

In company in action: Video scripts

A1

Randall: Mr Vega?

Anton: Er, yes?

Randall: Of FIS?

Anton: That's right, yes.

Randall: I thought so! Randall Holmes. Superway Routers and Switches. Perhaps you've heard of us?

Anton: Er, pleased to meet you Mr Holmes. Superway? No, I don't think I have ...

Randall: Well, we're based in San Diego, but I'm from the Zurich office. And I have been trying to speak to you all morning. I'm fairly sure that we are more competitively priced than the suppliers that you're currently using and so, I would like to set up a meeting and run some figures by you. Who are your current suppliers, by the way, if you don't mind my asking?

Anton: Um, well, actually, we use a number of different suppliers. The thing is, Mr Holmes ...

Randall: Please, call me Randall.

Anton: Right, Randall. The thing is, I've arranged to meet someone at, er, ten ...

Randall: Here's my card.

Anton: Oh, right, thank you. Oh, right yes, here's mine. Er, yeah, the thing is, I've arranged to meet someone at ten, so perhaps we could continue this conversation later. Or better still, email me some quotes and I'll, er, give you a call if we're interested, okay? Great to meet you. Bye now.

Estela: So, as I was saying, Beauclerc has been in business now for over 120 years and we have always been at the forefront of pharmaceutical research.

Anton: Yes, and I would imagine that you require very sophisticated IT systems to manage the different areas of your research?

Estela: In fact, I don't know if you know this, but we played a major part in the development of the first tuberculosis vaccine.

Anton: Really?

Estela: In my day, it was all about molecular modelling. But today of course, gene therapy is the thing, biotechnology. It has completely changed the pharmaceutical industry, I can tell you.

Anton: Yes, it must have. So what sort of IT arrangement do you have at the moment?

Estela: And quantum chemistry, now there's something you've probably never even heard about.

Anton: No, I must confess, I haven't ...

Estela: Ah, yes! Let me tell you, it's very exciting, you should come and see all the research ...

Anton: So you see, with a supply chain management system like this, you don't ever need to waste money upgrading for new features you don't require.

Jennifer: Oh, really?

Anton: Well no, you just add on what you want, er, through a series of apps. In a way, it works just like a smartphone.

Jennifer: Ah, Lucy! This is who you really need to be speaking to about this, Anton. Lucy Tan. CIO for Northern Star Transport. Lucy, this is Anton Vega, sales manager for FIS.

Anton: Pleased to meet you.

Lucy: Nice to meet you.

Jennifer: They design management information systems like yours. Didn't you say you were in the market for a new SCM system?

Lucy: Um, well, we might be.

Jennifer: Perfect. Well, I'll leave you two together to talk business. I must go and say hello to Adrian. Poor man. No one's said a word to him since he finished his talk.

Anton: So, you say you're thinking of replacing your SCM system?

Lucy: Well, it's not a priority right now, but yes we are looking at upgrading the system ...

Anton: Well, it's fortunate I'm here because ...

Anton: So, that's the whole system. Are there any other questions you'd like to ask me?

Lucy: No, I don't think so. I think I've got a pretty good idea now of how this might improve efficiency for us.

Anton: Great. So shall we fix a time to meet and look at some figures?

Lucy: Um, well, as I said, it's not really a priority for us right now.

Anton: Ah.

Lucy: I mean, this is all very interesting, but I'd have to have my tech team take a look at it first. For something so specialized I need their input before proceeding any further.

Anton: So, why don't I let you do that and give you a call in, say, a week?

Lucy: Um ...

Anton: How about Wednesday? Or would Thursday suit you better?

Lucy: Er ... Well, Thursday would be better than Wednesday. It would have to be in the morning, though ...

Anton: Okay, shall we say eleven?

Lucy: Er, yes, all right, eleven's fine.

Anton: Great, I'll speak to you again then. Nice to meet you.

Lucy: Yes, likewise.

