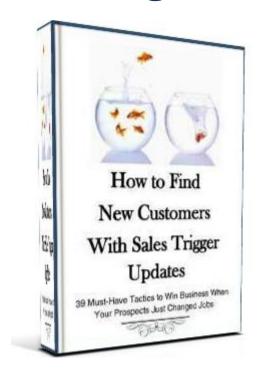
How to Find New Customers With Sales Trigger Updates

39 Must-Have Tactics to Win Business When Your Prospects Just Changed Jobs



39 Must-Have Tactics to Win Business When Your Prospects Just Changed Jobs

First of all, what's such a big deal about senior executives changing jobs?

If they are your potential clients, these movements are extraordinarily relevant for you and here is why:

- **Management changes are sales triggers.** Management changes are essentially sales trigger events. When a new leader is appointed, this usually means that budgets are in motion. And the new initiatives that invariably crop up usually mean new IT spending.

A recent research study shows that attempts to engage executives as potential clients are 4x more likely to succeed when done within 3 months of the appointment.

The position of incumbent vendors is weakened. Pre-existing vendor/client relationships are not as strong. In the end, even in the B2B environment, people buy from people.

And, as they say, "new broom" means incumbent vendors' position is weakened and open for attach by nimble competitors. Like you.

- **Disrupted status quo = budgets in motion.** Appointments or promotions usually imply a change in mandate – whether it is growth, outsourcing, cloud, or merger integration.

All these shifts signify changes in teams, roles, and budget; creating the best opportunity for you to win new business.

- The contact data is stale for others. Most sales people rely on large databases for lead information – Hoovers, Jigsaw, ZoomInfo. On average, it takes them 3-6 months to update their contact database when a certain executive changed jobs.

After all, it would be inconceivable to track some 40 million people in real time, right? Well, their subscribers' loss is your gain. If you act on news of appointments and promotions of your prospective clients in real-time, you just beat 90% of your competition to the punch.

So now you see that the primary sales trigger event you need to track is management change.

Let's say you sell IT security solutions to corporate CIOs and CTOs. If you track appointments and promotions of Chief Information Officers and Chief Technology

Officers (with the help of <u>CTOsOnTheMove</u> or not) and can introduce your service before your competition does, then you are that much more likely to be successful.

So, let's say you found out that Jane Doe was just recently appointed as Chief Information Officer at Acme Corp., a potential client you've been courting for the last six months. What can you do? And what should you do?

Roughly, these tactics can be described as: <u>Clean Up</u> (your CRM), <u>Reach out</u> (email, phone, face-to-face), <u>Give</u> (gifts or insights), <u>Recognize</u> (publicly), <u>Connect</u> (on social media), <u>Investigate</u> (vital details for context).

Here is the list of 39 possible tactics you can use to establish and grow the relationship with Jane and eventually close a sale. These actions fall into roughly four categories:

Get Your CRM On



1. Update Your CRM With New Contact Details

Update your CRM system for Jane's new contact details. Also update the person whom Jane replaced. Finally, if Jane was hired from outside, it is highly likely that she had a senior position with budget authority in her previous job, as well.

That company could be one of your potential clients as well so you may want to look at what is going on in their IT organization, too.

With recently shrinking tenures, researched showed that a contact database goes obsolete at a rate of 30% a year. That's right! If you don't touch your contact database, in 3 years you can simply throw it all away as useless. Don't let this happen to your most prized asset.

2. Get a Communication Plan

It is likely that Jane's IT budget is "in play". So is the IT budget of the company she came from. If either of the companies is your current client –update the Account Manager to ensure actions are taken to protect your business.

If none of the two companies are your current clients – then design a communication plan to engage both companies as potential clients.

Remember, you only have a few days, a week at best, to act. So make sure you have a standing process ready whenever a potential client's IT team is in motion.

