



WWT Framework – Cisco SFA

August 27, 2024

Accelerating business capabilities & speed to value

Minimizing risk – Reducing cost – Building efficiency

Brian Hoover – Client Executive
Max Blake – Systems Engineer

<https://www.wwt.com/video/culture-of-innovation>



The Core Team – WWT



Account Leads:

- Brian Hoover – Client Executive – brian.hoover@wwt.com
- Max Blake – Systems Engineer – max.blake@wwt.com

Customer Experience Leads – SFA Program QB:

- Donna Herr – Manager, Customer Experience – donna.herr@wwt.com

B2B Systems Integration Leads:

- Katie Frye – Business Relations Manager – IT Production – katie.frye@wwt.com
- Ashlyn Stephens – IT Production – Ashlyn.Stephens@wwt.com

Sales Operations Leads (Alias – fedex@wwt.com):

- Brendan Loughman – Sales Operations – Brendan.laughman@wwt.com
- Molly Stratman – Area Director, Sales Operations – molly.Stratman@wwt.com
- Pat Moriarty – Sales Operations – pat.Moriarty@wwt.com
- Jeff Nagus – Sales Operations – jeff.nagus@wwt.com
- Karen Witzofsky – AVP, Sales Operations – karen.witzofsky@wwt.com

Asset Management Leads:

- Isaiah Vasquez – Asset Manager – Isaiah.Vasquez@wwt.com
- Wendy Bernosky – Director, Asset Management – wendy.Bernosky@wwt.com

Supply Chain Lead:

- Siobhan Jones – Director, Global Program Management – siobhan.jones@wwt.com



AGENDA

August 27: 2:00 – 5:00 (SFA Standards – Focus)

- 2:00 – Define & Collaborate on Success Metrics (best practices + customization as needed)
- 2:30 – Opportunity to PO Process
 - Overview of WWT Ordering Tool
 - Demo – Self Service Tool
 - Demo – My LCM (Subscriptions – Serial #'s – Assets)
 - Demo – COMET
 - Demo FedEx Community Page (see link below)
 - Discuss & Align on Integration Requirements
- 4:45 – Final Demo and Next Steps
 - Cadence Schedule
 - SOW Progress

<https://www.wwt.com/community/fedex/about>

WWT SFA Framework – Summary:



Part 1: SFA Standards (*focus of 8/27 meeting*)

Standard Services

- SFA Governance, reporting, validation, and contract management.
- Access to WWT expertise across networking, automation, AIOps, Cloud, Security, etc.
- SmartNet - WWT will provide automation advantages through a custom portal for Cisco licensing and SmartNet support. WWT will track assets in the Cisco portal, at no cost to FedEx.
- Smart Account – WWT will lead and assist with governance and structuring.

Skilled Resources

- Experienced team of resources, throughout the term of this Agreement.
- A flex resource model, which can burst to additional team members, will allow us to leverage WWT SME and practice leaders. For Global objectives, we will have in-country alignment.

WWT Engineering Support

- FedEx will have unlimited access to WWT OnDemand labs, WWT Research and other FedEx related content – through a customized, FedEx Community Page portal.
- WWT will provide, at minimum, four (4) custom innovation acceleration sessions per year.

