

# ]HackingTeam[



## F&E Group Annual Meeting 2015

MILAN, JANUARY 7-8-9

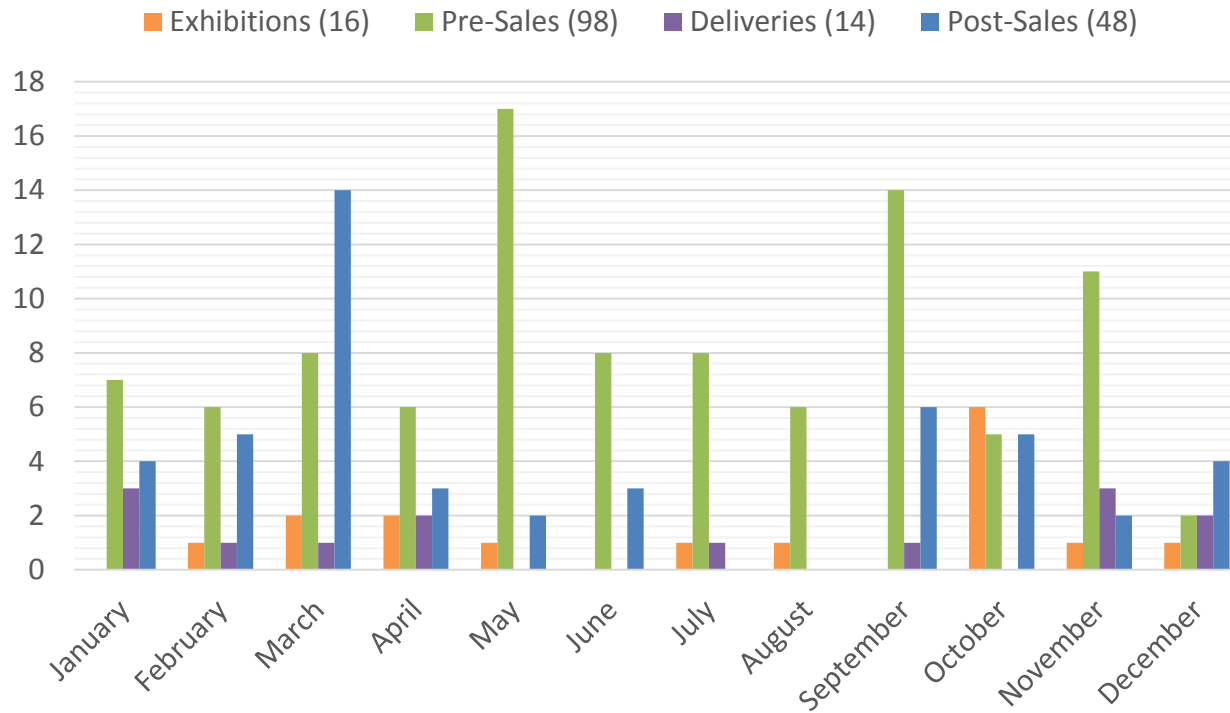


## F&E Group Numbers

# F&E Group Numbers



## Activities Performed 2014

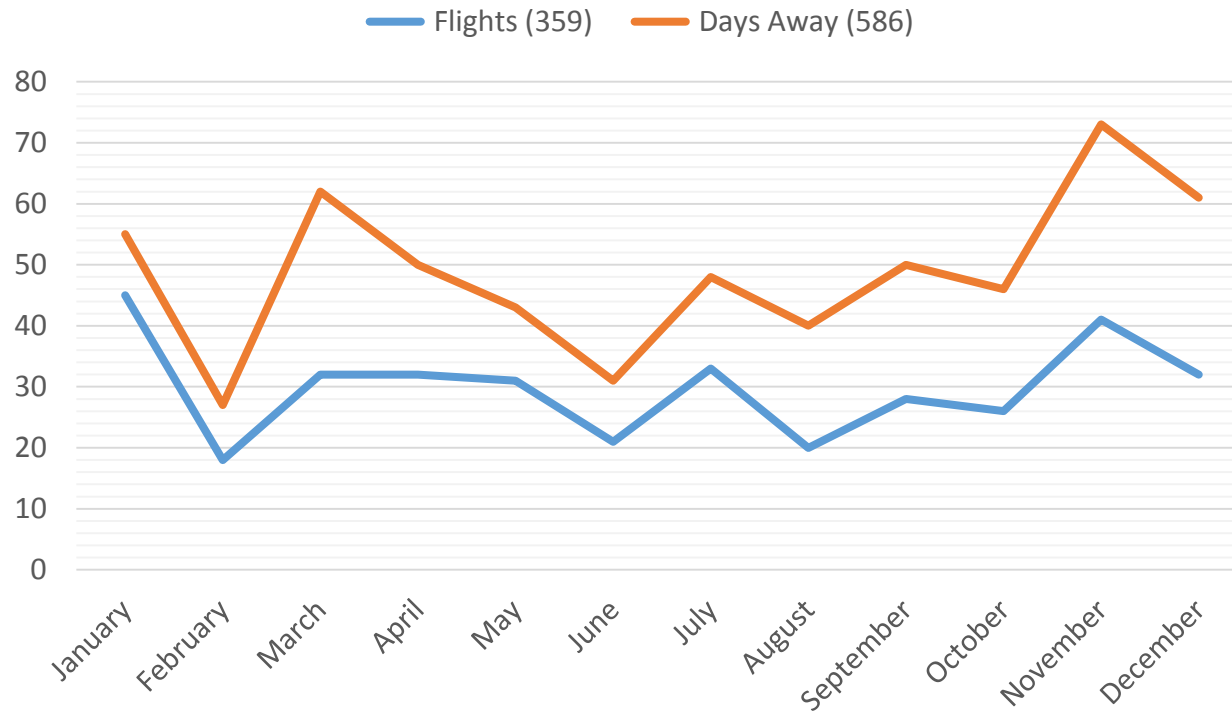