3. Get a Direct Dial

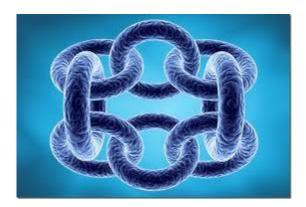
Get a direct phone by calling the company:

"Hi, I was previously in touch with (name of the previous CIO) however I understand that she left recently and (name of the new CIO) has taken her position.

What the best direct dial to reach him?"

Direct dials could be vital in bypassing gate keepers. And every high level IT executives has one or several. The good news, most of them work 9-to-5 schedule so if you call in off hours you are more likely to get the top decision maker on the line.

Connect



First things first, as soon as you find out that your prospect has been appointed or promoted to a position with budget authority, your initial step is to reach out with congratulations and offers of help and support.

4. Send an Email



You can / should send an email. For many people, email is the preferred mode of communication. Further, if worded correctly, even a cold email would not be considered spam.

For example:

Subject: Jane / congratulations

Hi Jane,

Congratulations on your appointment as CIO of Acme Corp. I recently came across a press release announcing your career move and I am happy that you have this excellent growth opportunity in front of you. My best wishes of success to you.

I noticed in the press release that you used to work for Widget & Co. – they happen to be one of our largest and oldest clients in the area of IT security. I imagine, especially with the latest breaches and hacker attacks, this item would be high on your priority list and...

This email is:

- <u>Timely</u> it is not a generic email on an autopilot, it is timed to the appointment/promotion of a CIO.
- <u>Relevant</u> I am only pitching something that I know the person on the other end is likely to be responsible for and therefore be interested in.
- <u>Contextual</u> –notice how I am referencing the previous employer? This is just to show that I've done my homework.
- <u>Actionable</u> you should finish this with a pitch. Not to sell, but to go to the next step: schedule a phone call, attend a webinar, open a whitepaper, etc.

5. Make a Phone Call



The fastest thing would be to pick up the phone and call. If the news is fresh off the press, then it is unlikely that this number will be called by many people right off the bat.

You: Hi, Jane. This Kevin Bloom from NeverFail Security. This is not a sales call; I just wanted to congratulate you personally on your recent appointment as Chief Information Officer of Acme.

Jane: ... Well... thank you!

You: I know you must be busy taking the reins at such an organization at Acme and I don't want to keep you away from your duties. As you may know, your previous company XYZ Corp, was one of our clients and so I hope we can talk IT security after you get a hold of things there – I will send you a quick email to make it easy.... And congrats again!

Here you are wrapping up an action call – setting up a meeting – during a congratulatory phone call; however, it is not a hard sell and therefore is unlikely to generate push-back.

6. Leave a Voicemail



Voicemails are tricky. Not all of them allow you to re-record and busy people tend to delete them after barely listening to them. Here's what you can do:

Generate curiosity

- Don't sell on the voicemail, sell the next step
- Tell them what follow up you WILL DO, because telling them what follow up THEY should do is pointless
- Do a follow up

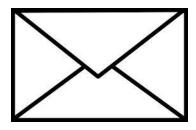
"Hi Jane.

This is Kevin Bloom from NeverFail Security. I want to congratulate on your appointment as CIO of Acme. I saw the news and I am very happy for you.

I know you must have a thousand things on your mind right now and maybe we can of help for you – I will send you a quick note with details; so please look out for Kevin Bloom in your Inbox.

Congrats again!"

7. Send a Letter



By now you get the gist of how a successful communication can go:

- Focus on the person, not on your agenda
- Don't sell your service; sell the next step phone call, meeting, etc.
- Make it easy for another person (i.e. do a follow up yourself)
- Make it timely, relevant, personal and actionable.

With these guidelines in mind and the email, phone and voicemail scripts I am sure you can put together a brief letter. Extra points if it is hand-written!

8. Send a Card



Send a hand-written card. Seriously. No one does it these days.

That's why it would be rather impactful. It doesn't have to be long, 2-3 lines would do. Get one of your assistants or interns to do it. Have a stack of pre-written cards handy, just in case.

