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**Total annual spend for IT and cybersecurity development measures for your company: \$ 20 to 30 MM**

**Industry Sector: Other**

**What are key products or services offered by your company? Bulk Propane \_x000D\_**

**Propane Cylinders - different sizes**

**How many people are employed by your company? 5000-10,000 employees**

**What is the current annual revenue for your organization? \$1B-\$5B**

**How many business locations do you maintain company hardware and equipment such as servers...? Multiple**

**How many people are in your IT Department? 60+**

**How many people are on your IT security team? 15**

**Number of Contact Center Seats: 600 - 700**

**What is your current Operating System? NO**

**Who is your current ERP vendor? SAP, MS Dynamics, Ortec**

**Who is your Cloud Service Provider? Azure**

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**1) Do you have responsibility for Cybersecurity? no**

**Do you plan to add or expand cybersecurity initiatives in the next 12 months? NO**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: nan**

**Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no**

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**2) Do you have responsibility for Cloud software solutions? yes**

**Do you plan to add or expand cloud solution initiatives in the next 12 months? no**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,**

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**Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** nothing critical at this point in time

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**3) Do you have responsibility for Digital Solutions?:** yes

**Do you plan to add or expand digital responsibility initiatives in the next 12 months?:** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** Artificial Intelligence Machine Learning Digital Customer Experience Optimization, Digital Transformation Digital Workforce

**Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** looking for more digital tools and technology to improve customer experience and customer adoption. our goal is to no call - call centers focusing only special requests, rest all calls should be deflected.

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**4) Do you have responsibility for Data Management?** no

**Do you plan to add or expand data management initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** nan

**Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** no

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**5) Do you have responsibility for Software/Application Development and Management?** no

**Do you plan to add or expand software / application development initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** no

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**6) Do you have responsibility for Communication Systems?** no

**Do you plan to add or expand communication system initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** no

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**7) Do you have responsibility for Network Systems?** no

**Do you plan to add or expand network system initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** no

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**8) Do you have responsibility for Consulting / Outsourcing?** yes

**Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** , Application Modernization Call Centers, Cloud Enablement Digital Transformation (Analytics, AI) Software / Application Development,

**Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we are looking for an outsourcing approach and eventually a partner for ams.

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**9) Do you have responsibility for IT Leadership, Talent Management and Training?** yes

**Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** IT Advisory / Analyst Support Leadership coaching, Staffing - Outsourced staffing - Project based Team Efficiency and Effectiveness Training,

**Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** continuous improvement and grooming, focusing on strategic work and make a scalable / variable organization.

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