

Sell Smart in Q4

Presented by:

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Agenda

- Meeting Introduction
- What's Different About Q4?
- Four Q4 Management Elements
 - Pipeline Assessment
 - Pipeline Distribution
 - Opportunity Mix
 - New Opportunities
- Techniques & Reports
 - InsightSquared Reports
 - Management Techniques
- Q & A

Four Q4 **Elements** Hou are our bookings from the order of the booking of the state of the state of the booking of the state of the rest on STOT balled in the INSIGHT SQUARED



Four Q4 Elements (1 of 2)

Pipeline Assessment

- **Pipeline Quality** Is your pipeline information strong enough to make tough decisions? Where do your reps stand?
- Are we truly setting ourselves up to meet corporate goals for the end of year?

Pipeline Distribution

- Velocity Do your metrics measure the ideal length of stages in the sales cycle?
- Will my pipeline of opportunities close in time to meet corporate goals?



Four Q4 Elements (2 of 2)

Opportunity Mix

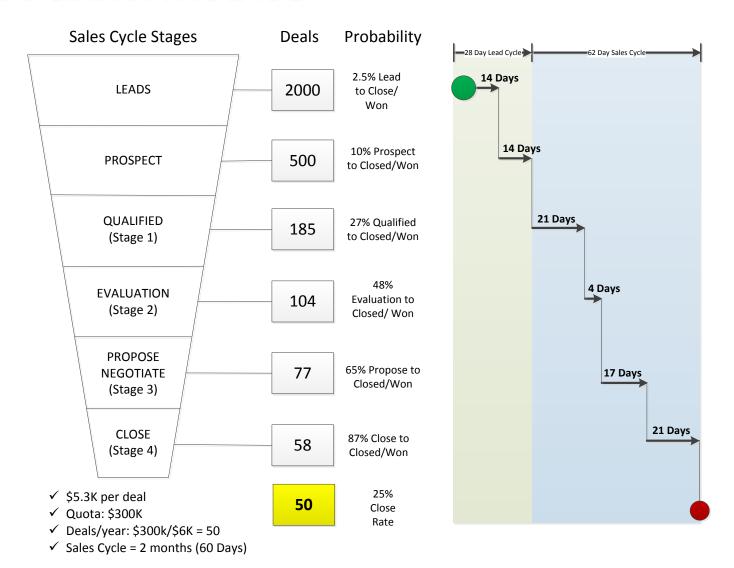
- **Characteristics** Attributes of opportunities we have in the pipeline. (Size, Product mix, Customer Type, Competition, etc.)
- Where and what are the ideal opportunities in the revenue stream that we should focus on to optimize Q4?

New Opportunities

- Leads/Prospects New opportunities that can still be created and managed for this year AND/OR next year?
- How can we exploit Marketing leads and current prospects to finish Q4, and avoid a Q1 "hangover"?



Sales Funnel Metrics



InsightSquared Reports: **Pipeline Assessment** Howis our revenue herding. INSIGHT SQUARED