The card doesn't have to be expensive, elaborate and long. Really, it is the gesture that counts.

And this one will be remembered, I guarantee you.

9. Meet Face-to-face



Face-to-face meetings are tricky.

However, if you know that the person is going to be attending, or better yet, speaking at an industry event, do go.

This would present an excellent opportunity to approach this person and say "congrats." Just make sure that you do that before the speech or panel discussion because after it, they will be swarmed by a mob of people and they won't remember your face, name and message.

Send a Gift



10. Send a Bottle of Wine

Celebration calls for a nice bottle of wine or, better yet, champagne.

Luckily today this can be arranged for any budget from anywhere around \$50 all the way to \$500+.

If you can pull this off, just imaging your next conversation:

"Hi, this is Kevin... yes, the one who sent you a bottle of Dom to celebrate your appointment... yes, next week sounds fine."

11. Send a Gift Basket



Not everyone appreciates a good bottle of one; however, anyone would appreciate a tasteful and thoughtful gift basket. Stick with traditional foods, candy, etc.

An added benefit is that you can pull this off with virtually no budget to speak of.

Again, probably you wouldn't be able to do this for 100+ who change jobs every month – link – however for the select few, hard-to-get executives this might as well be a clincher.

The best part, since the gift is personal, it is almost 100% to pass all the gatekeepers. So be very thoughtful about what you put in this gift card that will accompany to package.

12. Mail a Biz Card Holder

Think of a business-related item that any business person can use. How about a business card holder, or the latest business book on what made Apple successful?

The possibilities are truly endless.

If it is useful, valuable and tasteful, the gift will be appreciated. At the very least, it won't be thrown away.

13. Send Company Swag



As long as it is non-salsy, tasteful and relevant.

In storage business? Send a 2TB memory stick. In a hardware business? Send an any-country charger. You get the idea.

Again, as long as it is useful, relevant and branded – it would work.

14. Send A Helpful Book

Send something on "how to excel in 100 days on a top job" (e.g <u>The New Leader's 100-Day Action Plan</u>) or how IT can change/save a business (e.g. "<u>The Phoenix Project</u>")

The books are awesome in this way because a) they are perceived as valuable even though they make only cost a few bucks, even with delivery; b) books pique curiosity – if someone sends you a book it'd be impossible not to look inside; c) it is long-lasting.



A book is not like a fortune cookie that you'd read and forget. It has a built-in involvement they will keep you and your company as top-of-mind for the recipient for days to come.

15. Arrange a Free Subscription to an Industry Publication

There must be a handful of publications that every IT executive reads.

A newly minted CIO needs to get up-to-speed and a subscription to an industry publication would be very thoughtful.

Every time this CIO gets the magazine, he/she would think that it was you who set that up. Find an upscale publication because a) it is more likely that the CIO is not subscribed to it already and b) you and your solution will be associated with value and status.

16. Provide Free Access to an Exclusive Case Study/Research



If you have exclusive content, a private research or study; a survey of key players, etc. – share this content with the new IT executive. Just make sure that the content IS exclusive.

Otherwise, it will come across as salesy. We don't want that. In other words, don't send "look, Gartner put us in the right Quadrant!" kind of study.

Send instead, here are the results of the exclusive study on what your peer CIOs of Fortune 500 think to be top 5 new IT opportunities and 7 most vicious IT risks to be addressed.

Give Public Recognition



17. Sponsor an Interview in an Industry Publication

Everyone likes to see their name mentioned. Especially, in public. Especially, if this is a respected industry publication.

If you have connections with editors (or even bloggers) at InformationWeek, CIO.com and other industry magazines and portals, reach out and offer to "sponsor" an interview with the newly minted CIO.

You will get credit all around: the editor will be happy to get new, relevant (and exclusive) content; the new CIO will be surprised and delighted by the media attention; and you will get undivided attention of someone who controls a substantial budget.

