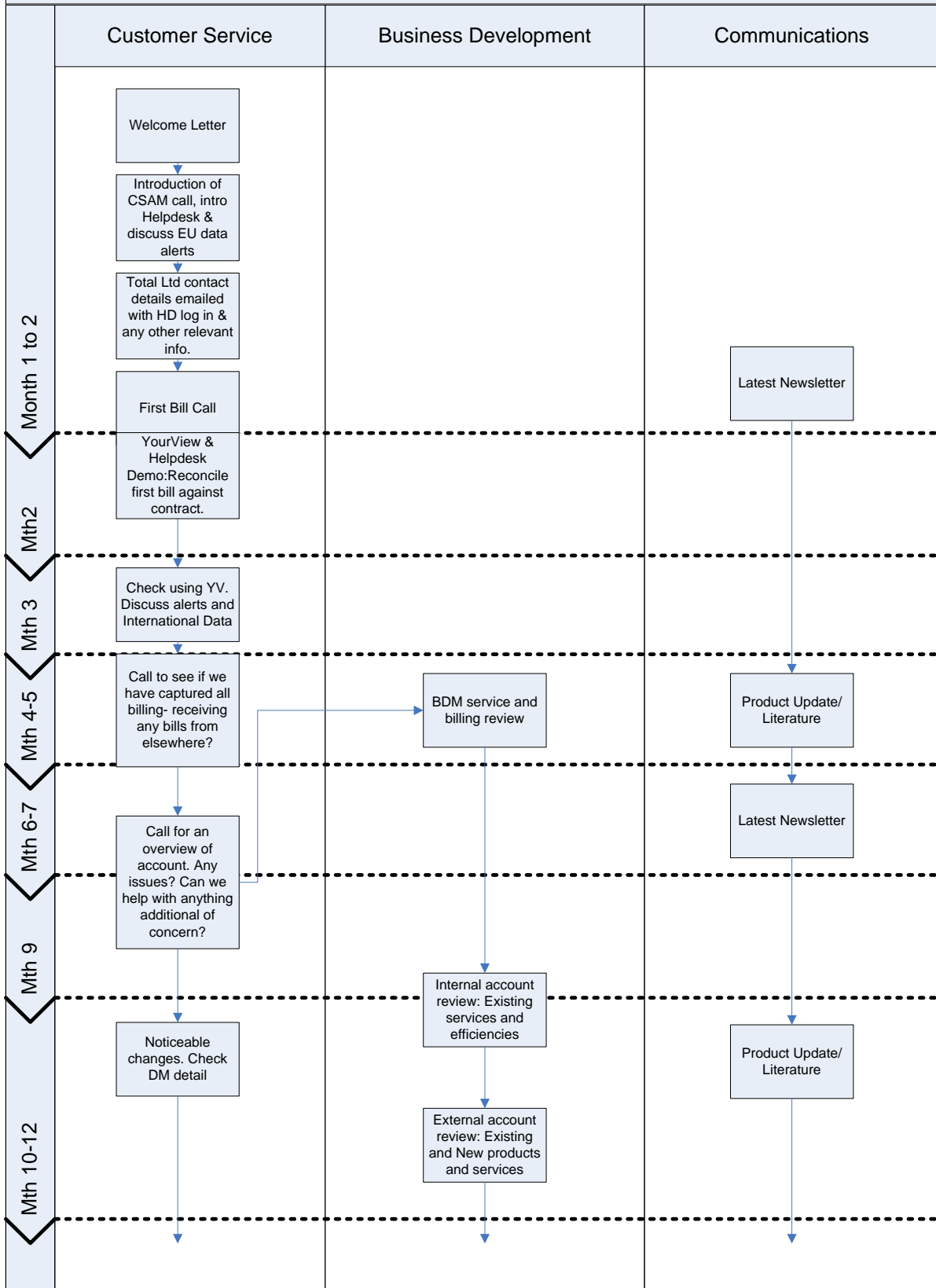


24 month contact plan

Step 1- New contract received and instruction to process business authorised



24 month contact plan

Continued.

	Customer Service	Business Development	Communications
Month 13	CSAM Pro active Check any other additional services are billing correctly	BDM – Contract continuity- coterminous if relevant	
Mth 14/15			
Mth 16/17			Latest Newsletter
Mth 18/19	CSAM: Service and Support check.	BDM - SWOT review	
Mth 20			Product Update/ Literature
Mth 21/22	Noticeable changes. Check DM detail	BDM visit - Contract review	
	Thank you for renewal letter	Renewal of contract	Latest Newsletter
Mth 23/24	Thank you for your business and Goodbye		
	INTERNAL SYSTEM UPDATES		
	Clean & Close: Check Prod/Serv tab and amend status. For renewal set up a new cycle		TOTAL ANNUAL OPEN DAYS & CELEBRATIONS ALWAYS UNDERTAKEN WITH CUSTOMER INVITATION