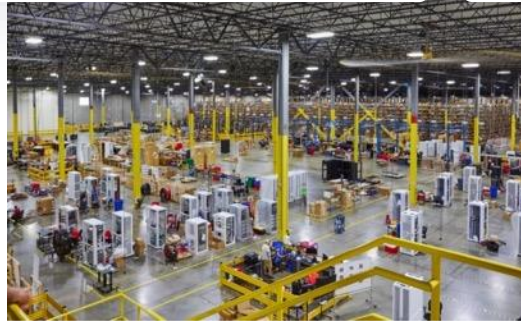


Part 2: Global Supply Chain *(still working on SOW)*

100,000+ orders processed each year with 99.4% accuracy

4 million

Square feet
on 3 continents



325

Concurrent rack
build stations

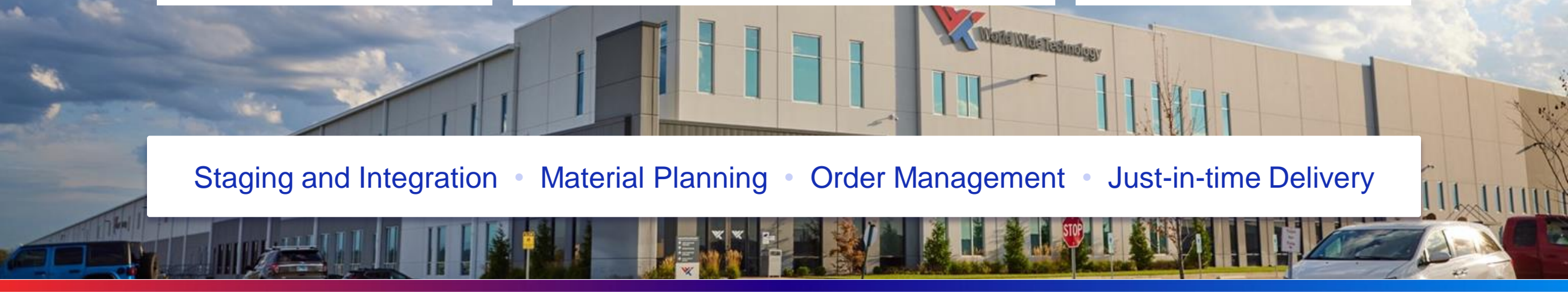


800,000+

Integrated systems
shipped annually



Staging and Integration • Material Planning • Order Management • Just-in-time Delivery



Success Metrics – from Good to GREAT

- Financial (Savings – ROI – ETC)
- Procurement Simplicity
- Greater Visibility, Governance & Reporting
- Simplification of OEM/Vendor ecosystem
- Improved process documentation and execution
- What else is important to FedEx that needs to be measured – consistently and transparently?
 - ??
 - ??
 - ??

WWT Sales Operations

PRIMARY RESPONSIBILITIES



INSIDE SALES

RFQs, RFPs, Customer and Partner Relations, Suppliers, Rebates, Order Tracking, Customer Service



SW CONTRACTS & LICENSING

SMARTnet Attach / Renew, SaaS, SW Entitlement Tracking, ELA Management, Consumption-Based Support



TECH SERVICES

Pre-sales Engineering, Configuration Management, Product Expertise, Research and Troubleshooting, RFP Support



SERVICE REQUEST CENTER

SOW Development, Technical Scoping, Service Pricing, Project Number Creation, Change Order Processing



INTERNATIONAL OPERATIONS

Global Quote Support, Global Sourcing Process – In Country, Tax, Customs, Global Logistic Coordination, Global Pricing



BUSINESS ANALYTICS

Reporting, Data Mining, Secure Data Source, Dashboards, Supply Chain Analytics, BPI-Next Gen Global Platform, System Support

Opportunity to Delivery

WWT Team Alias: FedEx@wwt.com

QUOTING PHASE



PURCHASING &
LOGISTICS



FedEx SFA Success & Reporting

SFA Management

WWT Customer Experience Executive (CXE):

- **Single Point of Contact providing oversight** and help coordination across FedEx, Cisco, and WWT
- Oversee all SFA activities and deliverables in support of desired business outcomes
- Responsible for all **reporting and Quarterly Success Reviews**

WWT Senior Level Service Contract Specialist (SCS)

- Point of Contact for all Cisco asset and contract management. Liaison and validation over Cisco reporting and evaluation of install base and growth. Tracking and reporting of financial value savings and install base changes.

Business and Technology Operations Review

Provide an overview and identify WWT SFA Management approach to reporting, lifecycle, and SFA value realization

- Focused on Technology Groups invested in the Cisco SFA to define current environment, future vision, and what reporting and technology acceleration would be required to meet these objectives.

Deliverables:

SFA Management Overview:

- Overview of FedEx management methodology
- Technology acceleration capabilities overview
- Portal and tools review

Operations Guides:

- SFA terms and entitlement summary
- Fulfillment and activation processes
- Reporting Requirements
- Roles and responsibilities
- Quarterly reviews

Reporting:

- Developed for Business Operations and Technology Operations
- Software license reporting
- Hardware and maintenance (SMARTnet) reporting
- Financial impact reporting
- **Pivot – Shipment Status, Invoicing, FedEx Access**
- Document SFA technology goals and priorities
- Assess and define adoption plan and strategy

Baseline Report:

- Creation of a Baseline Report that will be used to track and report against customer hardware, software, licenses and SMARTnet consumptions during the SFA term

Portal & Tools:

- Cisco Smart Account
- WWT COMET Tool (Contract Management)
- WWT Digital Platform
- WWT Community Page



WWT Responsibility & Impact

Within the construct of these strategic Cisco agreements that WWT participates in, we commit to a multitude of value-added services that can reduce the cost of management and extend new capabilities to both FedEx & Cisco

This RACI chart will be further refined during future planning meetings designed to prepare for the project launch.

