

SAP Customer Experience (CX)

it.Sales&Service cloud

Business Challenges

- Fragmented Sales Interactions due to customer information scattered across systems
- Low sales productivity and high turnover
- Longer sales cycles due to unreliable configuration, pricing and quoting tools
- Hard to maintain sustainable growth due to inflexible systems that lack agility
- Broken, manual service processes resulting in higher cost of service and delayed problem resolution
- Lack of skills and resources to meet high service volumes and demands
- Customers expending too much effort to get answers and solve their issues

Key Highlights of the solution

With itelligence's it.Sales&Service cloud package, you can:

- **Sell Anytime, Anywhere**- Have information you need at your fingertips to engage and win
- **Turn Insights Into Action**- Gain customer and business insight to make real time decisions

- **Spend More Time Selling**- Accelerate Sales productivity by simplifying sales tools, ensuring that data flows between back and front office
- **Know Your Customer** - Have 360° view and connect with customers in a personal, relevant way
- **Omni-Channel Engagements:** Engage with your customers seamlessly across all channel
- **Deliver Service Excellence:** Create service excellence for your customers – with natively intelligent user experiences, efficient training and the power of on demand networks
- **Empower Customers with Quick Resolution:** Deliver a self-service experience that provides relevant information from anywhere and automates conversations intelligently at anytime
- **Enable end-to-end interaction to Resolution:** Bridge the gap between front office engagements and back office processes

Package Scope it.Sales and Service Cloud

Scope	Sales Pro	Service Pro	Mix Bag-Sales and Service
Organization and Territory Management	✓		✓
Lead to Order Cycle	✓		✓
Sales Force Collaboration	✓		✓
Service Organization Structure Management		✓	✓
Service Ticket and Interaction Management		✓	✓
Ticket Routing, SLA and Queue Management		✓	✓
Social Media		✓	✓
Field Force Collaboration		✓	✓
Activity and Account management	✓	✓	✓
Route planning and Visit Execution with Email integration	✓	✓	✓
Mobile App with Offline Capabilities	✓	✓	✓
No. of Country and legal entity = 1	✓	✓	✓
Master Data Management (Customer, Contact, Employee, Product, Price)	✓	✓	✓
Standard Integration with Backend SAP ERP	✓	✓	✓
Analytics (Out of Box Reporting)	✓	✓	✓
Sales Contract			✓
Service Contract			✓

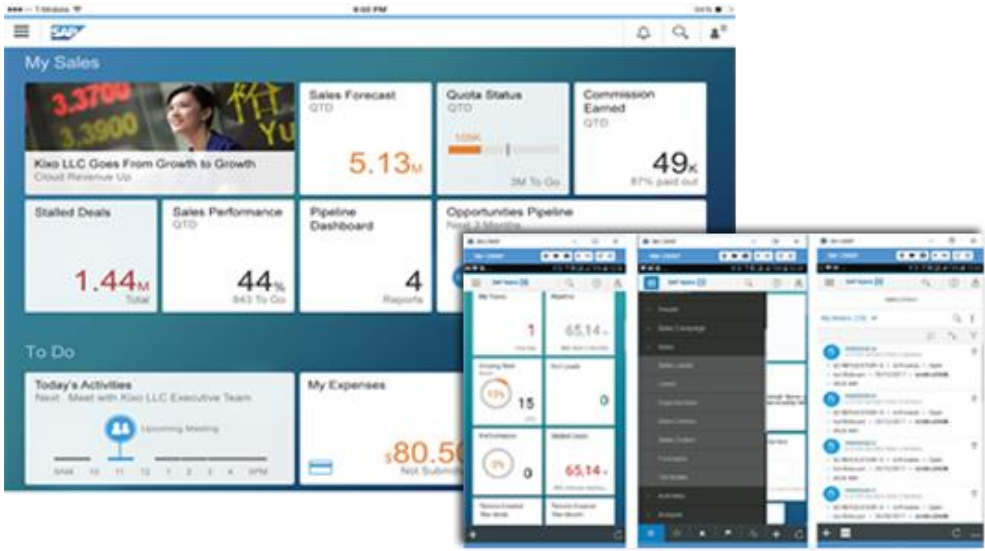
About itelligence

Leading **Global** SAP Partner

60+ C/4HANA-certified experts, Centralized C/4HANA Cloud factory

30+ years of Global project experience,

Largest Implementation in APAC with 100+dealers, 2,000 users



12 weeks
Project time

Value Proposition

How itelligence's package can help



Automate Sales Processes

- Spend more time in selling
- Eliminate guesswork
- Increase revenue



Improved

- Customer and employee engagement
- Customer Satisfaction



Optimize Sales Planning

- Go from tactical to strategic
- Drive the right behaviors
- Faster, accurate planning



Deliver a Better Customer Experience

- Reinforce the right behaviors
- More meaningful engagement
- Right products, at the right place and at the right time



End-to-End

- Enable Interaction to Resolution
- Connection with back office
- Faster fulfillment of orders

Key Benefits of the solution

- Improvement in 5% to 8% business conversion
- Reduce information loss by 15% to 20 %
- Improvement in customer focus by 20%
- Improve Sales Representative efficiency by 20 %
- Up to 20 % improvement in territory covering by field force
- 5%- 10% Improvement in Customer satisfaction
- 10% improve arrange First Call Resolution Rate
- Upto 20% Reduction in the cost of Customer Concern

Sales Pro	Service Pro	Mix Bag-Sales and Service
Project Duration Starting from 12 Weeks Impl. + 2 weeks PGLS**	Project Duration Starting from 12 Weeks Impl. + 2 weeks PGLS**	Project Duration Start from 14 Weeks Impl. + 2 weeks PGLS**
Actual Subscription Fee* for 10 users INR 6,66,100	Actual Subscription Fee* for 10 users INR 7,66,000	Actual Subscription Fee* for 10 users INR 11,32,200
One-time implementation Fee*: Starting from INR 27,00,000	One-time implementation Fee* Starting from INR 27,00,000	One-time implementation Fee* Starting from INR 38,50,000

* Package pricing is exclusive of all applicable taxes
 **Impl.- Implementation and PGLS- Post Go-live Support Annual Subscription Fee
 • Does not include CPI license fee for New customers

Contact us today to learn more about our solution:
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SAP® Qualified
 Partner-Packaged Solution