

Sales Meeting Notes Summary for Lambda Corp

Client Information

Client: Lambda Corp

Client Reference Number: LC106

Date: June 1, 2024

Attendees

- Sophia White (Lamba Corp, VP of Technology)
- Jane Smith (Nech, Sales Representative)
- Bob Johnson (Nech, Account Manager)

Meeting Objectives

- Discuss the renewal of the IT infrastructure support contract.
- Explore opportunities for expanding services to include cybersecurity solutions.
- Address any concerns or feedback from the past year.

Key Discussion Points

Contract Renewal

- Client is satisfied with the current IT infrastructure support services provided by Nech.
- The renewal terms were discussed, and the client agreed to a 10% increase in the annual fee.
- The contract renewal will be for another 12 months, starting from July 1, 2024.

Expansion of Services

- Client expressed interest in Nech's cybersecurity solutions.
- Jane Smith presented a proposal for a comprehensive cybersecurity package, including threat detection and incident response.
- Client requested a detailed quote and a follow-up meeting to discuss implementation.

Client Feedback

- Positive feedback on Nech's responsive customer support and reliable IT services.
- Suggestion to improve the documentation provided during service transitions.

Challenges

- Client raised concerns about the recent increase in service fees.
- Nech is experiencing delays in project timelines due to resource constraints.
- Client requested more frequent updates on project progress.

Action Items

- Nech to prepare and send a detailed quote for the cybersecurity package by June 10, 2024.
- Schedule a follow-up meeting with the client in two weeks to discuss the cybersecurity proposal.
- Implement improvements in service transition documentation based on client's feedback.

Next Steps

- Jane Smith to send a summary of the meeting and the proposed renewal contract to the client by June 3, 2024.
- Bob Johnson to follow up on the cybersecurity package quote and schedule the next meeting.

Confidential Data

company secret