



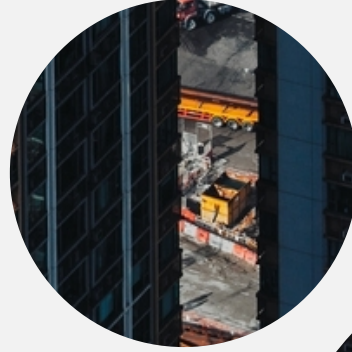
Contoso

Annual Review

September 24, 20XX
Customer Success Team

Agenda

- Introduction
- Results from last year
- Team
- What's next
- Closing



Introduction

Profits are up, and losses are down! We are very proud of the progress our team has made.

Today we'll review our wins and losses from last year and give you an overview of what you can expect for next year.



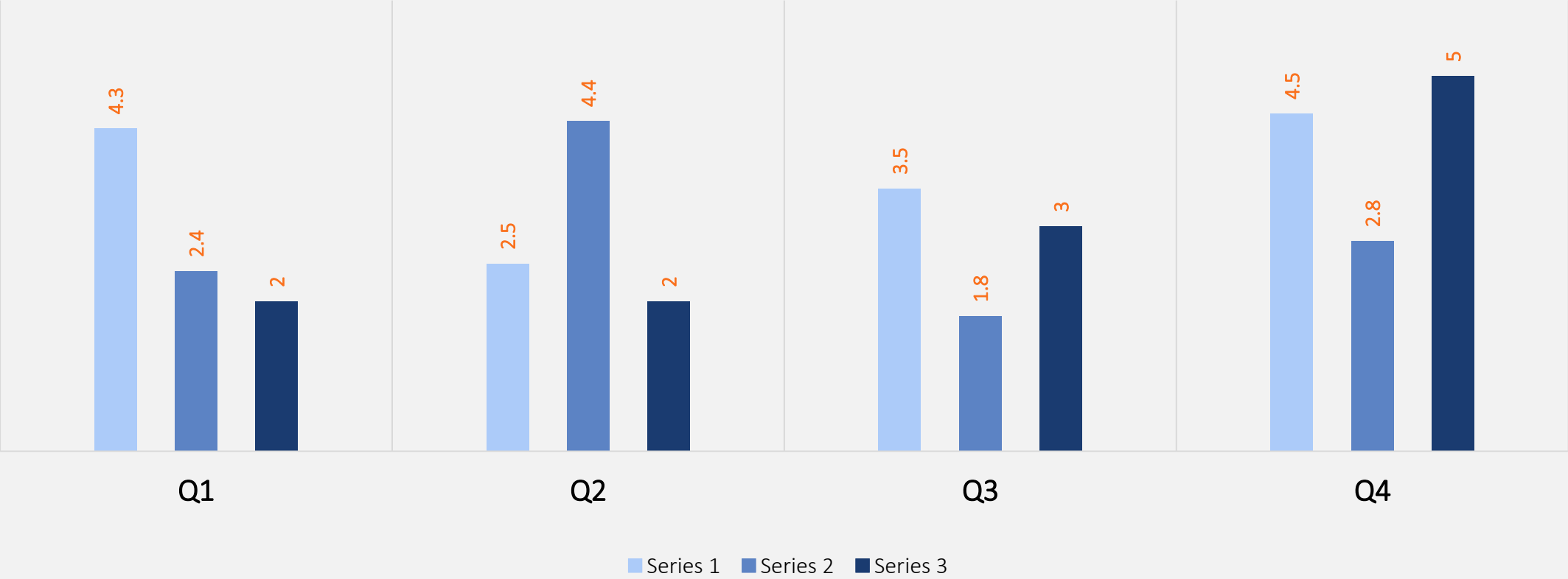


Results from last year

Let's dive in




Growth by sector



Growth by sector

	Q1	Q2	Q3	Q4
Series 1	4.3	2.5	3.5	4.5
Series 2	2.4	4.4	1.8	2.8
Series 3	2	2	3	5
Series 4	3.4	6	2.3	1



Contoso was great to work with. Patrice was my representative and she anticipated my needs and worked diligently to fix my issue.

