optimize IT and Business Infrastructure

- ZEnterprise Cloud Ready System z Software - September 2012 - US English NEW нот
- SmartCloud Security for zEnterprise System z Software - September 2012 - US English [NEW] [HOT]
- Optimize IT and Business Infrastructure -OMEGAMON - System z Software - Sept 2012 -US English NEW HOT

https://www.gosavo.com/IBM/CustomPage/View.aspx?id=28571185

## Value Driven Proposals - step by step



## **Getting Started**

Bookmark: LINK to Proposal Central

Bookmark: LINK to Proposal and Presentation Accelerator (PPX)

## **Prepare**

Complete Value Selling
Framework with Sales Team

LINK to Value Selling Framework
Template

#### Find relevant content from...

LINK to Proposals & Presentations

## **Value Proposition**

Write the Executive Summary as the Win Theme

LINK to Proposal Template

Proposal and Presentation Accelerator links:

Small Deals Templates
SWG Main PPX Page
System z Software Proposals

## Validate (early & often)

Via Executive Summary and/or Streamlined Proposal and Bid Process

Test your value proposition in front of the decision maker NOW

## **Propose**

Complete the <u>Value Driven</u> <u>Proposal Template</u>

LINK to Proposal Template

Leverage the Sales Transaction Support

LINK to Sales Transaction Support

## **Build Your Skills**

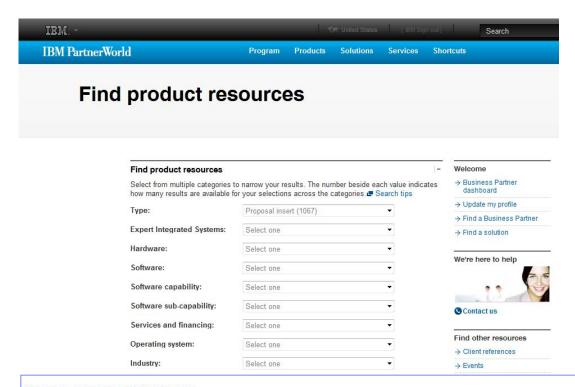
Creating Winning Proposals Link to Self Paced Training



# Questions?

## PartnerWorld provides sales assets for Business Partners





#### Proposal support material

- · Proposal inserts
- Create winning, client-focused Executive Summaries for your proposals faster, including why a client needs an offering, our approach to meet a client's goals, solution overview and why IBM is the right choice.
- Quick proposal templates
   Available to Americas Business Partners for use in proposing IBM products to end-user customers.

# VDP Proposal Inserts and Quick Proposals:

- VDP format including a value proposition
- Great starting point examples to leverage
- Executive
   Summary
   Proposal Inserts
   100+ products
   enabled (up to 12 languages)
- Quick Proposals 250+ templates (mainly English)

Source: https://www-

304.ibm.com/partnerworld/wps/mem/!ut/p/c4/04\_SB8K8xLLM9MSSzPy8xBz9CP0os3gDCxNHI4MwUydnAwtPJ68Qz1BDAwjQj9SPMo93CnYyCPY0MTKw8DczMzDyswgIMjT3MDTwNNEPAZmYlhSSmKQfaUhAtRma6uDUvPjQYP2C7MQkCwNjEwDWWHKC/?

## Value Driven Proposal – Value Selling Framework Page 1



	Client Name:	
	Standard Value Proposition Elements	Client Detail and Benefits
ase for hange compelling eason to ct)	<ul> <li>Define our understanding this client's goals:</li> <li>Articulate their key business issues</li> <li>Describe why this proposition is necessary</li> <li>Define why the client should do this now to achieve compelling business outcomes</li> </ul>	
isiness ilue for e Client ient value oposition)	<ul> <li>Define the IBM solution:</li> <li>Describe our proposed approach and map the key business benefits to this client's key business issues</li> <li>Define the unique and innovative parts of our solution, and how the solution enables business value for this client</li> <li>Articulate IBM benefits in terms delivering faster outcomes and reducing risk (focus on hard, tangible outcomes; revenue, EBITDA, margins, operating costs, working capital, faster time to market, etc.)</li> </ul>	Step 1: Assess the opportunity – Stop – Think - Plan

**Available on Proposal Centra** 

## Value Driven Proposal – Value Selling Framework Page 2



	Client Name:		
	Standard Value Proposition Elements	Client Detail and Benefits	
Why IBM? (IBM unique value)	Define why IBM is the right choice:  Describe the benefits of an IBM decision  Define IBM's strengths and depth of experience as it relates to this client's business needs  Provide proof points on why IBM is the right choice for this client  Define why the client should do this now to achieve compelling business outcomes	Step 2: (continued)	
Next Steps, Delivery Plan	Describe how we will move forward:  Define how we will transition this client to our solution Include elements such as tracking by industry standards, consultant's measurements, and other gauges  Describe program management considerations, governance and how we will monitor, etc.	approach	