

“How to” with Helene – Frequently Asked Questions

Q: What is “How to” with Helene?

A: Helene Johnson, TechnoMile’s Chief Value Officer, is available to speak with our customers and prospects about their growth strategy and any associated product questions and concerns. Each participant will have one-on-one time with Helene for a 15-minute block of time. During this time, Helene will assess your needs and follow up with an appointment with the appropriate person(s) for next steps/actions. Helene likes to refer to this as “time to triage” to determine how she can help you.

Q: How do I sign up for “How to” with Helene?

A: Access technomile.com/how-to-with-helene. Here you can see available time slots and schedule the time that works best for you. “How to” with Helene will occur weekly, Monday through Wednesday, from 3-4pm EST. Once you sign up, you will be sent a calendar invite with a link to access the virtual appointment. If the available time slots aren’t good for you, please email Helene directly at helene.johnson@technomile.com and she will find a mutually agreeable time to meet.

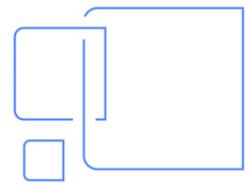
Q: Can we sign up for consecutive time slots?

A: No, because we want to leave enough slots for other clients during this hour. Please remember that Helene is triaging your needs. If you want more than 15 minutes with Helene, please request this during the triage call and Helene will arrange a one-on-one engagement with you based on your needs. These one-on-one engagements can be scheduled in 30-minute or hour-long increments of time.

Q: Does it cost anything for “How to” with Helene and do I need to be a current TechnoMile client?

A: No, the 15-minute time slots are compliments of TechnoMile and available to clients and prospects. However, any follow-on appointments with Helene beyond the initial 15 minutes are billable. This is when a subscription to TechnoMile Premium Support may be leveraged:

- If you have our Premium Support coverage, any one-on-one time with our Strategic Advisory team may be charged against your available hours. After the initial, 15-minute triage block of time, we will determine your balance of hours and discuss with you whether you’d like to use some of that time for [Strategic Advisory Services](#). Then, each hour you use is deducted from your available Premium Support hours. Once your Premium Support hours are depleted, you will be charged \$350/hour for these services.
- If you don’t have TechnoMile’s Premium Support coverage and are a current client, you will be charged \$350/hour for [Strategic Advisory Services](#). We will partner with you to determine how much support you need and bill you for time spent. Alternatively, you could purchase our Premium Support option and use some of the included hours (Helene can assist with this purchase).
- If you are not a current TechnoMile client, you are still welcome to meet with Helene during “How to” with Helene and she can provide you with an overview of our products and services to help determine if we can meet your needs. From there, Helene will have someone in our sales organization follow up with you as needed.



Q: What can TechnoMile’s Strategic Advisory experts do for me?

A: We can help you with all sorts of activities around your growth needs. Specifically, we can provide support to:

- Assess your current state of growth and make recommendations regarding processes, targets, referrals, relationships, associations, and products (including, but not limited to, our products and services).
- Provide independent views and advice to your growth executives.
- Mentor your capture managers and business development staff.
- Show you how to best leverage TechnoMile’s products and services.
- Elevate your needs and requirements to other members of the TechnoMile team to help ensure you receive maximum value. In addition, follow up to make sure your needs were met.
- Refer you to our partners for areas that include capture management, proposal support, marketing/branding support, and pricing support.

You can learn more about our Strategic Advisory Services [here](#).

Q: What is not covered by TechnoMile’s Strategic Advisory Services?

A: All areas noted in the final bullet above are where we will refer you to our partners. TechnoMile is not a capture or business development practice consultancy. If we determine that you need these types of services, we will refer you to our partners. The business arrangement with that company is between your company and theirs. While we want to ensure you have access to state-of-the-art technology, tools, and processes for your growth needs, our team will need to refer you to external partners for business development and capture support. As Helene puts it: “we can teach you to fish, make sure you are fishing in the right place and have good bait – but we aren’t fishermen. But we do have the best fishing equipment around and want you to catch a bounty of fish!”

Q: Can I leverage Helene’s Hour to request topics to be covered in her upcoming webinars or blogs?

A: Absolutely! And, if you would like to be a guest on one of our webinars, please let us know what you’d like to cover and we can jointly plan a presentation.

Q: Can we use Helene’s Hour to discuss TechnoMile products and either ask for support or make recommendations?

A: Again, absolutely! Remember, the purpose of Helene’s job is to ensure that our clients are getting the most value out their TechnoMile products and services. Please take this time to reach out and know that Helene is your advocate within our company and her role is to ensure you are pleased with what we deliver. After all, that is the job of the Chief Value Officer!