

# Annual Review

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**Contoso**   Customer Success Team   September 3, 20XX

# Agenda

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**01.** Introduction

**02.** Results from last year

**03.** Team

**04.** What's next

**05.** Closing

# Introduction

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Profits are up, and losses are down! We are very proud of the progress our team has made. Today we'll review our wins and losses from last year and give you an overview of what you can expect for next year.

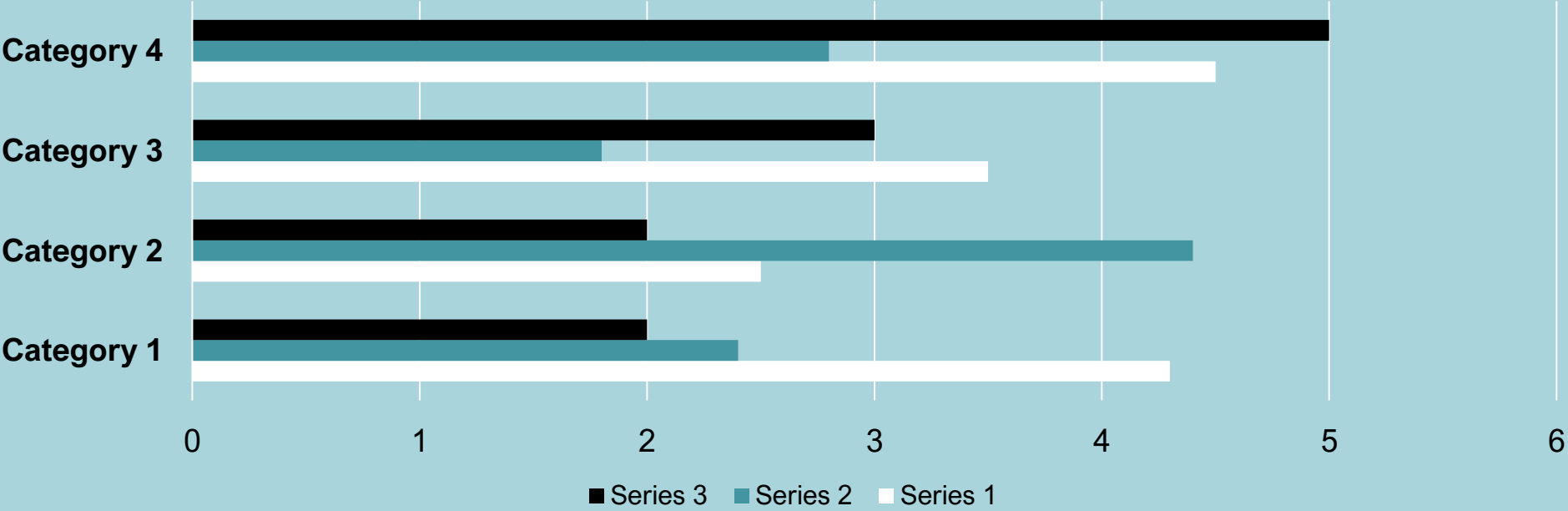


# Last year

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# Growth by sector chart



# Growth by sector table

	Q1	Q2	Q3	Q4
Series 1	4.3	2.5	3.5	4.5
Series 2	2.4	4.4	1.8	2.8
Series 3	2	2	3	5

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Contoso was great to work with. Patrice was my representative and she anticipated my needs and worked diligently to fix my issue.

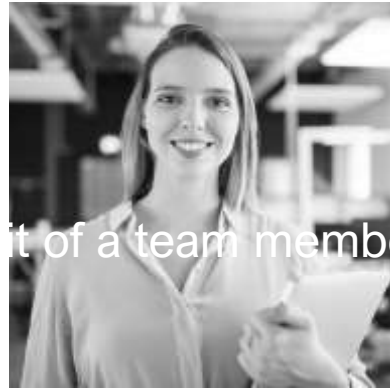
# Our team

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**Ana**

CEO



**Larissa**

CFO



**Roman**

CTO



**Federico**

COO



# Timeline

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**Q1.**

Jul - Sep

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**Q1.**

Oct - Dec

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**Q3.**

Jan - Mar

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**Q4.**

Apr - Jun

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# Goals for Q1

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## Business priorities

- Increase customer satisfaction by 2%
- Maintain growth
- Diversify investment in sector 2
- Initiative partnership with 3<sup>rd</sup> party organizations