176 TOTAL ACTIVITIES

# FAE Group Numbers



## Travels Effort 2014



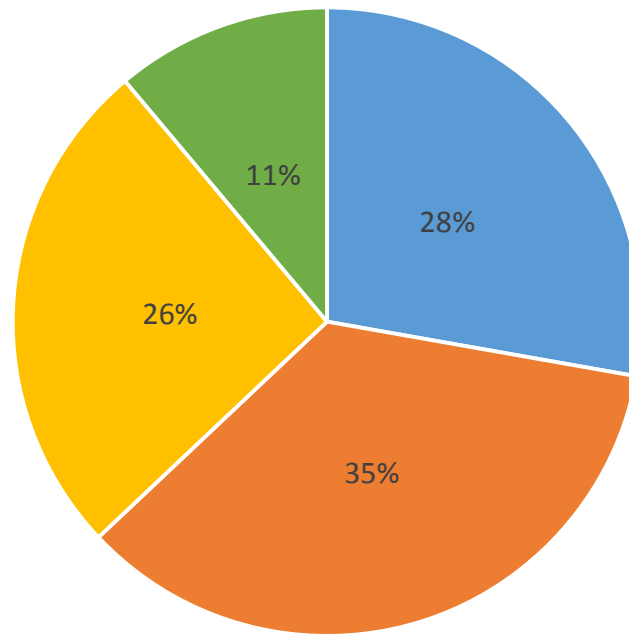
1.059.900,65 KM FLOWN

# F&E Group Numbers



## Geographic Coverage 2014

■ America (15) ■ Europe (19) ■ MEA (14) ■ APAC (6)