18. Invite to Join an "Advisory Board"



If you were paying attention to press releases that are coming out in the industry, you'd notice announcements that so-and-so just joined an Advisory board of a certain company.

It costs you nothing to establish such an "Advisory Board" and then nominate your current and prospective clients to join.

If you don't have one – create it. If you do – invite newly minted CIOs to join. They will get positioned as a "thought leader", and you – as a "trusted advisor".

19. Get Peer Recognition

Get three of your current clients welcome the new IT executive to the "CIO __insert - industry___ - family".

This would be a great gesture to receive. Because the new IT executive is under a lot of pressure to deliver quick results. This, especially for the first time CIOs, implies plenty of pressure and any help, especially from higher ranking peers, would go a long way.

They could offer support and guidance. And, in due course, lightly endorse your solution to the new CIO.

20. Invite to Co-host a Webinar



Invite the new CIO to co-host a sponsored webinar positioning them as a thought leader. For example, let's say the CIO is the healthcare industry. Then you can send something like this:

"Hi Jane,

Congrats on your recent appointment.

We are hosting a webinar on opportunities and challenges of cloud for healthcare organizations and are looking for a thought leader from the industry to join.

Would you be interested in sharing your views on the subject with your peer group?

Best,

-MS"

For extra credit, get your CEO to interview the CIO. Feel free to use this format and pitch not only for webinars, but also conference calls or live events that you organize, host or sponsor.

Then, for extra credit still, invite your current and prospective clients to participate or to listen in, for free.

21. Invite to an Event Your Company is Sponsoring

If you are sponsoring or, better, hosting an industry event – InterOp, Gartner, OpenWorld, Sapphire, etc. - invite the newly minted CIO to this event, gratis. What a cool move!

- You give something that's exclusive for free.
- By virtue of being sponsor/host you get the credibility of the event
- You make the CIO feel special and "included"

If you are currently not hosting events, you may want to consider seriously organizing one.

22. Throw a Celebratory Bash

Throw a celebratory bash with CIO peers from the industry. It could be as simple as drinks at a fancy bar to a private dinner at a steak restaurant.

Your imagination should only be constrained by your budget.

But even if you have a slim budget there are excellent shortcuts available that help you provide a super value for relatively little \$ amounts.

23. Organize a Private Dinner for CIOs

I am sure that your city has a fair share of private clubs. New York has close to a hundred. If that's out of reach, a high-end hotel would do. Organize a private dinner for 20 select CIOs, invite an interesting speaker (who recently published a book, he/she would speak for free just to mention the book).

Invite 10 of your clients and 10 of your top prospects, including those who recently changed jobs. The best part: your clients will do the selling for you!

When you do the seating chart make sure that all of the clients are sitting next to prospects.

Link In



If the newly minted IT executive is active on LinkedIn, then you are in luck. Here are all the tactics you can take advantage of:

24. Find What They Are Into?

Look at the interests they listed at the bottom of their LinkedIn profile: are they into yoga? Golf? Fishing?

Whatever it is you can find the most thoughtful, useful and relevant gift under \$30 in 5 min. Just don't put anything even remotely salesy in the note that will accompany your gift.

This would be equivalent shooting yourself in the foot and anything like that will completely negate the gesture.

25. Do the "Group Thing"



Next, find what groups they belong to on LinkedIn. Then go ahead and join those groups. Not all of them, but some will accept you right away. Then you can reach out to the newly minted CIO and invite to connect on LinkedIn.

As long as you customize your invite and don't leave the dreadful "I'd like to add you..." in there your invitation likely will get accepted.

Consider this, for example:

"Hi Jane,

Congratulations on your recent appointment as CIO of Acme. As you may know we exclusively help IT executives in XYZ industry.

And therefore I hope you will accept my invitation to connect on LinkedIn as both of us will benefit from it.

Best, MS"

26. Do the "Group Thing" - Part II

Understandably, sending a direct invitation to connect could be too rich for your blood.