## Employee opportunities

- End of fiscal celebration on July 15<sup>th</sup>
- Employee day of learning on August 14<sup>th</sup>
- Employee Yoga on September 3<sup>rd</sup>
- Seminar series begins September 10<sup>th</sup>

# Goals for Q2

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## Business priorities

- Increase customer satisfaction by 2%
- Maintain growth

## Added priorities

- Decrease the number of rotations by at least 2
- Ensure the cost of development stays below budget

## Employee opportunities

- Interns begin
- Indoor rec leagues
- Chess tournaments
- Big Game watching party
- Food drive

# Summary

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## **Our business is good**

Profits are up in the last quarter by 3%

## **We're delivering for our customers**

Last year we supported thousands of customers and sold 60,000 units

## **We're getting our work done**

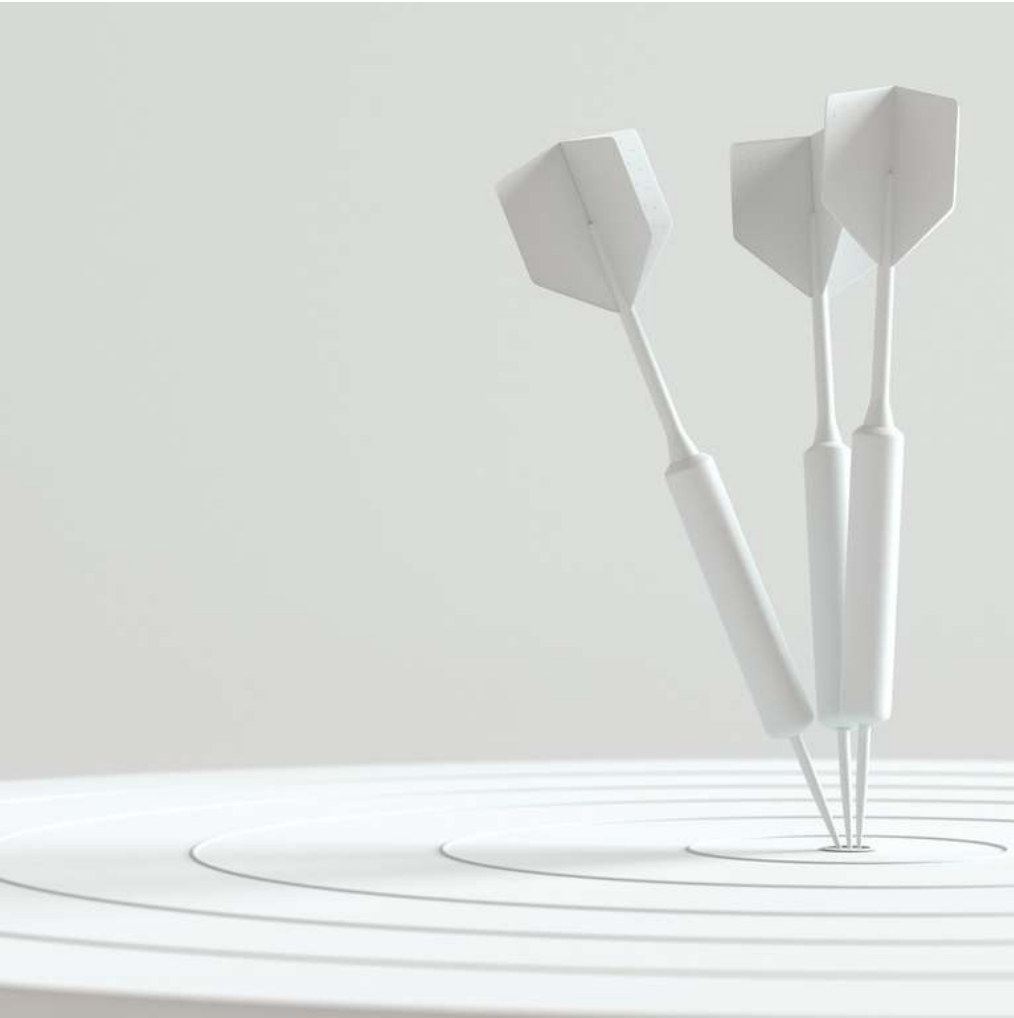
We finished the consolidation project

## **Our customers keep coming back**

We increased customer retention by 4%

## **We're leaders**

We are top leaders in the industry across the board



# Thank you

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Thanks to your commitment and strong work ethic, we know next year will be even better than the last.

We look forward to working together.

**Contoso**

[sales@contoso.com](mailto:sales@contoso.com)