

# GLOBAL SALES SUMMIT

**Trusted Advisor**

JP van Loggerenberg

PEOPLE



PURPOSE



PASSION



Purpose



We make it possible



# To be the most trusted name in ERP

Strategy Enablers



People



Technology



Finance

Operational Priorities



Upskilling



Revenue and Cost Optimization



Product Offering Optimization



Systems



Channel



SYSPRO Cloud ERP



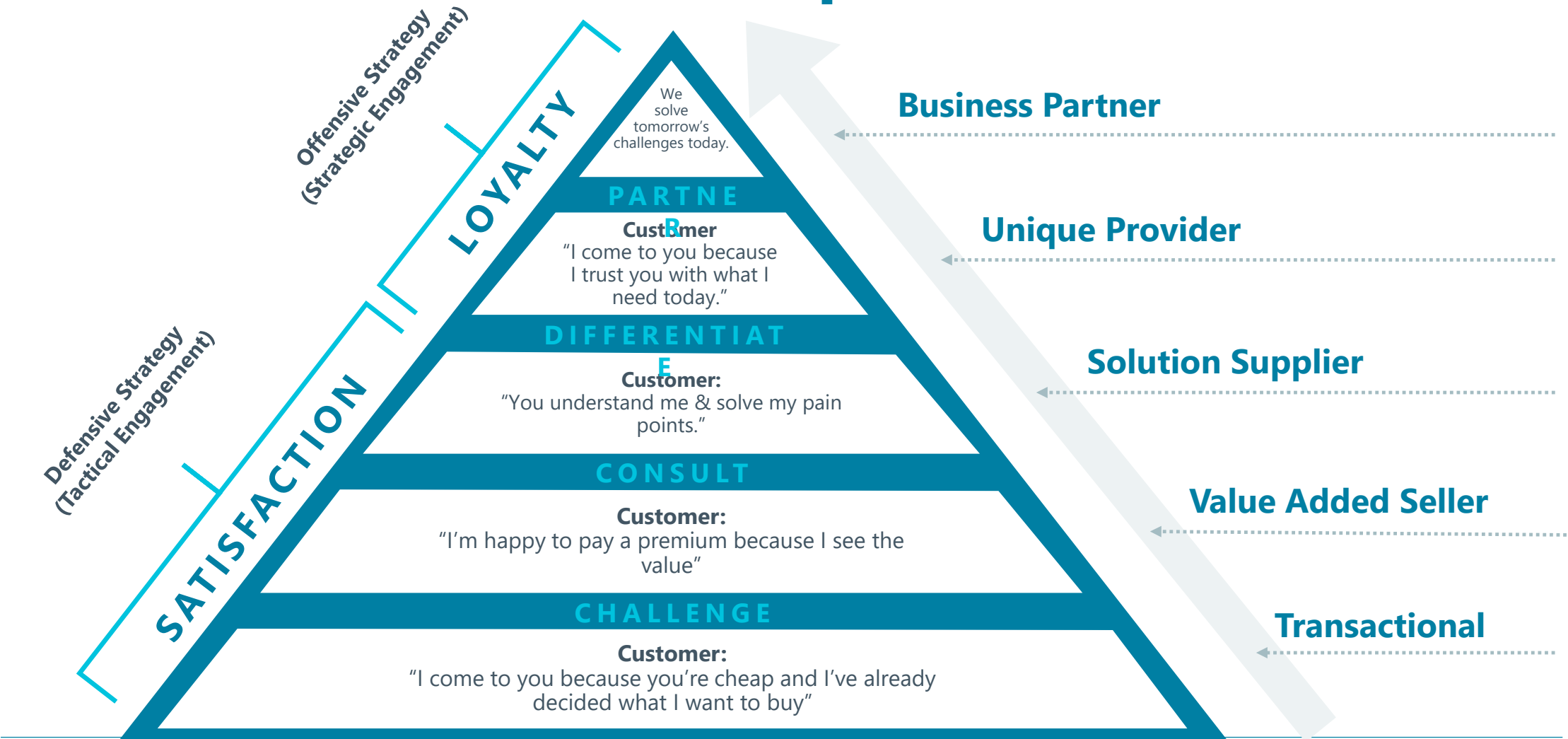
***Building trust is a process.  
Trust results from consistent  
and predictable interaction  
over time.***

