

Portugal 2.0

Olhar em frente



Welcome
to the
Human Network.

Carlos Brazão



Portugal 2.0
Olhar em frente

Parceiros



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Parceiros

18 Certificados (5 Gold)

- 44 SMB Select
- 149 Parceiros Registados
- Cerca de 2000 Revendedores
- Estimados 6-8.000 postos de trabalho qualificados
- 786 Profissionais Certificados
 - 282 CCNA ▪ 140 CCNP ▪ 43 CCIE

NetAcad

NetAcad

Parceiros

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NetAcad (actual)

- Estudantes: 2.100 (+35%)
- Academias: 100 (+39%)

Evolução (Estud / Acad)

- FY04: 739 / 39
- FY05: 1.131 / 45
- FY06: 1.553 / 72

Objectivo para FY08

- Estudantes: 2.700 (+31%)
- Academias: 130 (+30%)

Contacto

Contacto

NetAcad

Parceiros

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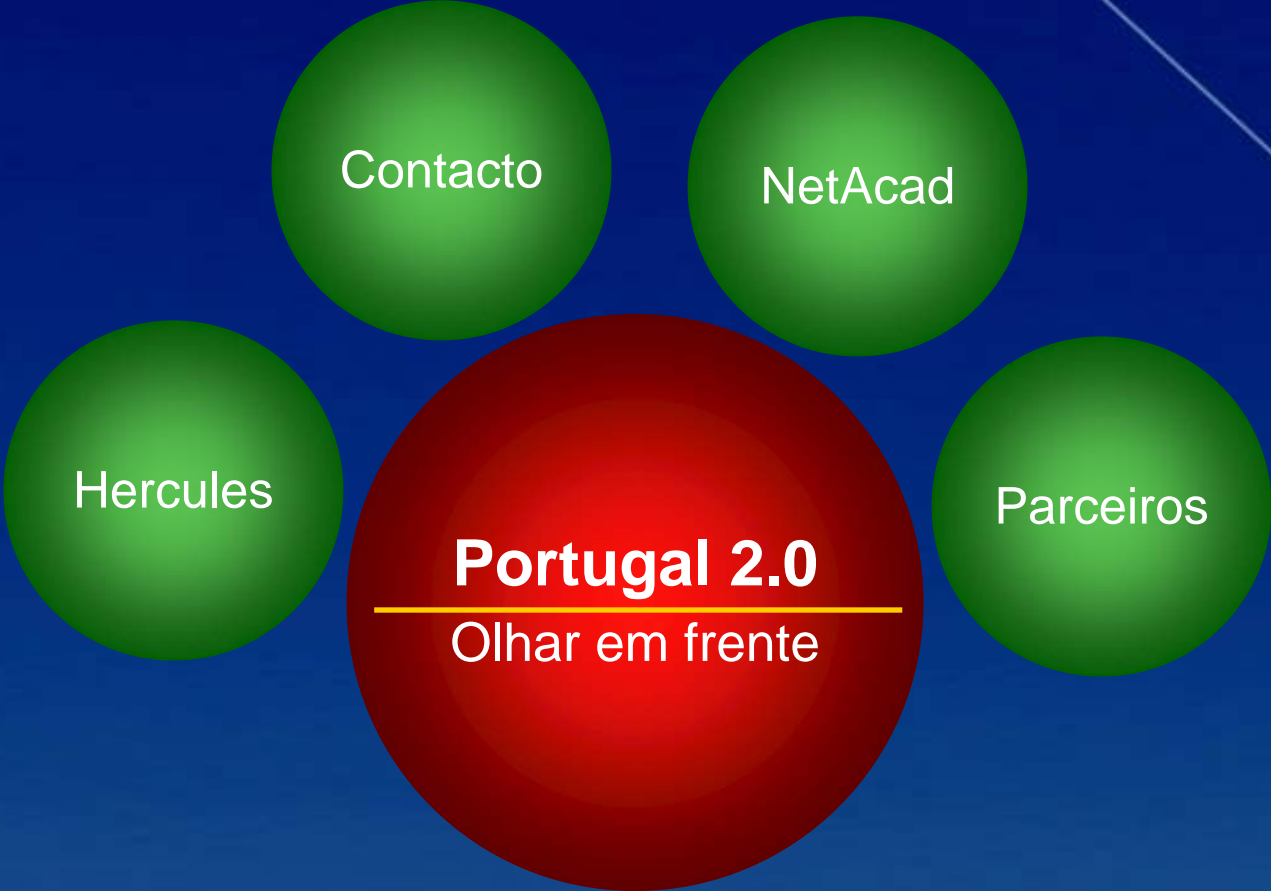
- 5 estagiários em 2000
- 2001-2005: 9 estagiários
- 2006: 26 estagiários
- 6 contratados pela Cisco em San Jose (3 mantêm-se)
- Maioria colocada na Cisco Europa (3+) e nos Parceiros da Cisco
- Mais de 50 certificações
- Mais de 100 exames

