EA+ Program Overview

WWT's investment in the EA+ program offers customers a new way to think about EA's. WWT's EA+ methodology provides customers with the tools, strategies, expertise and services needed to maximize the ROI of their software investments.

EA+ Value Proposition

WWT has invested in resources to support each phase of the EA Lifecycle. This enables WWT to work hand in hand with customers to understand the complexities around their agreement. WHO helps, WHAT is the focus and HOW is this approached:

Who:
- **Software Advisors** – Presales and renewal phase
- **Onboarding and Integration** – Initial phase of post-signature engagement
- **Customer Success** – Long term post-signature engagement
- **Adoption** – Services focused engagement

What:
- Simplify the complexity of EA terms and conditions
- Outline financial impact of EA
- Map out concerns for feature disruption
- Debunk fears about multi-year commitments
- Drive technology adoption

How:
- Bring people, process and tools together to drive EA utilization
- Leverage subject matter expertise around:
  - o Automation & Orchestration
  - o Security
  - o Multicloud
- Work collaboratively with account teams to assemble joint strategies and business outcomes

EA+ Methodology and Activities

When it comes to technology investments, businesses have grown increasingly savvy about the potential for gaps to develop between expectations and results. WWT's EA+ methodology was created to help our customers realize expected results

Evaluate EA Options

Develop Financial Analysis

Software Advisory

Onboarding & Integration

Create Integration Plan and Roadmap

Kickoff Integration and Introduce CSM

Renew

Software Advisory

Expand

Adoption Services

EA+

Onboarding & Integration

Land

Customer Success

Adopt

Educate on OEM Tools and Platforms

Provide Insights and Introductions in Support of Adoption Services

Training on New Technologies

Customer Success

Establish Meeting and Reporting Cadence

Adoption Services

Lab Services to Evaluate Feature Sets Hands-On

Assessments

SME Engagements

Consultations

Marketing Documents

Ideation Sessions

Admin Training

Adoption Services 2.0

Workshops

Certified Training

Adoption App

On-Demand Labs

End-User Training