

Birlasoft CXSPRINT Service

SAP qualified partner-packaged solution for SAP® Service Cloud

Certain Outcomes in Uncertain Times



40% - 60%
Reduction in
Implementation Time



100%
Remote
Delivery Model



50%
Reduction in
Project Costs

Speed to Value with Maximum Impact in Minimal Time

Birlasoft's **CXSPRINT** is a low-cost rapid implementation approach designed to reduce cost, accelerate speed to value and minimizing risk, across SAP's Customer Experience solutions with multiple pre-built features and integration.

CXSPRINT Service gives organizations the ability to deploy the fully integrated version of SAP's Service Cloud for Customer Service at one third the implementation cost of the full SAP Launch approach.

Start at your own pace with a pre-configured "Out-of-the-Box" solution designed to keep the scope simple. **CXSPRINT** lets you build and extend "As-you Go" to fit your business needs.

SAP Service Cloud Deployment

TRADITIONAL APPROACH	CXSPRINT Service
Costly with expensive change requests	Fixed fee engagement
Deployment timeframe: typically 4 to 6 months	Integrated SAP S/4HANA or SAP ECC with SAP Service Cloud via SAP Integration Suite in 12 Weeks!
Too many configuration options can be overwhelming, time consuming.	All the functionality and integrations necessary to launch a fully integrated system
Complexity drives reliance on SI for future enhancements	System training and complete functional documentation are included

KEY FEATURES



Fully Responsive



State of the Art Design



High Performance

DIFFERENTIATORS



Proven implementation methodology



Integrated with SAP ECC or SAP S/4HANA



Industry expertise and solutions

BENEFITS



Significant cost reduction



Data Security with SAP Service cloud



Improve Customer Service response times

Packaged Solution for CXSPRINT Service



- Budget: Implementation** Price 32 Lakh INR onwards
- License** Price 16 Lakh INR per Year for 10 user of SAP Sales & Service Cloud with SAP Integration Suite
- Timeline** Fully Operational in **10 weeks** plus 2 weeks Hypercare
- Approach:** Birlasoft's CXSPRINT Implementation Best Practices using Unique Tools and Accelerators

SAP SERVICE CLOUD FEATURES

INTELLIGENT USER EXPERIENCE	END-TO-END TICKET MANAGEMENT	SOCIAL TICKET/CHAT INTEGRATION	SAP ECC or SAP S/4HANA STANDARD INTEGRATION
OMNICHANNEL CUSTOMER SERVICE	INSTALLED BASE/REGISTERED PRODUCTS	RESPONSIVE UI	USER/ACCOUNT MANAGEMENT
MINDTOUCH INTEGRATION	EMAIL INTEGRATION	UNIVERSAL SEARCH	SERVICE AGENT DASHBOARD
SERVICE CONTRACTS	WORKFLOW RULES AND NOTIFICATIONS	CTI INTEGRATION	CHECK WARRANTY STATUS

What's Included

- Device-agnostic user experience
- Native Client based Outlook and Excel integration
- Standard Approval and Workflow process
- 10 Notification and Email templates

- Standard Integrations for SAP ECC or S/4HANA and SAP Service Cloud
- API framework for rapid integration
- Realtime Status, History and Reporting Management
- Standard Reports and Dashboards
- 10 Service Users

- Solution testing for quality and regression testing
- CXSPRINT HyperCare warranty support – 2 weeks post-launch included
- Technical specification and training documentation
- Optional: Birlasoft CX SmartAMS for maintenance, enhancements and optimization

The Birlasoft Difference

100+ CX projects and Counting	200+ Consultants Worldwide	SAP S/4HANA and SAP ECC End-to-End Integration	Proven Results with Deep UX/UI Domain Expertise	25 Year Footprint Across the SAP Landscape
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How to Get Started

Connect with your Birlasoft CX Expert for a free Pre-Assessment on the project scope or contact at: CXSPRINT@birlasoft.com



RESOURCES

CXSPRINT@birlasoft.com | birlasoft.com

Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified The CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 158-year heritage of building sustainable communities.