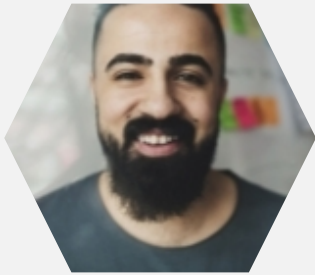
A satisfied customer

Team



Ana

Sales Manager



Roman

Sales Representative



Federico

Sales Representative



Jim

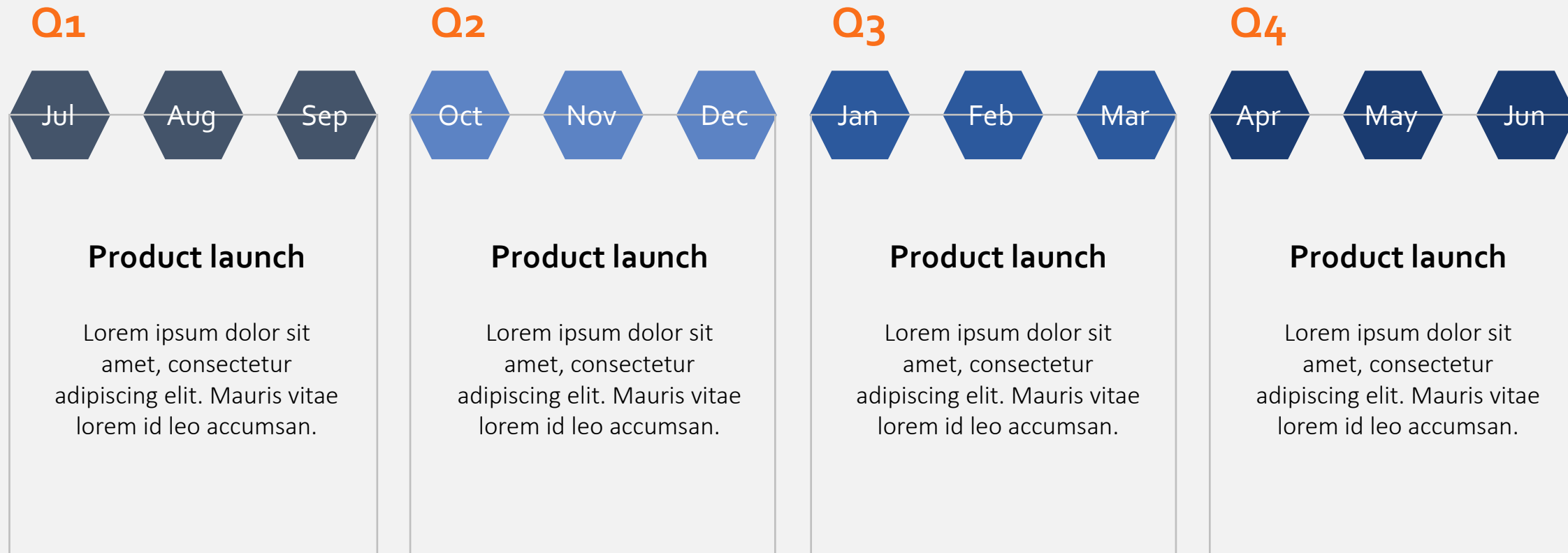
Support Representative



Larissa

Support Representative

Timeline



Goals for Q1

Employee opportunities

- End of fiscal celebration on July 15th
- Employee day of learning on August 14th
- Employee Yoga on September 3rd
- Seminar series begins September 10th

Business priorities

- Increase customer satisfaction by 2%
- Maintain growth
- Diversify investment in sector 2
- Initiative partnership with 3rd party organizations

Goals for Q2

Business opportunities

- Increase customer satisfaction by 2%
- Maintain growth

Added priorities

- Decrease the number of rotations by at least 2
- Ensure the cost of development stays below budget

Employee priorities

- Interns begin
- Indoor rec leagues
- Chess tournaments
- Big Game watching party

Summary



We're delivering for our customers

Last year we supported thousands of customers and sold 60,000 units



Our customers keep coming back

We increased customer retention by 4%



Our team is growing

We welcomed 3 new team members last quarter



Our business is good

Profits are up in the last quarter by 3%



We're getting our work done

We finished the consolidation project



We're leaders

We are top leaders in the industry across the board

Conclusion

Thanks to your commitment and strong work ethic, we know next year will be even better than the last.

We look forward to working together.

Ana

Sales@contoso.com