However still go ahead and join those groups because then you can start a discussion with "Congrats, Jane" and a link to the press release covering her appointment.

Industry circles, especially at the high level are small, so there word will eventually get back to the person you are shining the spotlight on.

27. Get on With Signal

Have you heard of LinkedIn Signal?



It is the application that LinkedIn launched relatively recently that allows you to listen in on the updates in profiles, comments, news, etc. in your immediate and not-so-immediate network.

Not only that, you can search and filter the stream and then "Like" and "Comment" on items that you find.

Which means that you can find a profile update or the news announcement on the appointment of the CIO and then "Like" and/or "Comment" on it.

28. Connect With "InMail"



InMail

If you are just lazy (or rich, or both) and have the Pro Level subscription to LinkedIn, then simply sending an "InMail" to the newly appointed CIO maybe your simplest option to get noticed and connected.

Again, a simple "congrats" and wishes of success without asking anything in return right off the bat usually work best.

Get Social



29. Send "Congrats!" on Twitter

The newly appointed CIO may or may not be an active user of Twitter.

If he or she is, then find their Twitter @ handle and tweet this:

"Congrats @JaneDoe on appointment as #CIO @CompanyName"

-just substitute JaneDoe for the actual Twitter account

If he or she are not on Twitter, no worries. Just tweet this instead:

"Congrats Jane Doe on appointment as #CIO @CompanyName"

Since this is news and not self-serving, chances are your tweet will be picked up by other users, shared and re-tweeted.

30. Find What They Are Into on Twitter

Here is a Twitter tip, compliments of Gary Vaynerchuk:

Gary Vaynerchuk found that one of his first-time buyers was a die-hard sports fan; so he sent him a signed jersey he bought on eBay.

A small gesture, a few nice words...

This buyer was so overwhelmed that he sent: "I spent 100K on wine with another business and they don't even know my name. You got it now..." Imagine that?!?

31. Recognize Them on Your Blog

This step would probably be the easiest and fastest for you to implement because it would literally take no more than 30 min of research:

For example, you can publish a top list of up and coming CIO in __insert industry__ as a blog post on your company blog or your personal blog.

Then promote in relevant LinkedIn groups and tweet @ them a link to it.

32. Comment on Their Blog

Does the newly minted CIO have a blog? A lot of them do these days...

If so, comment on the most recent blog post and include "congrats on your new appointment". People who blog CRAVE attention and recognition. Trust me on this one. The majority of them check compulsively daily hits, shares and comments on their blog posts.

Your little gesture will not go unnoticed.

Get Your Spy On



33. Find Out What Happened to Predecessor

Find out what happened to predecessor. Was the departure acrimonious or amicable?

Did this person retire, resign or was terminated?

These insights will provide sufficient context that will help not only understand the strategic direction the company is taking, the potential upcoming changes in tactics, but also the frame of mind of the new IT executive.

All this will help you find the tone and the message that will resonate with the recipient in the most effective way.

34. Find Out What is Happening With the Company?

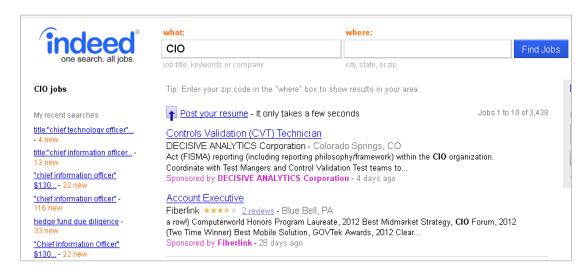
Read up the news about the company.

Is it growing? How is its financial position?

If it is public, was the most recent earnings announcement positive? Was the company recently acquired or made an acquisition?

Did it announce new products? New initiatives? All these could be indications of the strategic and tactical challenges that will be leading indicators of the IT budget spend.

35. Whom They are Looking to Hire?



Check on indeed what positions they are looking to fill, to get the context of their IT strategy. This will tell you volumes as to the direction they are taking, the technology they are using.