A2

- Anton:** Dr Fischer? Schmeiser Group?
- Fischer:** Yes, that's right.
- Anton:** I thought so. I saw you speak at the Networx-IT Conference in Frankfurt last year. Very interesting talk.
- Fischer:** Ah. Well, thank you Mr Vega. Oh, you're with FIS, I see. I spoke to someone from your sales team a short while ago. A Mr Zuckermann.
- Anton:** Sugarman. Alan Sugarman. Yes, he's one of our team.
- Fischer:** Yes, in fact, we nearly signed a deal with you for an MIS for our Hamburg office, but I'm afraid there were one or two difficulties.
- Anton:** Oh?
- Fischer:** Yes, in fact the system your man Sugarman sent me was almost exactly what we wanted, but we were looking for something with a bit more flexibility.
- Anton:** Well, it's interesting you say that, because we now have our new app store for supply chain management software, which gives you almost total flexibility.
- Fischer:** Oh, really?
- Anton:** Yes, you can download what you want and delete what you don't as you go. You've got complete control.
- Fischer:** Well that's interesting. Could you send me some information about that?
- Anton:** Of course.
- Fischer:** Let me give you my card.
- Anton:** And here's mine. Oh, I see you've moved to Cologne.
- Fischer:** Yes, that's right; we relocated there a couple of months ago.
- Anton:** As it happens, I'm going to be in Cologne in the next few weeks. If you like the look of our app store, why don't we fix up a time to meet?
- Fischer:** Yes, let's do that. Well, great to have met you, Mr Vega.
- Anton:** Likewise.
- Fischer:** Oh, look, there's Angela Pepperberg. I'd like to talk to her about a new project we're working on. Do you know Ms Pepperberg?
- Anton:** As a matter of fact, I do. We were in the same class at business school.
- Fischer:** Oh, really? At Wharton?
- Anton:** Yes. Why don't I introduce you?
- Fischer:** Would you?
- Anton:** No problem at all.
- Fischer:** Oh, that's very kind, thank you ...

B1

- Alan:** Hi, Heather! So you're back, then. How did it go in Milan?
- Heather:** Oh, hello Alan. Don't even ask! Complete disaster!
- Alan:** Oh, no – what happened?
- Heather:** Well, obviously we didn't get the ABI contract.
- Alan:** Ah.
- Heather:** Turns out they were just using us to get their existing supplier to lower their prices. It was a complete waste of three days. As if I haven't got enough on my plate as it is! And I've just come out of a meeting with Anton and he seems to think it's all my fault!
- Alan:** Ugh! I'm sorry, Heather. I know how much work you put into that proposal. So, er, I don't suppose you had time to read my email, then?
- Heather:** Your email? ... Oh, your grandfather. Yes, sorry, Alan ... How is he?
- Alan:** Getting worse, I'm afraid. I really need to book my flight home today. Did you get a chance to think about standing in for me in Paris?
- Heather:** Erm, now, look, Alan ...
- Alan:** I know it's a lot to ask. But you know I wouldn't ask you if there was any other alternative. But please, Heather, I'm desperate! You know, my grandfather practically brought me and my brother up and I just ...
- Heather:** Alan, Alan. This really isn't a good time. I've lost the ABI deal. I've just been shot down by Anton. I've got work piled up to the ceiling. And, to crown it all, they've just given me this useless assistant to train up.
- Alan:** Tony?
- Heather:** Yes, Tony. He can't seem to do anything on his own. I have to babysit him the whole time!
- Alan:** Look, I could take on some of your workload if you like when I get back from the States. Or I could lend you my assistant. Kim's great.
- Heather:** Look, I'm sorry, Alan. But I don't think I can help you right now. Why don't you just explain the situation to Anton. I'm sure he'll understand.
- Alan:** Like the way he understood about your problems with ABI, you mean? Please, Heather. You know you're brilliant at presentations. Much better than I am, anyway. And it'll get you out of the office. It's not every day you get to go to Paris, is it?
- Heather:** Alan ...
- Alan:** You know Anton is going to kill me if I cancel my presentation at the last minute. But if you step in, you'll be his favourite sales rep again. I did all that overtime for you, remember, when you were on that evening course. Heather, can't you help me out here?
- Heather:** Okay, let me think about it and I'll get back to you.