***– Barbara M White***

# TRUST – Fundamentals

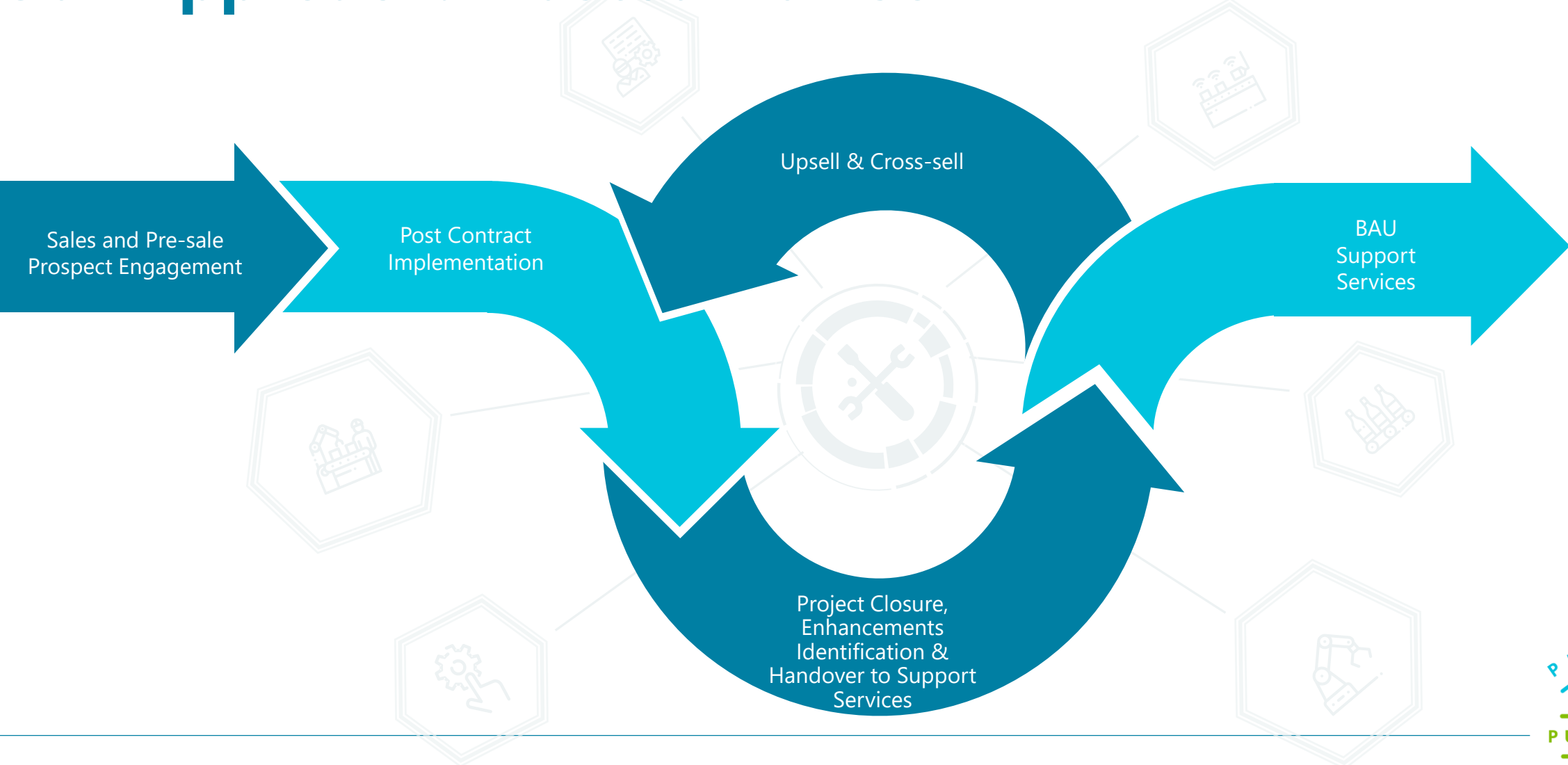
1. Trust requires trusting and being trusted
2. Trust is personal
3. Trust is about relationships
4. Trust is created in interactions
5. There is no trust without **RISK**
6. Trust is Paradoxical e.g. best way to gain credibility is to admit....
7. Listening drives trust and influencing
8. Trust is instantaneous and delayed time based
9. Established trust is strong durable
10. You get what you give

# The Customer Relationship Evolution





# Our Approach: Trusted Advisor





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