Solution Function	Current		SFA 2.0		
	Accountable	Responsible	Accountable	Responsible	Support
SFA Value Reporting	N/A	FedEx	WORLD WIDE TECHNOLOGY INC	Cisco	N/A
Service Strategy	FedEx	Cisco	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Program Governance	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Service Design	Cisco	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Testing & Validation	Cisco	FedEx	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Enterprise Readiness	FedEx	Cisco	FedEx	WORLD WIDE TECHNOLOGY INC	Cisco
Implementation & Migration (Physical)	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Implementation & Migration (Logical)	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Service Acceptance Testing	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Solution Adoption	Cisco	FedEx	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
End User Service Desk	Cisco	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Manage & Operate	FedEx	FedEx	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Support Services	Cisco	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Regulatory & Compliance	FedEx	Cisco	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC

ROLES

Accountable – This party has final control over a project task and the resources associated with it. They will generally assign and delegate project work responsibilities. It is highly recommended to only use one person accountable to one task.

Responsible – Easily defined as the project owner. There can be multiple people responsible for a task and if help is needed, they may ask a supportive member(s) to assist.

Support – Supportive parties provide resources to the Responsible project team members. They are actively involved in working with the Responsible person to see the project through to completion. Supportive persons and Responsible persons both have the same goals to achieve.

Solution Function	Description	Accountable	Responsible	Support
Implementation & Migration (Logical) WWT Integration Centers	Associated Activities: configure solution to align with Design spec, upgrade/patch systems to align with desired SW version, complete functionality testing against design requirements	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Implementation & Migration (Physical) WWT Integration Centers	Associated On-Premise Activities: coordinating & scheduling, receiving, storage, unpacking, disposal of refuse, racking and stacking, cabling, testing, remediation, and documentation creation.	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
SFA Value Reporting	SFA Value Reporting	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Service Strategy	Define and describe both the technology and services (the solution) with alignment to business outcomes	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Program Governance	Inter-company interlock ensuring joint success- ex- Performance Measurement, Periodic Reporting, "Service-Level" Escalation, Scope Management, Billing	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Service Design	"What" and the "Why" of the Technology Solution aligned to desired outcomes and adapted with time.	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Testing and Validation	Pre-Production Testing Phase designed to ensure equipment is fit-for-purpose and providing desired functionality	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Enterprise Readiness	Underpinning capabilities that enable Technology Solution- ex- circuits, facilities (space, power, cooling, etc), cabling, QoS, Access & remediation of the same	FedEx	WORLD WIDE TECHNOLOGY INC	Cisco
Implementation & Migration (Physical)	Associated On-Premise Activities: coordinating & scheduling, receiving, storage, unpacking, disposal of refuse, racking and stacking, cabling, testing, remediation, and documentation creation.	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Implementation & Migration (Logical)	Associated Activities: configure solution to align with Design spec, upgrade/patch systems to align with desired SW version, complete functionality testing against design requirements	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Service Acceptance Testing	To verify if all conditions are met for the new service to be activated, and to obtain a binding consent from the customer that the new service fulfills the agreed Service Level Requirements	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Solution Adoption	New/enhanced service introduction and user adoption through organizational change management, user empowerment and training, with multi-lingual delivery	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
End User Service Desk	IT Interface with End-User community. end user comms, inquiries, how to's, initial triage	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Manage & Operate	Event, Incident (L2/L3/L4), Problem, & Change Management	WORLD WIDE TECHNOLOGY INC	Cisco	FedEx
Support Services	Support and maintenance services for Cisco products, software and technologies	Cisco	WORLD WIDE TECHNOLOGY INC	FedEx
Regulatory & Compliance	Direct and maintain alignment to policy, audit, legal, security standards	FedEx	Cisco	WORLD WIDE TECHNOLOGY INC



World Wide Technology, Inc.