Key reports used for Pipeline Assessment

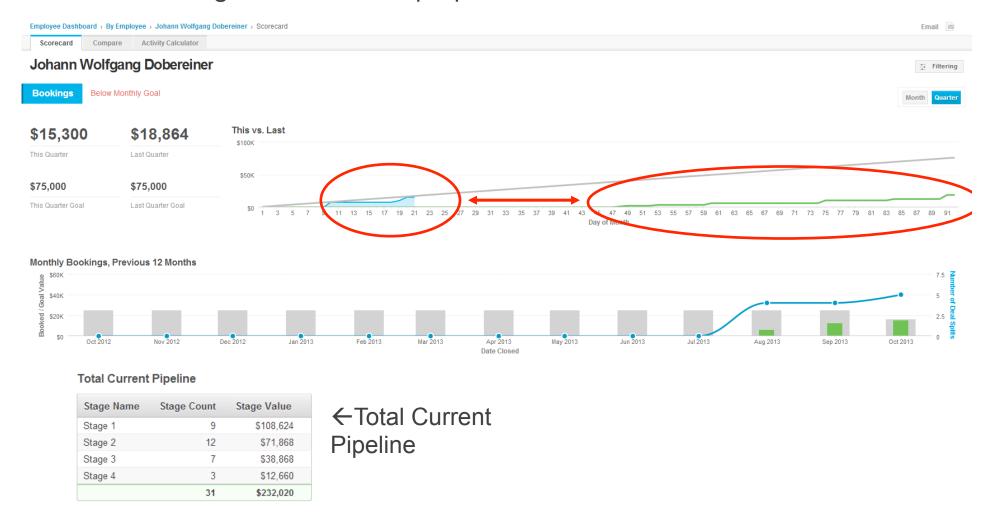
- Employee Scorecard
 - Average Sales Cycle times, rep and team
 - Average Deal Size
 - Sales Revenue trending
 - Number of Deals and Total Pipeline by Sales Stage
- Sales Funnel by Employee
 - Closing Percentage at each stage (stage vs. won)
- Sales Cycle by Employee
 - Average Aging Per Stage, rep and team
- Tactics for Pipeline Assessment
 - Ideal Pipeline Calculation

New Opportunities



Employee Scorecard

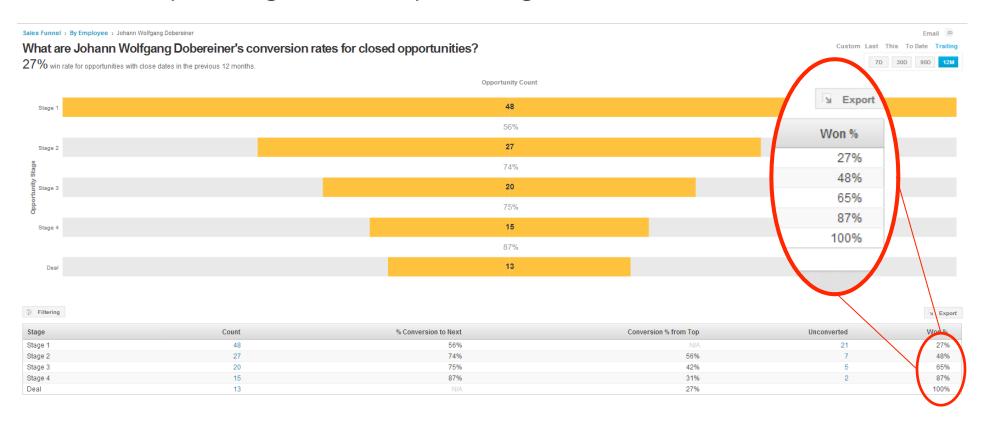
Provides trending to evaluate the reps' pattern of sales behavior





Sales Funnel by Employee

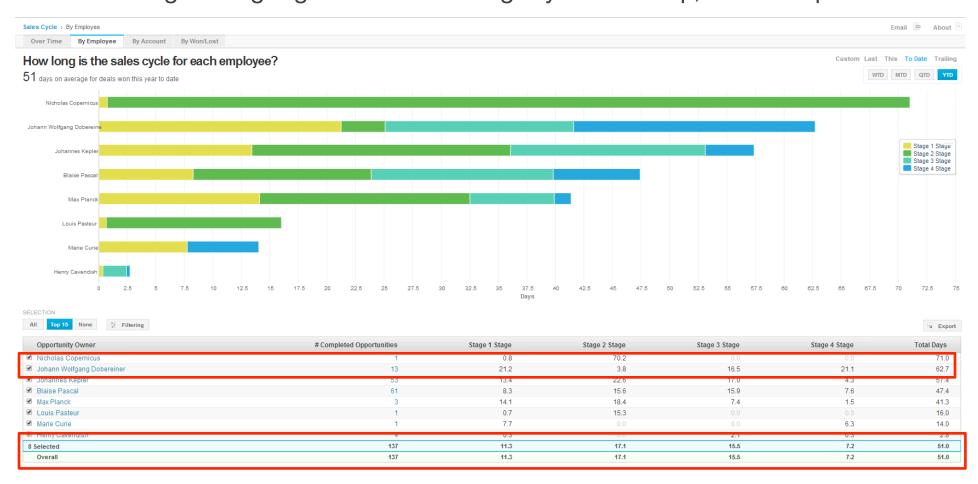
Shows Win percentages at each Pipeline Stage





Sales Cycle by Employee

Provides stage average age for each sales stage by individual rep, selected reps or team



Use aging values to calculate the percent of sales cycle time at each stage.