Alan: Thanks, Heather! You're a star!
Heather: I'm not promising anything, mind you.
 But maybe I can offload some paperwork onto Tony. It's about time he did some work!

Heather: Tony! If you can spare a minute ...?
Tony: Oh, Heather, hi. I was just on my way to make some photocopies.
Heather: Yes, well, you can drop whatever you're doing and come with me. There's a whole load of work that's piled up while I've been away and now Alan's dumped a presentation on me in Paris next week. So I've got a long list of things I need you to do before this evening.
Tony: I've got a training session this afternoon. This will be the third one I've had to cancel, Heather. You know I was promised a hundred hours of training when I took this job. And I've hardly had any so far!
Heather: I'm afraid I can't help that. This is more important.
Tony: But Heather!
Heather: Look, Tony, I don't have time to discuss the terms of your contract right now, okay? You're my assistant and right now I need you to assist! Go and get your laptop and meet me in my office in five minutes ...

B2

Tony: Um, Mr Vega! Mr Vega!
Anton: Tony ... You're Heather's new assistant, aren't you? How's it going?
Tony: Well, actually, that was what I wanted to talk to you about. Do you have a moment?
Anton: Well, I'm on my way to talk to Alan about the Paris conference next week. But, sure, what's on your mind?
Tony: Well, as you know, I'm supposed to get a hundred hours training as part of my traineeship.
Anton: Yes?
Tony: But Heather's been keeping me so busy, so far I've only had about ten. I've tried talking to her about it, but I'm just working flat out the whole time.
Anton: Well, it is a busy office. We all work very hard.
Tony: No, I know that, Mr Vega. It's just that, without the training, I'm finding it really difficult to do some parts of my job ...
Anton: Okay, look Tony, why don't I have a word with Heather about this? Don't worry; I won't mention that you've spoken to me. There has been a lot of pressure this month, what with Milan and Paris, so I can understand she needs you to help her out. But, obviously, you must get the training you're entitled to. As you say, you'll be no use to us without it! So, leave it with me and we'll work something out, okay?

Tony: Thanks a lot, Mr Vega. Okay, I'd better get these papers to Heather. She's got a big presentation to do in Paris next week.
Anton: Sorry, Heather's got a presentation in Paris, did you say?
Tony: Yeah, that's right. She's standing in for Alan and I'm helping her prepare.
Anton: Right, off you go then ...

B3

Alan: That's right, Mom. Hopefully I'll be able to fly out at the weekend. Listen, Mom, I'll have to call you back later, okay? Okay, bye.
Anton: Ah, Alan, just the person I was looking for. Have you got a moment?
Alan: Anton. Yeah, sure. Actually, I was just on my way to speak to you.
Anton: Yes, I expect you were. What's this I hear about Heather doing the Infotech presentation instead of you?
Alan: Ah ... she told you!
Anton: No, but word gets around. Alan, you know I specifically asked you to do the Infotech presentation because that conference attracts the kind of organizations you mostly work with. Besides, Heather's incredibly busy at the moment. And, frankly, I don't appreciate people making their own arrangements without consulting me first ... Now, why can't you go to Paris?
Alan: Um, it's my grandfather. He's rather seriously ill and I really need to be with him and my family ...
Anton: Your grandfather?
Alan: Yes, I know it sounds like a poor excuse. But we're really close. And ... I know you say to keep our personal lives out of our jobs, but I just ...
Anton: Why can't you go and see him after the Infotech conference?
Alan: The doctors aren't very optimistic at this stage.
Anton: Oh, I see ... Look, Alan, I'm sorry about your grandfather, but I do need you in Paris next week. For a start, you speak French and Heather doesn't. So, I suggest you get on the next plane to wherever it is your parents live in the States, and then get back here for next Thursday so you can go to Paris on Friday.
Alan: Oh, thanks, Anton, that's great! But how will I have time to get everything prepared?
Anton: You'll have to sort something out. I'm staying out of this, Alan. Talk to Heather about it; see if she can help you out. Oh, and while you're at it, you can tell her that I've got another lead for her in Milan, so she may have to fly back out there again before the end of the week ...

