

Business Issue • **Roll out State of the Art RX Solution** (remove Cisco bias)

Anxiety Question • How do we support effort as VZN fails to satisfy?

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PROBLEM

Chris is disappointed in VZN lack of urgency in support of RX pilot and wants Avaya to step up. Avaya resources are NOT dedicated to WalMart as they are shared in local and national roles which means coverage is spotty. Cognazant Db Also issue WalMart needs to fix.

Open

Probe

Confirm

SOLUTION

Immediately map Bob Ellis CC Specialist to Chris and require bi-Monthly visits to Bentonville. Move quickly to dedicate an account SE (Kendal will do) as we backfill SE coverage for the 28 accounts that Kendal covers in the State of Arkansas.

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Probe

Confirm

VALUE

Allow our innovative solutions to have fair consideration that will assist WalMart in achieving efficiencies around their Pharmacy's creating Aura footprint within WalMart Home Office.

Open

Probe

Confirm

POWER

Chris Lamb has power to decide.

Open

Probe

Confirm

PLAN

June 1, 2011 meeting to probe.

Open

Probe

Confirm