Ideal Pipeline Calculation

Allows you to determine what the funnel should look like for each sales rep at each stage in their pipeline. This chart shows Johann's ideal & actual funnels.

The formula for Pipeline \$ for each stage is calculated as follows:

(Quota \$ for Qtr * % of Time Spent at "X" Stage) (Sales Cycles in Qtr × Probability % at "X" Stage)

Revenue Shortfall = \$60,000		Average Deal Size = \$5,300		Quota =	\$75,000	Sales Cycles-Qtr = 1		
Sales Stage	NO of Opportunities	Probability	Timeline %	Pipeline \$	Pipeline Deals	Actual Pipeline \$	Actual Pipeline Deals	
Leads	2000	3%		1				
Prospect	500	10%						
Qualified (S1)	185	27%	33%	\$92,500	18	\$108,624	9	
Evaluation (S2)	104	48%	6%	\$9,905	2	\$71,868	12	
Proposal (S3)	77	65%	27%	\$31,167	6	\$38,868	7	
Close (S4)	58	87%	33%	\$23,000	5	\$12,660	3	
Closed/Won	50	100%		\$156,571	26	\$232,020	31	
Closed/Lost	135	0%				•		

InsightSquared Reports: **Pipeline Distribution** Howis our revenue herding. INSIGHT**SQUARED**



Key reports used for Pipeline Distribution

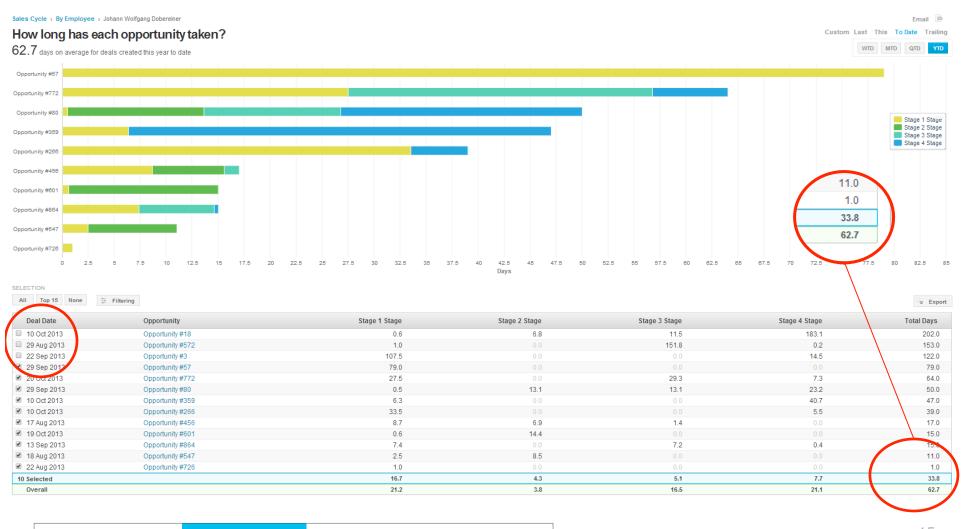
- Sales Cycle by Employee
 - Aging Detail (identifies outliers or aberrations)
- Forecast by Employee
 - Detailed Sales trending based on history and pipeline
 - Provides pipeline list of opportunities to perform analysis.
- Tactics for Velocity improvement
 - Outlier analysis
 - Stale Opportunity Analysis
 - Forced Calculation of Shortened Sales Cycle