C1

Anton: So, those are our sales figures for the last quarter. And I don't need to tell you what they were like for Q2 because you already know – they were just as lousy. So that makes six months running we have failed to meet our targets. I just came out of a meeting with Gabrielle this morning and she wants answers. And, frankly, so do I. Yes, Alan?

Alan: It's the leads. They're no good. We can't be ...

Anton: Alan, I don't want to hear any more complaints about the leads, okay? Those are quality leads. If you can't close on those leads, if you can't secure the business, that's your fault! Now what is going wrong, people? Because I may as well tell you, if this goes on, all our jobs are on the line.

Heather: I think part of the problem is that we're all so massively overworked, Anton. Since the sales units were downsized, everyone's been under an enormous amount of pressure. Tony here's had almost no training ...

Anton: Don't bring me problems, Heather, bring me solutions! All the units were downsized, not just ours.

Heather: Yes, but you know our unit's got some of the company's biggest clients, so when we lose one of those, it makes a big difference to our figures ...

Anton: Heather, please. This is not doing any good. Now, I know you've probably been the best performer these last two quarters. You're mostly meeting your targets, sometimes exceeding them. One or two others, however, are simply not pulling their weight.

Alan: Now wait a minute. You know I had some personal problems ...

Anton: Not now, Alan, please. Look, everybody, it's no good making excuses. I know times are tough, but we're slipping badly. Gabrielle thinks, and I'm beginning to agree with her, that increasing basic salaries for all units was a mistake and we should consider going back to a mostly commission based system for underperforming units.

Alan: You mean, other teams are going to be making more than us?

Anton: Those that meet their targets will, yes.

Heather: But that's absolutely ridiculous!

Anton: Now, now, now, look everybody, please can we all just calm down! It's not going to help if we all start losing our tempers ...

C2

Anton: Thank you, Alan ... Okay, thanks everyone, for making the time to come in again this afternoon. Um, I think I'd better start off with an apology. My behaviour at this morning's meeting was totally out of order. As Heather said, we've all

been under a lot of pressure. I have my share of that too; senior management's giving me a very hard time, as you can imagine. But, still, that's no excuse for behaving the way I did. I know, you all have your problems right now. You're overworked. You have some issues with the leads you're getting from telemarketing. And I haven't been listening to you. Well, I'm listening now. So, what I suggest is that we spend the next hour identifying everything we can think of that is currently preventing us from achieving our targets the way we always have in the past. And then, we can brainstorm some ideas about what we can do to reverse that situation, from today. I promise I'll do everything I can to make that happen, but I need your input. Let's start with the workload problem. Heather, is there anything we can do to help ease the pressure you're under ...

Anton: Okay everybody, I think that's been a lot more productive than any of us expected, me included! We obviously need to, er, take this discussion further, but let's wrap things up now and agree to meet in ... how about a week today? Tony, you'll circulate the minutes of this meeting tomorrow morning?

Tony: Yes, Mr Vega. I mean, Anton.

