AmeriGas Propane - amerigas.com - phone: 610.337.7000,

460 N Gulph Rd, King of Prussia, PA

**J Steven Seiser - Network Infrastructure Program Director ‚Äì Information Technology -
j.seiser@amerigas.com, phone: 610.768.7647, 2nd phone: 610.768.7477**

Other emails: j.seiser@amerigas.com, seiserj@amerigas.com

LinkedIn: https://www.linkedin.com/in/jsseiser

**Contact 2 Info: Satya Nagabhairava - Director - SAP Operations, COE IT Architecture –
satya.nagabhairava@amerigas.com, (610) 337-7000 x1353, 610.768.3645**

Contact 2 LinkedIn: https://www.linkedin.com/in/satya-nagabhairava-b00a337

Other emails: satya.nagabhairava@amerigas.com, nagabhairavas@amerigas.com

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
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

---

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: 0

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

---

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: ,

THE LEAD⚡TORM

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

---

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.

---

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: 0

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

---

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

---

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

---

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

---

THE LEAD⚡TORM

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.

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.

THE LEAD⚡TORM