54 INSTALLATIONS

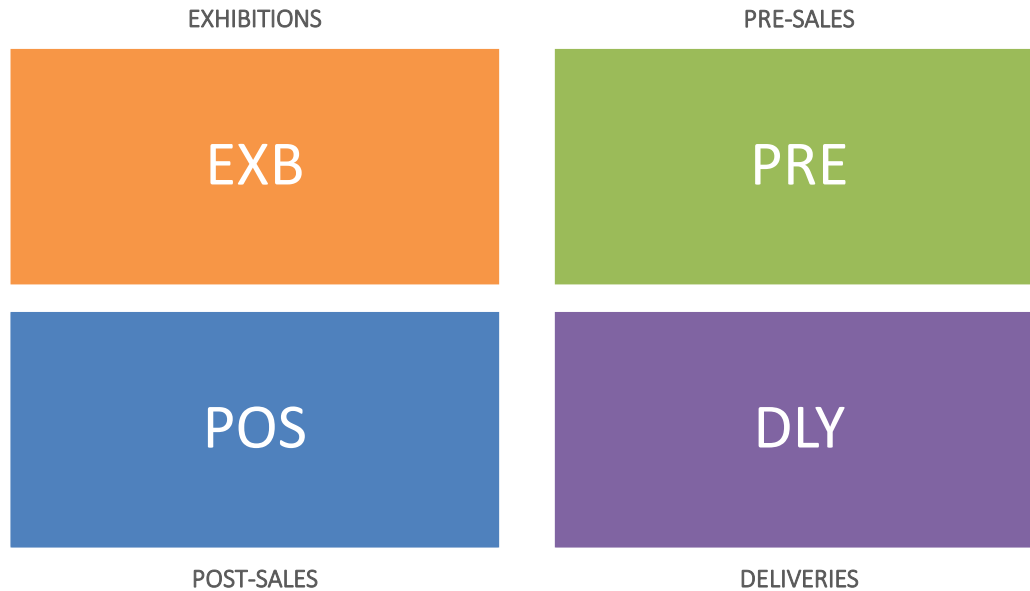


## F&E Group Activities

# F&E Group Activities



## Activities Explained



# FAE Group Activities



## Activities Explained



Exhibitions represent an important channel to advertise our solution, performing presentations and **collecting new potential customers**.

With an average of 15 events per year, exhibitions are usually managed by 1 FAE and 1-2 Sales colleagues.

Only exception for ISS events, with the presence of R&D colleagues.



# FAE Group Activities



## Activities Explained



Pre-Sales activities consist of individual appointments with potential customers, in order to **demonstrate the features of our solution**.

Can be performed in three different modes: **Webinar, Demo** or **POC**.

Every FAE has its own technical equipment (hardware and software) for the implementation of these tasks.

# FAE Group Activities



## Activities Explained



A Delivery is composed by the integration of all the tasks required for the final **installation of our solution at the customer site**.

This activity covers a careful validation of requirements, the resolution of any technical issue on-site and the customer basic training.

Each delivery is generally performed by 1-2 FAEs in 5 days on-site.

# FAE Group Activities



## Activities Explained



Post-Sales activities consist of individual customers meetings, dedicated to [check the solution usage and troubleshooting](#).

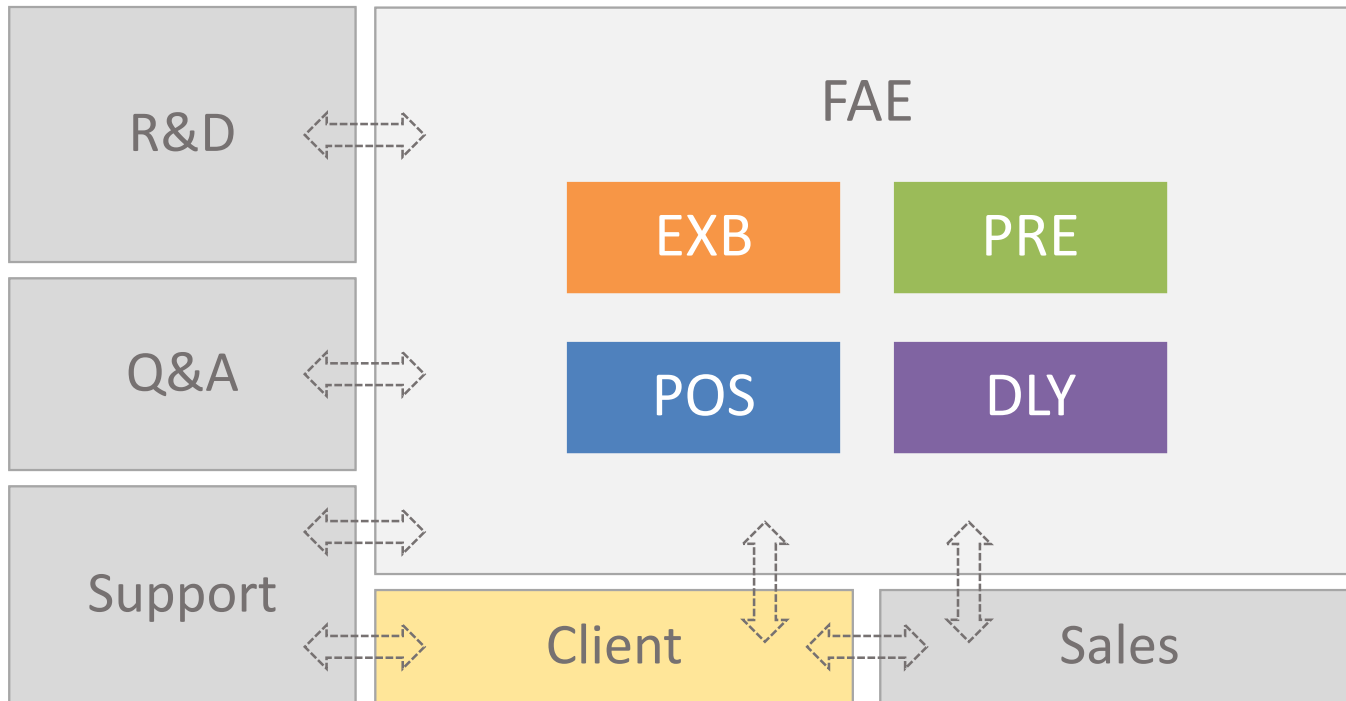
Can be of three different types: **Training**, **Upgrade** or **Support**.