Anton: Okay, great. Now, before everyone goes, there are a couple of things I'd like to say. Yes, you guessed it, it's motivational talk time! As you know, I've been at FIS nearly ten years now. I think that's longer than just about everyone here, except Alan. Well, he didn't get to look that old for nothing! Anyhow, those of you who've been around since then will remember we used to be called IT consultants, not sales reps. And that's what we were – consultants. Because it was our expertise that made us the best team at FIS six years in a row. Yeah. Three years ago, Alan was top consultant. And the year before that. He doesn't know it yet, but I'm counting on him to do it for us again. The rest of you are newer, but you're smart and I know we can help you to do better. As Heather says – and Heather I'm expecting great things of you – when we were downsized eighteen months ago, a lot of things changed. New management, new structure. They don't call us consultants now. They call us sales representatives. Well, that may be what they call us, but this is a team of qualified consultants and from now on that's how we're going to behave. We're here to grow the business of the team. I don't care who's selling more than whom. I care about where we all are in three months' time, six months' time, a year from now. Because from now on, we coordinate, we collaborate, we communicate and we show FIS that amongst their sales force, they still have one unit of IT professionals, of consultants. Okay, that's enough of the speech, let's get back to work.

D1

Alan: Hi, Heather! You wanted a chat?

Heather: No, I don't want a chat, Alan. I want to know what on earth you think you were doing in the meeting this morning.

Alan: Excuse me?

Heather: What do you mean, excuse me? You know exactly what I'm talking about!

Alan: Oh, you mean the budget thing?

Heather: Yes, the budget thing, Alan! You agreed to back me up when I talked to Gabrielle about the increase. You do agree we need the budget increase, don't you, Alan?

Alan: Yes, of course.

Heather: So, what happened? You completely ruined everything! If you'd supported me in the way we'd agreed, we could have got it. But you just sat there! Never said a word. You made me look foolish, Alan. And what's worse, now we won't get that increase and it's all your fault!

Anton: Come in.

Heather: Right, what's this about the client website idea?

Anton: Well, I told you in my email. Gabrielle loves it. We're going ahead with it.

Heather: Are we, now? But without me?

Anton: Er, I'm not sure what you mean, Heather.

Heather: Oh, I think you are, Anton. Whose idea was this in the first place?

Anton: Well, it was ours, but ...

Heather: It was my idea, Anton. I came to you with it. You told me to go away and produce some figures. I did that. And now you've taken it to Gabrielle as if it was all your idea. Do you know how much effort I've put into this? On top of all the other work I have to do. It's taken me hours and hours ...

Anton: And that's why I said I'd handle it from here on, Heather. You're busy ...

Heather: Oh, don't give me that! This is my initiative, Anton, not yours. And you're trying to take all the credit because you want to impress Gabrielle after our disastrous performance last quarter!

Anton: Now, just a minute! I am not trying to take all the credit. I made it very clear to Gabrielle what your contribution has been ...

Heather: Really? Well, she certainly didn't mention that at our budget meeting this morning, which I notice, you skipped.

Anton: Ah, yes, well. How did it go?

Heather: Don't try to change the subject, Anton. This website idea is my baby and I want full involvement!

Heather: Okay. So, Tony, how's that report coming along? You know it was supposed to be finished by last week?

Tony: Yes, I know, I'm sorry about that. Frankly, it was just a lot more work than anyone expected ...

Heather: Look, Tony, I just want to know, is it going to be finished this week, or not?

Tony: Well, I'm going as fast as I can, I just need a bit more time. I haven't been able to access all the files ...

Heather: I see. So you haven't even gone through those yet. Right, then, I'll have to borrow Kelly from Nigel for a few days to help you get this thing finished by Friday. Gabrielle wants to see a copy and we're never going to get that budget increase authorized if I don't have that report. Do you know Kelly?

Tony: Yes, but I don't need any help. I've got this covered, okay? I just need a few more days ...

Heather: I'm afraid we don't have a few more days. I'll call Nigel and see if he can spare Kelly as soon as possible. Okay, thanks Tony ...

D2

Alan: Listen, Heather, about this morning. I'm really sorry I didn't back you up in the meeting as we agreed. It's just that I could see there was no point. Gabrielle was very clear about our financial situation. There's just no room in the budget for an increase for anybody right now. You know that.

Heather: Yes, I know, Alan. Look, I'm sorry too, I shouldn't have exploded like that. But we did agree to support each other. I just wish you'd warned me you weren't going to say anything about it.