New Opportunities



Pipeline Outlier Analysis

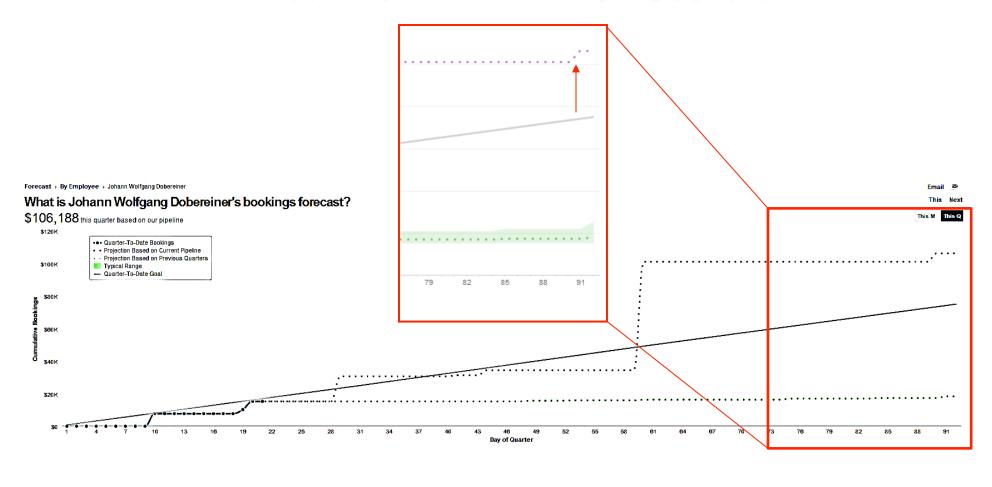
3 deals have substantially skewed Johann's pipeline, providing a 30+ day window





Stale Pipeline Analysis

Shows historical performance and projections based on previous quarters (green), and on the discounted pipeline {amount * close % by stage} (purple)





Stale Pipeline Analysis (continued)

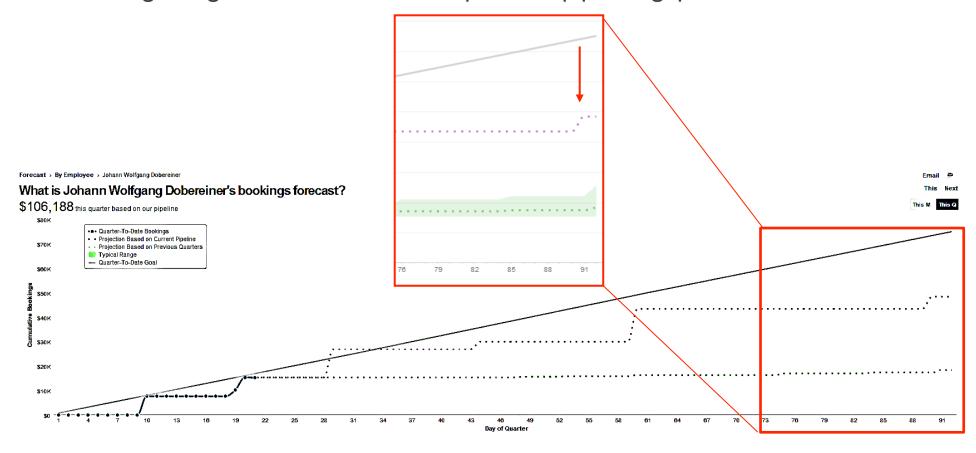
Consider eliminating every deal that is >2x the corporate aging experience

