

FAST CX Manufacturing

For Manufacturing companies who really care about the customer and need to deliver a consistently great experience at every touchpoint, channel & device.

SAP® Qualified
Partner-Packaged Solution

CHALLENGES

- Optimize the Lead to Order process incl. configure, price & quote
- Lower the service costs by allowing B2B customers to register their own orders and see their customer specific prices. As the order process is more straightforward and transparent there will be less complaints.
- Have an End to End platform which focusses on optimizing the customer experience & personalized content

BENEFITS

- Fast and cost-efficient implementation
- Boost customer intimacy with best practices
- Increase revenue & boost customer satisfaction

Template Approach	Industry focussed	Agile	Complete
Fast and cost efficient	Boost customer intimacy	Think Big, Start Small	Providing a platform for future growth

THE SOLUTION

CUSTOMER EXPERIENCE PACKAGED SOLUTION

For the manufacturing industry

COMMERCE	ACCOUNT PROFILE	SEARCH & BROWSE PRODUCTS	CHECKOUT	CONFIGURE, PRICE, QUOTE	PIM
MARKETING	CUSTOMER PROFILE	SEGMENTATION	CAMPAIGNS		
CUSTOMER ENGAGEMENT	ACCOUNT MNGMT	VISIT MNGMT	OPPORTUNITY MNGMT	COMPLAINT MNGMT	CONFIGURE, PRICE, QUOTE

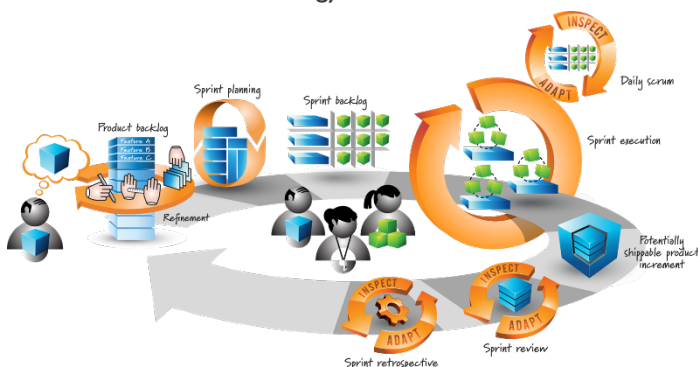
BEST PRACTICES

Pre-built for industry persona's

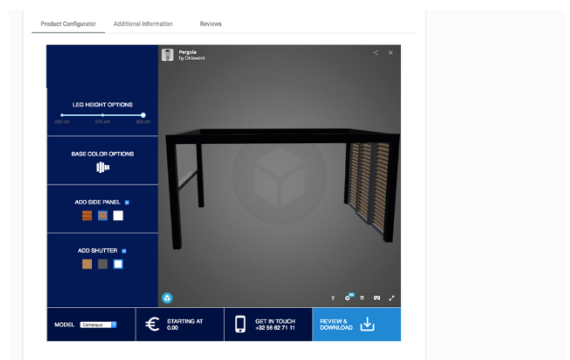
SALES DEPARTMENT	SERVICE DEPARTMENT	PURCHASE DEPARTMENT	MARKETING DEPARTMENT	B2B CUSTOMER
SALES MANAGER	CUSTOMER SERVICE AGENT	SUPPLIER MANAGER	MARKETING MANAGER	B2B CUSTOMERS
SALES REPRESENTATIVE				
EFFICIENCY GAIN	IMPROVED NPS	IMPROVED COLLABORATION	DEEP CUSTOMER CONNECT	PERSONALIZED CONTENT

PROVEN PROJECT APPROACH

Lean methodology with formal validations



SAP Customer Experience





PACKAGE COMPONENTS

DELAWARE FAST C/4 HANA PACKAGE	
<p>Enablement</p> <p><i>Activation</i></p> <ul style="list-style-type: none"> • Activation C/4 HANA • Activation FAST C/4 Template <p><i>Accelerators</i></p> <ul style="list-style-type: none"> • Best practices • Process flows • Workshop documentation 	<p><i>Project guidance & Support</i></p> <ul style="list-style-type: none"> • Lean, cycle based implementation • Project management toolkit <p>Assumptions</p> <ul style="list-style-type: none"> • IP owned by delaware • Any additional developments/customizations will be charged in Time & material

PACKAGE PRICE

FAST CX Manufacturing	SAP License Cost	Terms & Conditions
<p>€ 25 per 1 million revenue/year Min. 3k/year</p> <p>Implementation cost Commerce € 250k Marketing € 50k Sales € 40k</p> <p><small>(budget can be higher depending on requirements)</small></p>	<p>Commerce Standard € 240k yearly 100k orders</p> <p>Marketing Standard € 42k yearly 100k contacts</p> <p>Sales Professional € 12k yearly Min. 10 users</p>	<p>Contract for 3 years Early termination fee : 2 years</p> <p>Right to use IP during contract term</p> <p>Excl. integration Excl. customization Excl. warranty Excl. maintenance</p>

ABOUT DELAWARE

We believe in a global, connected world with local entrepreneurship and corporate social responsibility where technology inspires people

1900 professionals
28 offices in 14 countries
€ 200 mio revenue (2016)



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