



LMN User Group Forum



Stephen Mills
Client Account Director
- MDS

& Anton Murphy
Sales Account Manager - MDS
(JANET Community)

inTechnology

AGENDA

Today's Agenda

- Introduction - Steve Mills & Anton Murphy
- InTechnology Corporate Strategy– Glenn Tookey
- Data Management Roadmap – Iestyn Davies
- Unity IP Voice – Rob Pearson
- Open Forum
- After Event Drinks & Networking

InTechnology Sales Structure

CUSTOMER MANAGEMENT TEAM

Bryn Sage
Sales Director

Natalie Duffield
Director Customer Management

Adam Hurst
Director Direct Sales

Steve Mills
Client Director

Anton Murphy
New Business Sales Manager

Paul Warwick
Customer Account Manager

Simon Woods
Technical Account Manager



Engagement with Education & Research

Industry Partners (eg. Agresso, Microsoft)			
Universities and Colleges Information Systems Association (UCISA)			
Prospective Customers: JANET Regional Network-connected Institutions	Prospective Customers: LMN-connected Institutions	LMN-connected InTechnology Customers	Other JANET Regional Network-connected InTechnology Customers
New InTechnology Services: "ILM" Data Archiving "Managed Exchange" Hosted Microsoft Exchange EMC & NetApp Infrastructure "Unity" Hosted IP Telephony			
Other JANET Regional Network	LMN	Other JANET Regional Network	
Other RSC	RSC London	Other RSC	
JANET (UK)			
HEFCE	LSC	JISC	

CUSTOMER MANAGEMENT TEAM

Customer Management Team What do we deliver?

- Provide consistent Account Management/Account Plans
- Regular monthly/bi-monthly meetings
- Dovetail with the TAM's Service Review
- Keep customers updated with new Managed Services
- Develop the LMN User Community
- Listen to our customers!



Thank you