Close Date	Opportunity	Stage	Days in Stage	Total Value (USD)	Personal Win Rate	Company Win Rate	Forecast Contribution (USD)			Age Criteria (2x)
11/29/2013	Opportunity #836	Stage 1	48	\$10,200	27%	34%	\$2,754			
11/29/2013	Opportunity #592	Stage 1	53	\$60,000	27%	34%	\$16,200			
11/29/2013	Opportunity #610	Stage 1	53	\$1,188	27%	34%	\$321			
12/29/2013	Opportunity #127	Stage 1	53	\$1,188	27%	34%	\$321			
11/29/2013	Opportunity #171	Stage 1	66	\$5,040	27%	34%	\$1,361			42 Days
11/29/2013	Opportunity #374	Stage 1	69	\$14,700	27%	34%	\$3,969			. = Bayo
11/29/2013	Opportunity #255	Stage 1	69	\$1,188	27%	34%	\$321			
11/29/2013	Opportunity #389	Stage 1	75	\$7,560	27%	34%	\$2,041			
11/29/2013	Opportunity #61	Stage 1	136	\$7,560	27%	34%	\$2,041			
10/29/2013	Opportunity #512	Stage 2	3	\$600	48%	50%	\$288		1	
10/29/2013	Opportunity #591	Stage 2	8	\$600	48%	50%	\$288			
11/29/2013	Opportunity #848	Stage 2	10	\$6,600	48%	50%	\$3,168			
11/10/2013	Opportunity #778	Stage 2	11	\$1,188	48%	50%	\$570			
11/29/2013	Opportunity #401	Stage 2	11	\$4,200	48%	50%	\$2,016			8 Days
11/29/2013	Opportunity #814	Stage 2	12	\$2,880	48%	50%	\$1,382			o bays
11/29/2013	Opportunity #326	Stage 2	16	\$4,200	48%	50%	\$2,016			
11/29/2013	Opportunity #143	Stage 2	18	\$14,400	48%	50%	\$6,912			
11/29/2013	Opportunity #874	Stage 2	36	\$3,600	48%	50%	\$1,728			
11/29/2013	Opportunity #468	Stage 2	40	\$14,400	48%	50%	\$6,912	_	J	
11/29/2013	Opportunity #731	Stage 3	8	\$12,600	65%	60%	\$8,190		1	
11/29/2013	Opportunity #747	Stage 3	12	\$1,188	65%	60%	\$772			
12/29/2013	Opportunity #333	Stage 3	13	\$7,500	65%	60%	\$4,875			0.F. D
11/13/2013	Opportunity #139	Stage 3	17	\$4,800	65%	60%	\$3,120			35 Days
11/29/2013	Opportunity #877	Stage 3	17	\$6,900	65%	60%	\$4,485			, -
10/29/2013	Opportunity #518	Stage 3	59	\$2,520	65%	60%	\$1,638			
10/29/2013	Opportunity #51	Stage 3	142	\$3,360	65%	60%	\$2,184	_	J	
10/29/2013	Opportunity #191	Stage 4	4	\$2,940	87%	86%	\$2,558		1	
10/29/2013	Opportunity #26	Stage 4	24	\$2,520	87%	86%	\$2,192		_	42 Days
10/29/2013	Opportunity #612	Stage 4	36	\$7,200	87%	86%	\$6,264			72 Days
10/20/2013	Opportunity #772	Won	1	\$5,040	100%	100%	\$5,040		,	
10/19/2013	Opportunity #601	Won	2	\$2,520	100%	100%	\$2,520			
10/10/2013	Opportunity #266	Won	11	\$1,188	100%	100%	\$1,188			
10/10/2013	Opportunity #18	Won	11	\$5,544	100%	100%	\$5,544			
10/10/2013	Opportunity #359	Won	11	\$1,008	100%	100%	\$1,008			



Stale Pipeline Analysis (continued)

Eliminating 2x aged deals now shows a potential pipeline gap





Forced Calculation Analysis

Calculate the Accelerator

 $Revenue Short fall \div Total Revenue = Accelerator$

$$60,000 \div 75,000 = 86\%$$

Calculate the Sales Cycle Reduction

Average Sales Cycle (days)×Acclerator=Reduced Sales Cycle

$$60 \text{ Days} \times 86\% = 52 \text{ days}$$

- Identify Tactics to meet Reduced Sales Cycle Target
- The above equation assumes you only need to hit the Q4 target. Accelerator is also applicable to YTD gap analysis.

