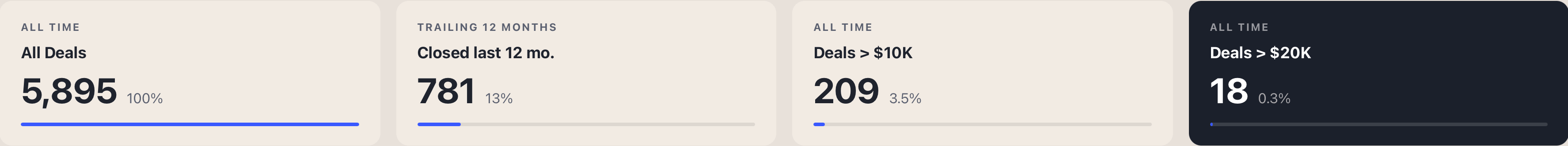


Less than 4% of deals have been larger than \$10K.

Limited experience with \$10K+ ACV motion, long sales cycle and limited marketing-driven lead acquisition in larger ACV accounts creates risk with a rigorous pivot up-market



COHORT → METRIC ↓	ALL TIME · N=5,895 All Deals	TTM · N=781 Closed last 12 mo.	ALL TIME · N=209 Deals > \$10K	ALL TIME · N=18 Deals > \$20K
WIN RATE	14.3% 843 won · 4,978 lost	9.5% 74 won of 781	11.0% 23 won · 161 lost · 25 open	22.2% 4 won · 11 lost · 3 open
AVG DAYS TO CLOSE	41 _d All-time average	63 _d +54% vs. all-time	121 _d 3× the all-time cycle	158 _d ~4× the all-time cycle
AVG DEAL SIZE	\$4.7 _K SMB cluster	\$4.2 _K Recent ACV trending lower	\$16.3 _K Above \$10K floor	\$42.2 _K True \$20K+ cohort
TOP LEAD SOURCES	Offline51% Paid Search17% Direct15%	Offline57% Organic16% Direct14%	Offline64% Organic13% Direct11%	Offline56% Direct17% Organic17%

SAMPLE SIZE

Only 18 deals over \$20K in the entire CRM history — the institutional muscle for the new motion is thin.

CYCLE TIME

\$10K+ deals take 3× longer to close. Forecast cadence and pipeline coverage need to stretch with it.

LEAD MIX

Larger deals lean even harder on offline sources (64%). Outbound and partner channels carry the weight, not paid.

Recommendations

For leadership review

Forcing a shift upmarket has risks.

Three GTM pivots to make, three risks to manage, three questions we still need to answer before committing the plan.

01

ACTION

GTM Pivots

- 01 Stop accepting opportunities below \$10K.
- 02 Focus demand gen on high-ACV accounts.
- 03 Double down on offline & outbound channels.

02

WATCH

Risks

- 01 Revenue attainment may stall out for 1–2 quarters.
- 02 We may struggle to engage \$10K+ prospects.
- 03 Comp plans built for a 41–day cycle won't fit a 121–day one.

03

DILIGENCE

Questions to answer

- 01 How effectively can we generate large-ACV opportunities with current resources?
- 02 Which reps have actually closed in the \$10K+ band?
- 03 What's the right ICP at \$10K+, and is our list aligned to it?

Audit methodology.

LAYER A · QUANTITATIVE

Field discipline & activity volume.

Counts, populated / unpopulated, days elapsed — pulled directly from HubSpot. Same answer regardless of who looks.

LAYER B · QUALITATIVE

Rubric-scored evidence in deal artifacts.

10 dimensions, 0–3 each, applied to emails, call summaries, notes, meetings. Every score cites a verbatim quote.

COHORT

132 deals

All 2026 new-business in the default pipeline; stratified across closed-won, closed-lost, late-stage open. 98.5% within-1-point agreement on the calibration pass.

DOCUMENTED CAVEAT

Full call transcripts not exposed by the connector; we score from AI-generated `hs_call_summary` bodies. Transcript access would sharpen Q5 and Q6.

Quality rubric

Q1–Q6 · 0–3 EACH

- Q1

Competitor specificityIs the incumbent named? Is there deal-specific intel — renewal date, gap, switching trigger?
- Q2

Compelling-need articulationIs the prospect's business problem named — and tied to dollars, deadline, or program?
- Q3

Stakeholder-intro asksDid the rep explicitly request intros to other stakeholders, by name and role?
- Q4

Email prospect-orientationAre emails tailored to this prospect's federal portfolio, NAICS, or recent awards — or templated?
- Q5

Objection handlingWere price / timing / consensus objections acknowledged, addressed, and reframed with evidence?
- Q6

Discovery depthDid the rep capture the current workflow, the gap, and quantify it — with the current tool / process named?

Strategy rubric

S1–S4 · 0–3 EACH

- S1

Plan coherence across touchesIs there a visible sequence with named milestones, or is the activity reactive?
- S2

Tier disciplineDo line items, price_sheet, and email language all point to the same tier — with discounts justified?
- S3

Next-step commitmentIs the next step explicit, with named owner and decision criterion?
- S4

Multi-thread strategyAre multiple stakeholders named and reached and engaged — not just CC'd?

Big uptick in > \$7.5K ACV opens, declining win rate.

Cohort: deals created Jan 1 – May 14 of each year. Deals with no amount excluded. Win % = won ÷ opened (still-open counted as not-won).

BY ACV BUCKET

ACV BUCKET	OPENED '25	OPENED '26	Δ OPENED	WON '25	WON '26	WIN % '25	WIN % '26	Δ WIN %
\$7,500 – \$10,000	23	31	+8	5	2	21.7%	6.5%	–15.2 pts

> \$10,000	6	50	+44	0	5	0.0%	10.0%	+10.0 pts
------------	---	----	-----	---	---	------	-------	-----------

BY COMPANY_SIZE_CATEGORY · WITHIN ACV ≥ \$7,500

SIZE CATEGORY	OPENED '25	OPENED '26	Δ OPENED	WON '25	WON '26	WIN % '25	WIN % '26	Δ WIN %
Sub-Micro	4	18	+14	1	1	25.0%	5.6%	–19.4 pts
Micro	2	13	+11	0	0	0.0%	0.0%	0
Small	5	14	+9	1	2	20.0%	14.3%	–5.7 pts
Medium	12	28	+16	2	3	16.7%	10.7%	–6.0 pts
Large	3	4	+1	1	1	33.3%	25.0% (n=4)	–8.3 pts
Very Large	3	4	+1	0	0	0.0%	0.0%	0

Total · ACV ≥ \$7,500	29	81	+52	5	7	17.2%	8.6%	–8.6 pts
-----------------------	----	----	-----	---	---	-------	------	----------

WHAT THE SIDE-BY-SIDE MAKES OBVIOUS

2.8x

More deals opened in the ACV ≥ \$7,500 zone YoY (29 → 81) — but win rate roughly halved (17.2% → 8.6%).

More shots, lower hit rate. The motion expanded faster than the qualification did.

4.5x

Sub-Micro grew 4.5x (4 → 18) and converted at a quarter of the 2025 rate (25.0% → 5.6%).

Largest segment-level deterioration — the fastest-growing segment is the one we're worst at closing.

–15.2 pts

The \$7.5K – \$10K band is where the conversion problem is sharpest (21.7% → 6.5%).

This is the band where 3-package sends and tier-discipline gaps showed up most often in the qualitative scoring.

6 → 50

The > \$10K band is genuinely new motion in 2026 — converting at 10%.

Fine for a new segment, but materially below where it needs to be to offset the small-band collapse.