

*Prepared for:*

**Client Contact**

ClientName Corporation  
Address

**Date**



*Enterprise Prospecting Solutions for IT Companies*

***Lead Report***

**Prospect Bank London**

Address  
UK

Lead Rating: A Lead



*Enterprise Prospecting Solutions for IT Companies*  
**[www.tsleads.com](http://www.tsleads.com)**

*Prepared for: ClientName*

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**Company Information:**

**Target Company:**

Prospect Bank London

**Fiscal Year End:**

December 31

**Address:**

Address

UK

**Employees:**

800

**Telephone:**

+44 207 XXX XXXX

**Web site:**

www.prospectbank.com

**Industry:**

Investment Bank

**Business Development Specialist:**

Marie-Pascale Pollard

**Business Description:**

Prospect Bank London is the focal point for the international merchant banking activities of the Prospect Bank Group. Through an expanding international network the bank offers a range of specialist banking services and promotes trade, investment and business flows with an emerging market focus on a worldwide basis.

The bank is a leading participant in trade finance, forfaiting, and project finance. Utilising its strengths in Africa, North and South America, the Far East and Eastern Europe, the bank offers flexible pre and post export financing for commodities and capital goods.

In addition, Prospect Bank London trades in precious and base metals, provides a full range of Treasury products, and is active in mining finance and advisory services. The bank is involved in sovereign debt market and in corporate debt trading on an international basis.



## Initiative Summary:

### Next Step:

Please follow up with Mr. Phillips Phillips, e-Commerce Director from week beginning May the 26th of 2003 as requested.

### Initiative Summary:

Ms. Janice Garraway, Marketing Manager stated that the company has had a system in place called "Rapport" for a number of years. She continued that this system does not provide all the benefits needed by the company and that the company is looking to replace it. She said it was perfect timing for ClientName to call but added that she is not the best person to talk to. She referred ClientName onto Mr. Philipp Phillips, e-Commerce Director.

Mr. Phillips confirmed what Ms. Garraway stated. He explained that the company is to replace the Rapport system with a single system for the whole group. He continued that the group has chosen the Siebel CRM solution and that the Retail bank as well as the Investment Bank in South Africa already have Siebel in place. He indicated that the phase 2 of the implementation is due to start now and that the 3rd phase of the implementation is planned for Q1 2004. He went on to say that Prospect Bank London should be included in this phase 3 but that this needs to be confirmed. He also fears that phase 3 might be pushed out until the middle of 2004. He pointed out that if the roll out in the UK is pushed, then the case for another solution to be implemented in the meantime will be greatly increased. He stated that should this be the case, then the company will consider implementing an alternative solution which will cover its needs in the meantime. He indicated that this solution will ideally not require software be implemented on site, I.e. a solution such as salesforce.com where the information could be downloaded. He explained that the scope for such an initiative will be limited as the budget itself will be restricted. He stated that there are a number of initiatives planned this year in the area of data management, data clean up as well as data maintenance. He said that he does not have a perfect view of the requirements within those initiatives at present and that the more work they will represent, the bigger the need for a solution to be put in place before Siebel is rolled out in the UK.

He was interested to know what ClientName could do for the company and how flexible ClientName would be. He requested information be sent onto him for his perusal. He agreed to a follow up call by a consultant in 1 to 2 weeks time to discuss further.

### Key Issues:

Mr. Phillips stated that the main criteria when evaluating ClientName will be the cost, the ability to convert data and the guarantee to be able to upload all relevant information into Siebel when Siebel is rolled out.

### Compelling Reasons to Change:

Mr. Phillips explained that should the roll out of Siebel be delayed or should the planned initiatives in terms of data management, data clean up as well as data maintenance justify it, then the company will consider implementing a solution in the meantime.

## Purchasing Dynamics:



**Decision Making Process:**

Mr. Phillips explained that he is the final decision maker for this type of initiative as the budget is limited. He indicated that should the initiative become larger, then other contacts will get involved. He preferred not to name those at this moment in time.

**Budget:**

Mr. Phillips stated that there is a budget in place and that he knows how much it amounts to. However he preferred not to give any budgetary figures at this stage. TSL understands from the conversation that it could be around €50 to €100 K.

**Timeframe:**

Mr. Phillips explained that the probable timeframe for this initiative is 9 months. However, this could be brought forward should he find out that the roll out of Siebel in the UK will be delayed or should the initiatives in the area of data management, data clean up as well as data maintenance justify it.

**Banking**

**Current Sales / Claims Management Software Platform**

Ms. Garraway and Mr. Phillips stated that the current solution in place is "Rapport".

**Current CRM Solution**

Mr. Phillips stated that the group is rolling out Siebel and that part of the companies in the group have Siebel in place.

**Contacts:**

**Name:** Mr. Carl Piccolo  
**Title:** Syndications Manager (Loans)  
**Direct Line:** +44 207  
**Interviewed:** No  
**Info request:** No

**Name:** Ms. Janice Garraway  
**Title:** Marketing Manager  
**Direct Line:** +44 207  
**Interviewed:** Yes  
**Info request:** No

**Name:** Mr. Roy Lee  
**Title:** IT Director



**Client Confidential**

**Interviewed:** No  
**Info request:** No

**Name:** Mr. Philipp Phillips  
**Title:** e-Commerce Director  
**E Mail:** philipps@prospectbank.com  
**Interviewed:** Yes  
**Info request:** Yes  
**Info Type:** By Email  
**Info Sent:** May 19, 03

**Name:** Mr. Steven Quigley  
**Title:** Operations Manager  
**Interviewed:** No  
**Info request:** No

**Name:** Mr. Rob Leich  
**Title:** MD  
**Interviewed:** No  
**Info request:** No

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***US: 877 258 7703***