"Necessity is the mother of invention"

InsightSquared Reports: **Opportunity Mix** Howis our revenue Hending. INSIGHT**SQUARED**



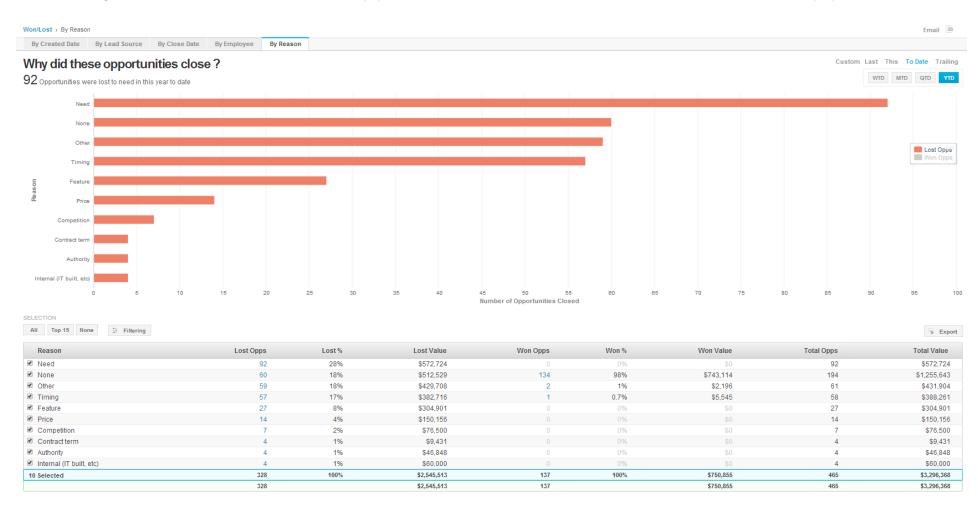
Key reports used for Opportunity Mix

- Win/Loss by Reason
 - Identifies patterns or types of opportunities that are won or lost more frequently
- Win Factors
 - Provides insights into most successful opportunities
- Tactics for Opportunity Mix Analysis
 - Identify characteristics of winning opportunities to prioritize
 - Identify characteristics of lost opportunities to cut deals from pipeline and avoid unnecessary sales effort
 - Opportunity re-sizing (unforced/forced)



Won/Loss Analysis

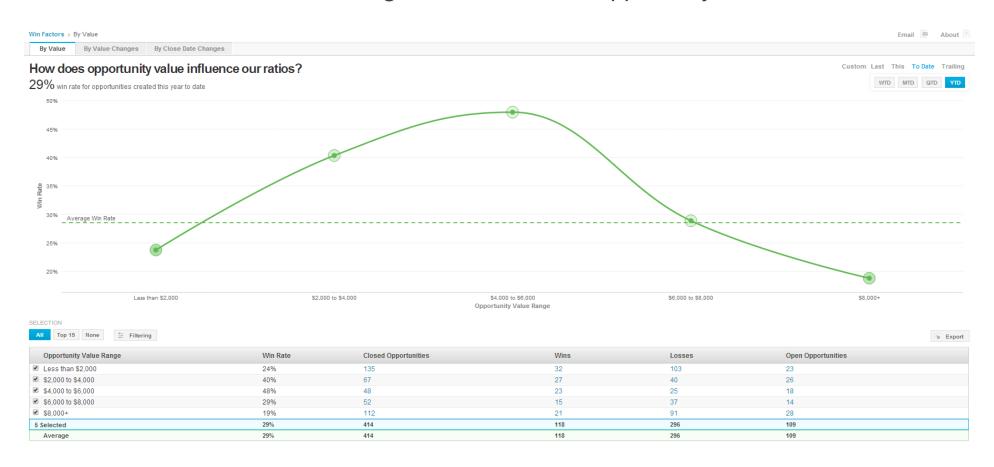
Identify characteristics for lost Opportunities to remove similar deals from the pipeline





