

Fortify WebInspect Professional Services Post Sale Discussions

What are the goals for the PS engagement ?



Key Questions:

1. Who was the primary pre/sales and sale persons ? Names, emails

- When did the sale close ?
- Were there any special concerns with this sale/customer ?

2. Who is the customer ?

- Are they New or Existing Customers ?
- Who are the key customer contact persons ? What address location and time zone of the customer ?
- If Existing what are all the Microfocus products and/or services have they had in the past ? NOTE:
This may help preparing for cross-selling more or different services.

3. What type of Services was sold ?

- What Microfocus products will be supported ?
- Is this a standard Quick Start – Two Weeks or short one week ?
- Is the ad-hoc services ? How is the work defined and did we define detailed success deliverables ?
- What are the dates for the services ?



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