

# Business model change- Proposition

---

*Date | time* 10/28/2019 10:00 AM to 11 AM | *Location* Hall No:3

Meeting called by	Vinod	Attendees: Terry, Mary, Tom
Objective	How the current model works	Please bring: Laptop, Notepad
Facilitator	Vinod	
Note taker	Vinod	
Timekeeper	Vinod	

---

## Agenda Items

---

Topic	Presenter	Time allotted
<input type="checkbox"/> Introduction on current Model	Terry	10 Minutes
<input type="checkbox"/> Pros and Cons of current model	Terry	10 Minutes
<input type="checkbox"/> Possibilities of a customer centric model	Mary	10 Minutes
<input type="checkbox"/> Pros and Cons of a customer centric model	Mary	10 Minutes
<input type="checkbox"/> Q&A	Everybody	20 Minutes

---

## Desired Outcomes

---

- To acknowledge everybody regarding the proposed model change.
- To discuss about the pros and cons of the current model and the proposed model.
- To address and clarify different concerns of stakeholders.

---

## Other Information

---

Observers: **Harriet**

Special notes: This is an introductory meeting about the proposed model change from operation-centric to customer-centric. It is highly recommended to do your own research on the business workflow and the proposed model prior to the meeting.

# Business model change- Options

*Date | time* 11/4/2019 10:00 AM to 11 AM | *Location* Hall No:3

Meeting called by	Vinod	Attendees: Jake, Sam, Mary, Tom
Objective	Customer centric model- Options	Please bring: Laptop, Notepad
Facilitator	Vinod	
Note taker	Vinod	
Timekeeper	Vinod	

## Agenda Items

Topic	Presenter	Time allotted
<input type="checkbox"/> Brief introduction on customer centric model	Mary	10 Minutes
<input type="checkbox"/> Customer centric model options (ERP vs <b>Process Change</b> vs <b>Hybrid</b> )	Mary	10 Minutes
<input type="checkbox"/> Pros and Cons of each options	Mary	10 Minutes
<input type="checkbox"/> Q&A	Everybody	30 Minutes

## Desired Outcomes

- To assure everybody is on the same page regarding the proposed change.
- To assure everyone is aware about different customer centric approaches.
- To analyze the pros and cons of each options and reach a consensus on which option will be better.

## Other Information

Observers: **Harriet**

Special notes: This meeting is intended to discuss viable approaches towards a customer centric model. It is highly recommended to do your own research on new technologies such as, ERP and Cloud based systems.

# Business model change- Decisions

*Date | time* 11/11/2019 10:00 AM to 11 AM | *Location* Hall No:3

Meeting called by	Vinod	Attendees: Terry, Jake, Sam, Mary, Tom, Dick, Bill
Objective	To decide on a customer centric approach	Please bring: Laptop, Notepad
Facilitator	Vinod	
Note taker	Vinod	
Timekeeper	Vinod	

## Agenda Items

Topic	Presenter	Time allotted
<input type="checkbox"/> Brief discussion on <b>ERP, Process Change and Hybrid</b>	Everybody	10 Minutes
<input type="checkbox"/> Why a hybrid approach stands out	Mary	10 Minutes
<input type="checkbox"/> Why a hybrid approach stands out	Sam& Tom	10 Minutes
<input type="checkbox"/> New model- Implementation challenges	Bill	10 Minutes
<input type="checkbox"/> Q&A	Everybody	20 Minutes

## Desired Outcomes

- To finalize on a customer centric approach.
- To assure everyone knows why the hybrid model is more viable.
- To analyze the potential challenges of implementing the finalized model.

## Other Information

Observers: **Harriet**

Special notes: This meeting is intended to finalize on a customer centric model which is more productive. Please be up to date on the previous discussions we had. Hybrid approach will be the central focus, as it seems to be the most viable option from the past discussions.

# Meeting Outcomes

---

## Meeting 1 Business model change- Proposition

---

- Acknowledged everybody regarding the proposed model change.
- Discussed about the pros and cons of the current model and the proposed model.
- Addressed and clarified different concerns of stakeholders.

---

## Meeting 2 Business model change- Options

---

- Made sure everybody is on the same page regarding the proposed change.
- Made sure everyone is aware about different customer centric approaches.
- Analyzed the pros and cons of each options and reached a consensus on which option will be better.

---

## Meeting 3 Business model change- Decisions

---

- Finalized on a customer centric approach. (Hybrid model)
- Assured everyone knows why the hybrid model is more viable.
- Analyzed the potential challenges of implementing the hybrid model.