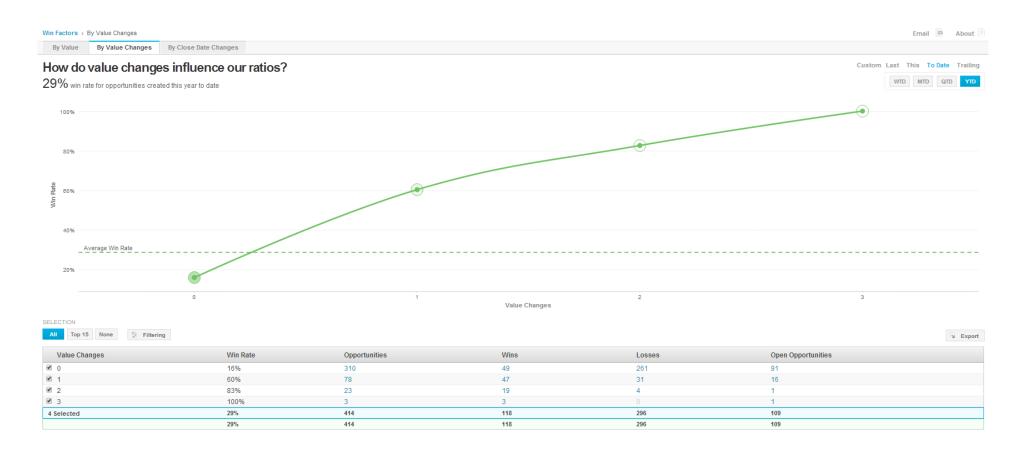
Winning Opportunity Analysis

Provides characteristics of winning deals to factor into Opportunity Mix Assessment



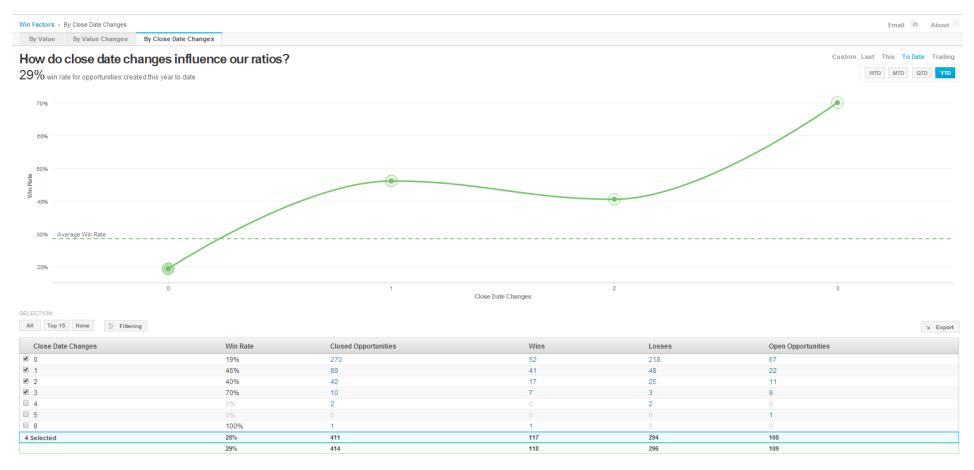


Winning Opportunity Analysis (continued)





Winning Opportunity Analysis (continued)





Opportunity Resizing

- Unforced Assessment identifies specific opportunity characteristics that allow you to increase deal size organically without artificially increasing the price.
 - Early stage deals may be priced higher
 - Additional components may be bundled with deal
 - Avoiding discounts based on year-end.
 - Letting deals slip into next year by moving close dates out, and not changing the revenue.
- Forced Assessment uses a formula to add more revenue per deal. Typically this is calculated using the Accelerator. This is not generally a good Q4 strategy except for new deals (see New Opportunities).

InsightSquared Reports: New **Opportunities** Howis our revenue hending. INSIGHT**SQUARED**



Key reports used for New Opportunities

- Lead Aging by Employee
 - Assists in identifying Leads for rep follow up & qualification
- Pipeline Contribution by Lead Source
 - Identifies campaigns that have generated the most value &/or opportunities. We can use this to set up new Q4 campaigns.
- Tactics for New Opportunities
 - Sales cycle length permits new deals (we have 4 SC's here)
 - Focus on Q4 lead generation &/or prospecting for more top of funnel support- Q4 Campaigns
 - Re-Prioritize or decompose existing late stage opportunities & re-start them at early stage
 - Address Q1 leads & prospecting as part of Q4 strategy