Alan: Well, it was a bit difficult to do that in the meeting, wasn't it? To be honest, once you saw how things were, I was surprised you raised the matter at all. Everybody's budgets are going to be frozen next year, by the look of it.

Heather: Yes, but we are a special case, Alan. We do have the company's two main clients to look after and we need that increase.

Alan: I agree. Do you think it would help if we arranged a private meeting with Gabrielle and Anton to discuss things further? Maybe without involving the other units?

Heather: It's worth a try, I suppose.

Alan: Okay, I'll speak to Anton about it first thing in the morning.

Anton: Ah, Heather, I'm glad I bumped into you. Listen, I've had a chat with Gabrielle and she's happy to let you lead the client website initiative, since it was mostly your idea – provided, that is, you don't mind doing some overtime to get it done?

Heather: Oh, I see.

Anton: I said I'd ask if you were okay with that because I know how busy you are.

Heather: No, no, that's fine. I don't mind working overtime to get it completed.

Anton: Great. And, look, I'm sorry if it looked like I was trying to take all the credit for this. Well, maybe I was just a bit; it hasn't been an easy year.

Heather: Yes, I know, Anton. It's been tough for all of us. And thanks for speaking to Gabrielle. I'm sorry; I shouldn't have accused you like that. It's probably because I'd just come out of that disastrous meeting with her about the budgets for next year.

Anton: Ah, yes. Alan spoke to me about that just this morning. He said you and he would like to arrange a meeting with me and Gabrielle to see if we can sort something out.

Heather: Do you think she'll agree? That would be fantastic.

Anton: I don't see why not, we'll talk to her about it in the morning ...

Heather: Hi, Tony. Got a minute?

Tony: Yeah, sure, Heather. What is it?

Heather: It's about that report. I had another look at it last night and, you're right, we didn't allocate enough time to it.

Tony: Oh, right.

Heather: But, I do have to get a copy on Gabrielle's desk by Friday because Alan and I have another meeting with her on Monday. So, I'm afraid I can't see any alternative to bringing in Kelly to help you.

Tony: Oh, right.

Heather: But, look, it's you who's done all the hard work, so I don't see any reason for Kelly to do anything but the routine stuff to help you out – like checking those files, for instance.

Tony: Yeah, sure.

Heather: And there's no way Gabrielle's going to read the whole thing over the weekend, so just get me an executive summary by Friday, will you? I'll give that to Gabrielle and then you and Kelly can get the rest done next week. But, don't worry; I'll make sure you get all the credit. I know what it's like not to be appreciated.

Tony: Thanks, I'll get right onto it ...

E1

Louis: Heather, lovely to see you again!

Heather: Louis.

Louis: Please, take a seat. Coffee?

Heather: No, thank you. I just had one.

Louis: Now, to business ...

Heather: Yes, of course. Did you have a chance to look at the proposal I emailed you a couple of days ago?

Louis: Ah! I didn't.

Heather: Oh, no problem. I brought a copy with me. You might want to spend a few minutes ...

Louis: Thanks, perhaps we can look at that later. Heather. I'll get straight to the point, okay? I've already had three of your competitors in my office this morning.

Heather: Oh, I see.

Louis: I really just have one question. As you know, KKM is in the market for a new management information system and we need it up and running in three weeks. Can you do it?

Heather: You need it in three weeks?

Louis: That's right. Is that a problem?

Heather: Well, now, Louis, you know as well as I do that a system as sophisticated as the one you described in your brief simply can't be designed and delivered in three weeks!

Louis: Can't it? I may as well tell you that all three of your competitors so far have said that it can.

Heather: Really? That surprises me.

Louis: Look, Heather, we've done business before, okay? FIS is a good, reliable company. But if you can't manage to deliver in three weeks, I'm sorry but we're going to have to go to another supplier. So perhaps you'd like to reconsider.

Heather: Louis, I don't care what our competitors have told you. Three weeks delivery just can't be done – by us or by them.

Louis: Are you saying they're lying?