Headcount is expensive to add because of the compensation, benefits, etc.

Usually, it is one of the most closely watched numbers in the business and the fact they headcount is being added is an indication that a particular direction is a priority for the business.

36. Read Between the Lines in the Press Release

Read the press release, and I mean really read into it.

You may notice things like whether the new CIO reports to CEO or to CFO of the company. What responsibilities they will have and what belongs to their oversight.

What company he or she came from and with what experience. All this will tell you volumes about the person you are trying to connect with and, ultimately, sell to.

37. What Charity do They Support?



Most of the bios and, sometimes, press releases will have a section at the bottom that will tell you what charities and non-profit organization the person is chairing or is involved in.

Now, this tell you not only where their interests lie. It gives you an opportunity to make a small but meaningful donation in their name to the charity they support.

This is a powerful gesture, however clear this one with your legal department first, because in certain instances it may be misconstrued as an attempt to influence.

In my book, if it is for a good cause, it is above board.

38. Are They Coming From Your Current Client?

Often you see appointment that are purely within the industry. A CIO from a top retailer "A" becomes a CTO at the top retailer "B", and the like.

So if the company where the newly appointed CIO is coming from, also happens to be your client, this creates an opportunity for you.

Because you can assume the business relationship that would carry to the new company of this IT executive and try to pitch strong.

39. Tell me Who's Your Alma Mater?

Usually, you can find this information in the press release announcing the management change, in the bio or in the LinkedIn profile.

If it is a known name school, find and send a jersey with the school insignia or that of the school's home team.

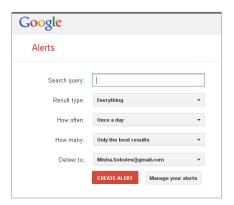
Make sure that the note that accompanies your gift is thoughtful, relevant and non-intrusive.

BONUS: Where to Find Data?

Now that we've covered why tracking appointments and promotions of IT executives – your potential clients is so vital for your business; AND what you can do with these insights in real time... we also need to know where you can find these real-time updates.

I am glad you asked:

1. Google Alerts



Google Alerts are a nifty little tool provided by Google, that in their words, helps you to:

Monitor the Web for interesting new content

Google Alerts are email updates of the latest relevant Google results (web, news, etc.) based on your queries.

Enter a search query you wish to monitor. You will see a preview of the type of results you'll receive. Some handy uses of Google Alerts include:

- monitoring a developing news story
- keeping current on a competitor or industry
- getting the latest on a celebrity or event
- keeping tabs on your favorite sports teams

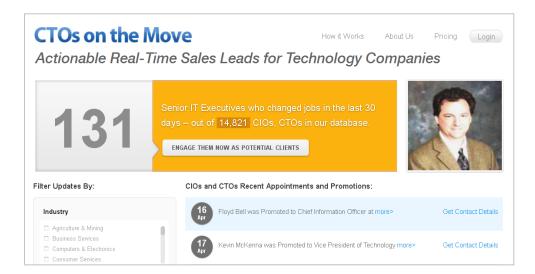
2. Comings and Goings



Many industry publications, both print and on-line, have a section covering "Comings and Goings". Some are monthly, others are weekly. They provide an excellent resource if you are looking to stay in touch, connect and engage senior executives as potential clients.

Some of the examples for the IT community can be found <u>here</u> and <u>here</u>.

3. CTOsOnTheMove



Last but not least, CTOsOnTheMove. We provide real-time updates to you when your potential clients change jobs through appointment and promotions.

Not only that. We also provide new contact details, including updated emails and phone numbers so that these insights are instantly actionable for you.

You can find out more details <u>here>></u>.

Get *Instant Access* to Timely Updates When CIOs and CTOs Change Jobs! See What Our Clients are Raving About:



Stay up-to-date on appointments of your current and potential clients > **Sign Up Today!** – 30 day money-back guarantee!