



L. F. Copperrath
& Associates

THIS SLIDE CONTAINS CONFIDENTIAL PROPRIETARY INFORMATION



Core Products Enhancement Group (CPEG)

“Organizing For Customer Success”

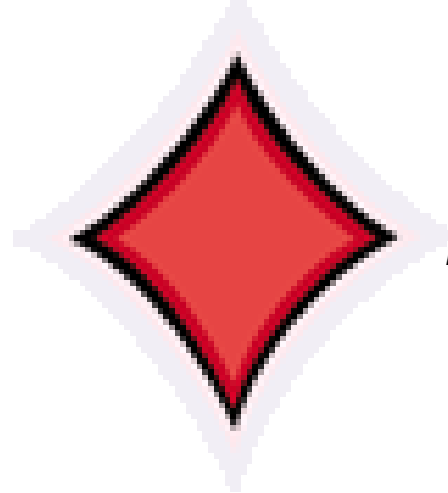


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Mission

***Ensure Long-Term Satisfaction
Of Customer Base***

***Provide Product
Predictability To
Market Place***



***Extend Viable
Product Life Cycle***

***Provide Focus For
Customer's Needs***



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Goals

Extend Reach To Present & Future Customers

Predictable Maintenance & Enhancement Releases

Extended Product Viability As Viewed By Customers

Increase Customer Retention

Increase Satisfaction

Increase Revenue

Increase Margin

Utilize High Availability Communication Tools & Practices



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Result Matrix

Corporate	Division	CPEG	Employee



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CPEG Operational Plan

Key Results and Deliverables

Staffing Plan

CSF and Key Dates

Department Dependencies

Inter-Department Dependencies