Heather: I'm saying that they'll promise anything to get your business. But just give them the contract and see what happens.

Louis: Okay, well, I guess I'll have to just do that. You see, the lead time on this, Heather, is completely non-negotiable. I'm disappointed you can't be more flexible, but there you go. Perhaps we can do business some other time.

Heather: But, just wait a minute! We haven't even begun to discuss this.

Louis: Well, there's no point is there, Heather, if you can't meet our deadline?

Heather: But, Louis, you're being totally unreasonable.

Louis: I'm sorry, Heather, it's you who's being unreasonable. I've told you what the other suppliers are offering. Now it is up to you to better their offer ...

E2

- Louis:** Heather, lovely to see you again!
- Heather:** Louis.
- Louis:** Please, take a seat. Er, coffee?
- Heather:** Thank you, I'd love one. Black, please. You've got a new office, I see. Business must be good! Did you get a copy of our proposal?
- Louis:** I did, thanks. Er, I'll get straight to the point, Heather. I've already talked to three of your competitors this morning.
- Heather:** Really?
- Louis:** Yes. I just have one question. As you know, KKM is in the market for a new management information system and we need it up and running in three weeks' time. Can you do it?
- Heather:** Well, I must admit you've caught me by surprise, Louis.
- Louis:** Have I?
- Heather:** Yes, we both know the system you need to the standards you require would take at least eight weeks.
- Louis:** Eight weeks!
- Heather:** Louis, you're a valued customer. So, I might be able to shorten the lead time a little. Let's say, six weeks. But that would be the best we could manage. Otherwise, we'd be compromising on quality. And I'm sure you wouldn't want that.
- Louis:** I'm sorry, I'm afraid that's not good enough, Heather. Every one of your competitors so far have said that they can deliver in three weeks. Frankly, I'm disappointed you can't match them.
- Heather:** Hm, well I'd be very surprised if any of our competitors can match us, Louis, either on quality or lead time. But let's set that aside for a moment. May I ask why you're in such a hurry to set up such a complex system that's so central to your core business?
- Louis:** I fail to see why that's relevant. All you need to know is that that is what we need, and if you can't do it, then ...
- Heather:** Well I mean, presumably you've been planning this for months. If you'd notified us sooner ...
- Louis:** Look, Heather, all I can tell you is that the board is insisting that we have a new system in operation by the time of the next board meeting, and I intend to find a supplier who can deliver.
- Heather:** And the board meeting is ... let me guess ... in three weeks' time?
- Louis:** Well, yes it is, as a matter of fact, but that's ...
- Heather:** Louis, let me make a suggestion.
- Louis:** Go ahead.
- Heather:** Well, I appreciate you've got the board on your back to get this thing done, but you and I both know better. For the quality and reliability you want, and which FIS insists on providing, we do need at least six weeks.
- Louis:** Heather, I feel like you haven't been listening to what I've been saying.
- Heather:** No, I have been listening, Louis. How about this? I go back to my people and we get the basic infrastructure of your system working in three weeks.
- Louis:** A working prototype, you mean?
- Heather:** A working prototype – exactly. I say three weeks. Maybe, with a little push, we can get you a prototype in two.
- Louis:** Two weeks?
- Heather:** Yes, I think so. Then you've got something to show the directors at the board meeting. And while you're doing that, we'll be working on the fully operational system which will come on stream four weeks later. Quality and reliability guaranteed, as usual.
- Louis:** Okay, I'll admit that's more the sort of offer I was hoping for.
- Heather:** Good. We seem to be making progress.
- Louis:** Of course, we do have the other suppliers to consider. And naturally we'd want the same 5% discount you offered us last time.
- Heather:** I was thinking 3.5% as it's such a rush-job. But we can discuss that.
- Louis:** Hm. Well, you've certainly given me something to think about. A prototype in two weeks, you say?
- Heather:** Yes, you have my word on that, Louis.
- Louis:** Okay, then, let's take a look at the rest of this proposal, shall we?
- Heather:** Yes, let's do that.