These types of activities must be previously confirmed by Sales, since they are strictly related to maintenance contracts.

# F&E Group Activities



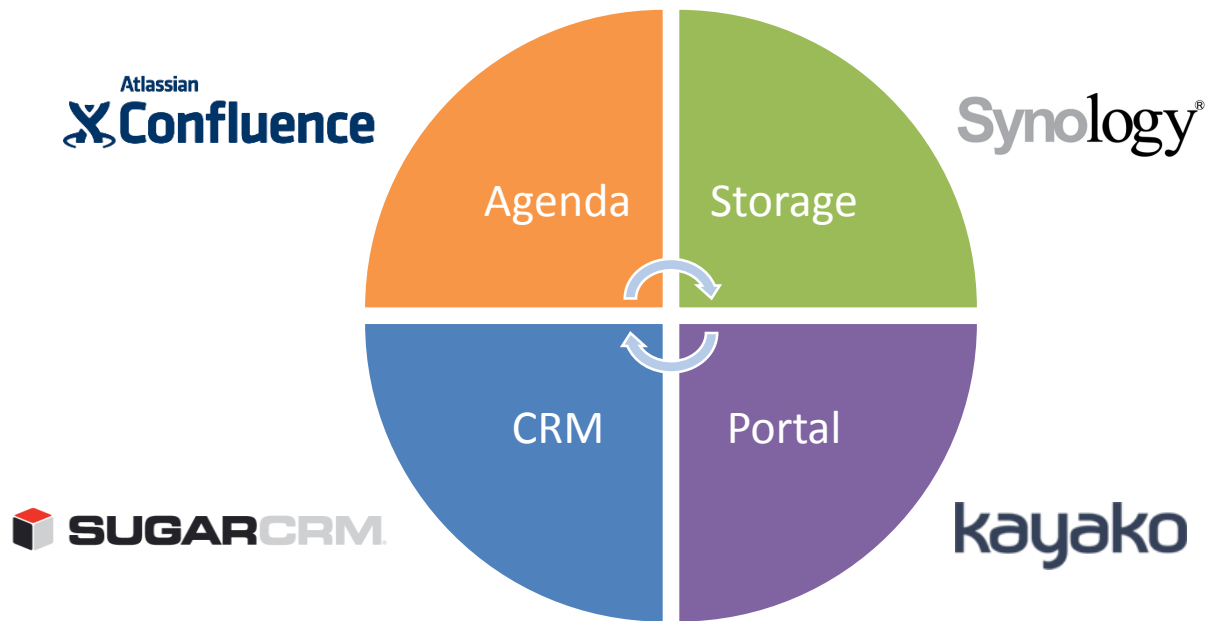
## Departments Interactions



# F&E Group Activities



## Company Tools



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## F&E Group Brainstorming

# FAE Group Brainstorming



Asked during 2014...



## Better manage of travels

[Confluence Agenda](#) has been improved. [Travel Forms](#) were introduced. To better monitor the activities performed, [Activity Reports](#) have been also implemented.



## Load balancing

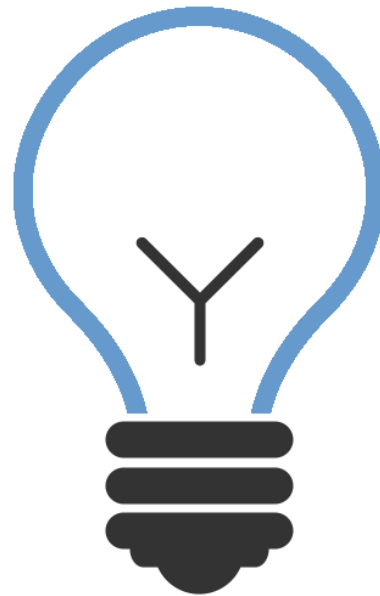
We are improving activities management with a [geographical approach](#). The purpose is to cover homogeneously the different continents, according to the requests.



## Information sharing

More [Documents](#), [Guides](#) and [Manuals](#) are available of FAE Synology storage. Also, it is being developed an internal [Knowledge Base](#), along with R&D, Q&A and Support.

What else?



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