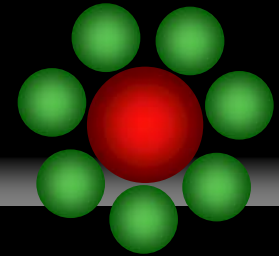
Objectivo

- 50 estágios em 2008



Hercules





Project Hercules

European Markets

Validation Sessions
14 February, 2007



Mission: Relieve the burden on customer-facing, quota-bearing sales teams by moving non-selling activities off their plates

Project Hercules

“What does success look like”



“ I need to know that the FSRM will take care of my customer skillfully, reliably, and with the same commitment I have.”

POC Participant

AMBASSADORS FEEDBACK

- Expertise- initial and on going
- Understanding of customer, local business environment and practices
- Accountability, responsiveness and coverage
- Communications skills- local language
- Flexibility and reliability
- Fast and easy to work with
- Reliable and stable support model

With FSRM

= Focal Point of Resolution

1) Customer/Partner/xAM

Transaction begins: copy FSRM.



2) xAM

"I have a deal/order issue I can't resolve. I know my FSRM can handle it."

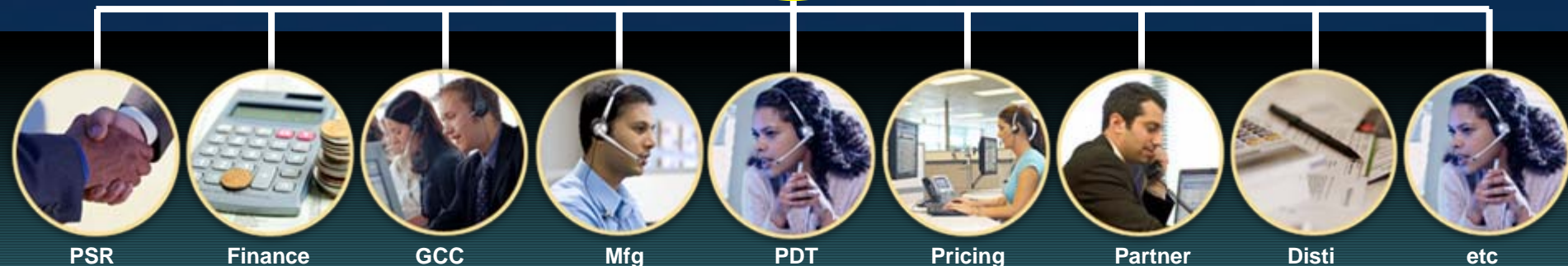


2) Proactive Engagement



FSRM

Relationship management: facilitate, resolve, guide, collaborate, communicate, close.



PSR

Finance

GCC

Mfg

PDT

Pricing

Partner

Disti

etc

FSRM

Supports Many AM Activities



AM

Help!