Lead Aging by Employee

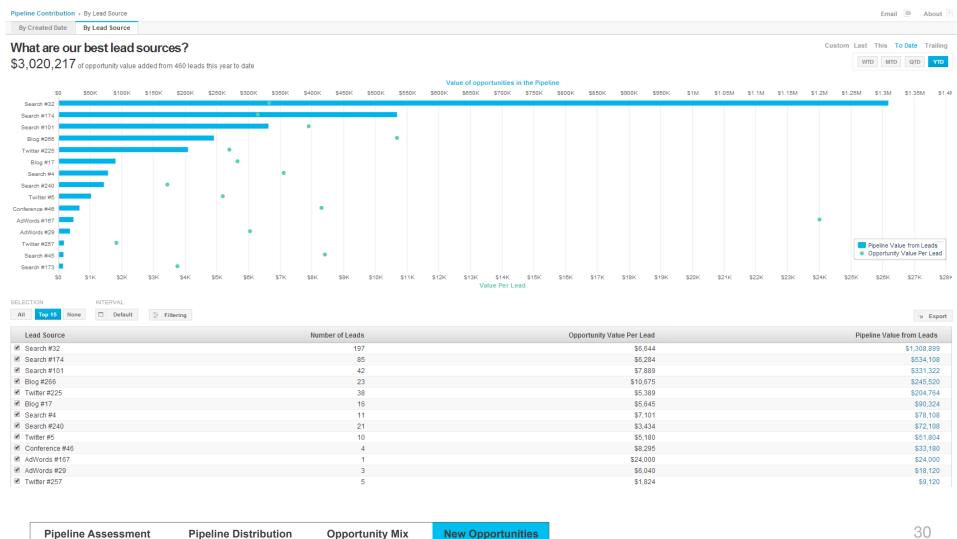
Review the current lead pool for each rep to find prospecting opportunities





Pipeline Contribution by Lead Source

Identify campaigns that could produce the most leads in this Quarter







Ten Tactics for Q4

Here are the ten management tactics we discussed for Q4:

- 1. Conduct a Q4 Ideal Pipeline Snapshot for each rep & team.
- 2. Conduct Outlier analysis to correct/refocus sales cycle for each rep. Eliminate aberrations from pipeline
- 3. Eliminate/reprioritize Stale Opportunities in each pipeline
- 4. Shorten the Sales Cycle by doing a forced cycle reduction.
- 5. Identify winning opportunity characteristics to prioritize
- 6. Identify lost opportunities characteristics of to eliminate deals & avoid unnecessary sales effort
- 7. Opportunity re-sizing strategy for all reps (unforced/forced)
- 8. Add new deals (if sales cycle permits) by focusing on Q4 lead generation &/or prospecting
- 9. Re-Prioritize or decompose existing late stage opportunities and re-start them at earlier stage
- 10. Focus on Q1 leads and prospecting as part of Q4 strategy



Reports by Strategy/Tactic

Q4 Strategies	IS2 Report	Tactic
Pipeline Assessment	Employee Dashboard	Conduct a Q4 Ideal Pipeline Snapshot for each rep & team.
	Sales Funnel by Employee	
	Sales Cycle by Employee	
Pipeline Distribution	Sales Cycle by Employee	Conduct Outlier analysis to correct/refocus sales cycle for each rep. Eliminate aberrations from pipeline
	Forecast by Employee	Eliminate/reprioritize Stale Opportunities in each pipeline
		Shorten the Sales Cycle by doing a forced cycle reduction.
Opportunity Mix	Win Factors	5. Identify of winning opportunity characteristics to prioritize
	Win/Loss by Reason	 6. Identify lost opportunities characteristics of to eliminate deals & avoid unnecessary sales effort 7. Opportunity re-sizing strategy for all reps (unforced/forced)
New Opportunities	Lead Aging by Employee	Add new deals (if sales cycle permits) by focusing on Q4 lead generation &/or prospecting
	Pipeline Contribution by Lead Source	 9. Re-Prioritize or decompose existing late stage opportunities and re-start them at earlier stage 10. Focus on Q1 leads and prospecting as part of Q4 strategy



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