Proactive
engagement



FSRM

*Consider it
done...*



Non-standard
Discounts



Promotions
Registration (OIP)
DART



Booking
Holds



RMAs, Trade-ins



Manufacturing
Issues & Updates



Software License
Issues



Fulfillment Routing



Education
Vouchers



Claiming Assurance



Resolving Credit /
Re-bill / Invoicing
Issues / Disputes

Recognitions

Government Entities

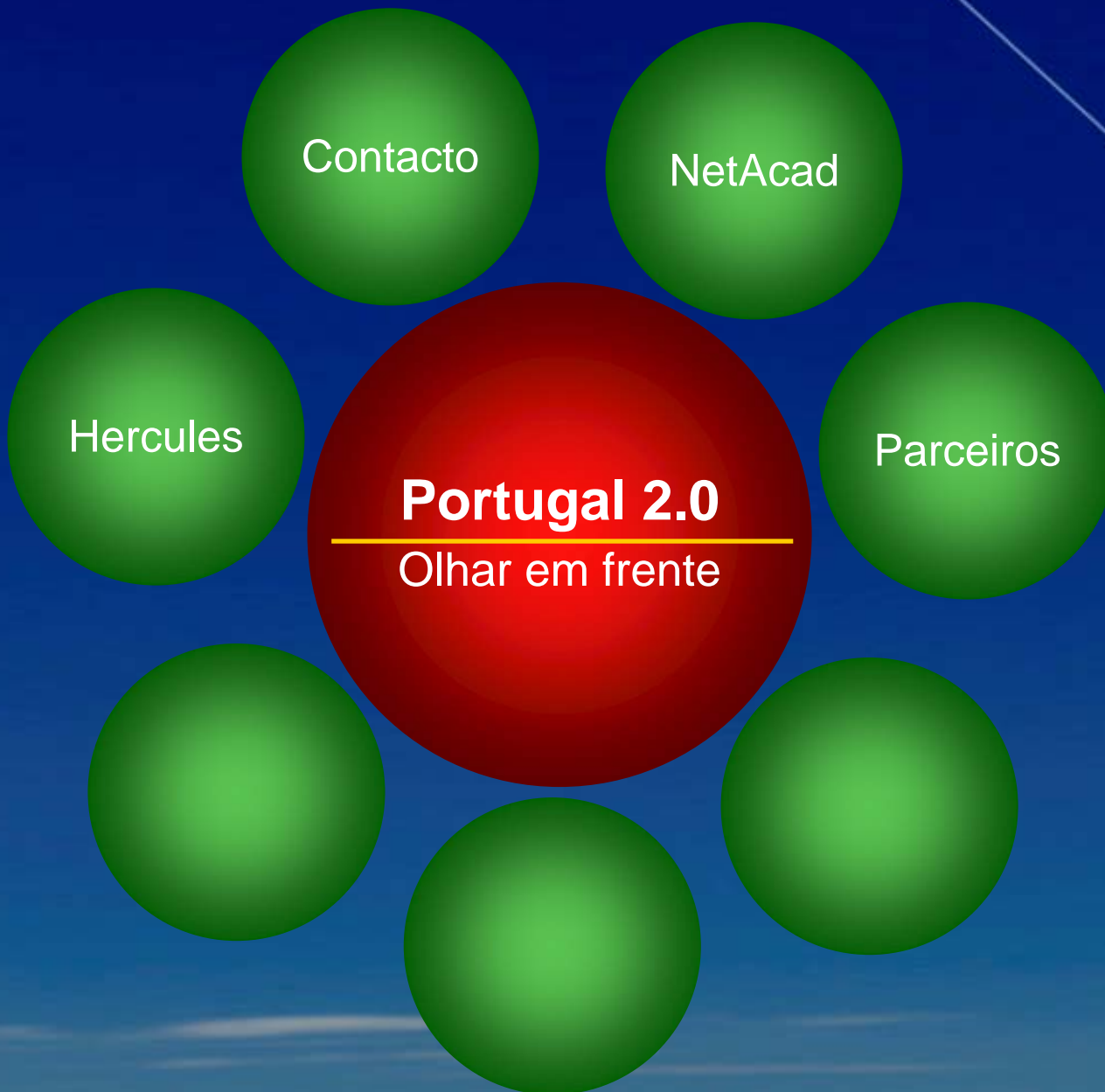
- Coordenador da Estratégia de Lisboa e do Plano Tecnológico
 - Prof. Carlos Zorrinho
- API
 - Dr. Basílio Horta
 - Dr. Renato Homem
 - Dra. Teresa Fernandes
- Secretário de Estado do Emprego e Formação Profissional
 - Dr. Fernando Medina

Fundação Portugal Telecom

- Dra. Clara Cidade

Reference Entities Visited

- Solvay
- IBM
- Fujitsu Siemens
- Microsoft



**Welcome
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Human Network.**



**Chris Dediccoat
President
Cisco Systems
European Markets**

