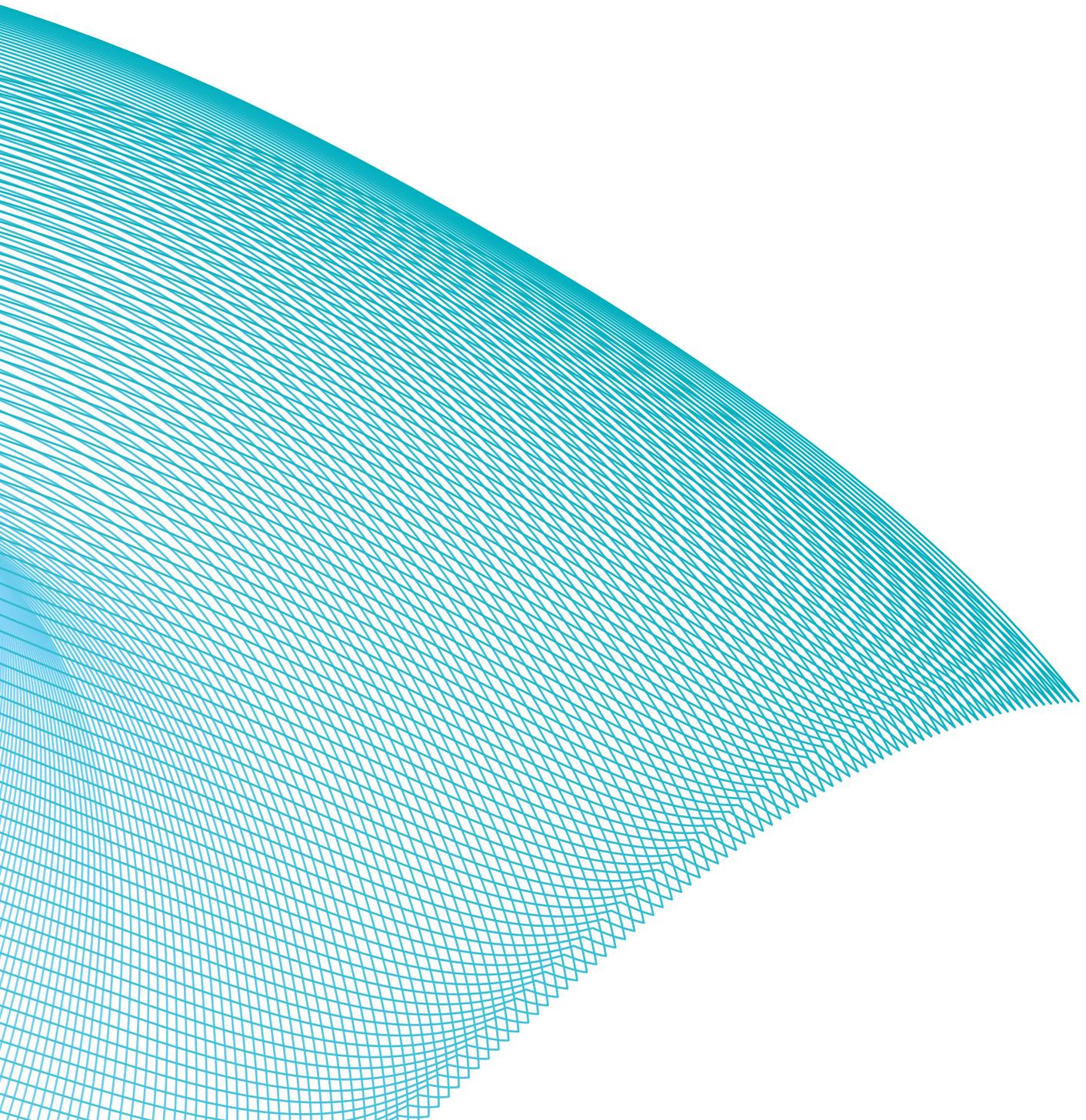


***HCL***

HCL's JANUS  
framework for  
transforming **SAP CX**



# The shift to a digital economy has accelerated. Has your CX (Customer Experience) strategy, platform, and operations evolved at pace?

The rise of the well-informed digital consumer means that simply managing customer relationships is no longer enough. Organizations that embrace and enable an exceptional customer experience are now the companies that will survive, disrupt, and succeed.

Customers expect a personalized, responsive end-to-end experience across all touchpoints with your business. Delivering this requires a customer-centric strategy and a modern CX platform supported by a holistic AM-AD framework.

## JANUS - A holistic approach to transforming your SAP CX platform and operations

JANUS allows you to take a holistic approach to SAP CX transformation. The framework addresses both business and IT concerns, allowing the entire CX ecosystem to adapt, run, and transform. It enables your business to:



### Lead the Change

Be innovation-driven

Stay ahead of the competition and be future ready

Scale up for new channels, businesses, brands, and geographies



### Expect quick ROI

(return on investment)

Rapid implementation and deployment

Measurable metrics and benefits



### Control TCO

(total cost of ownership)

Drive operational efficiency and optimization

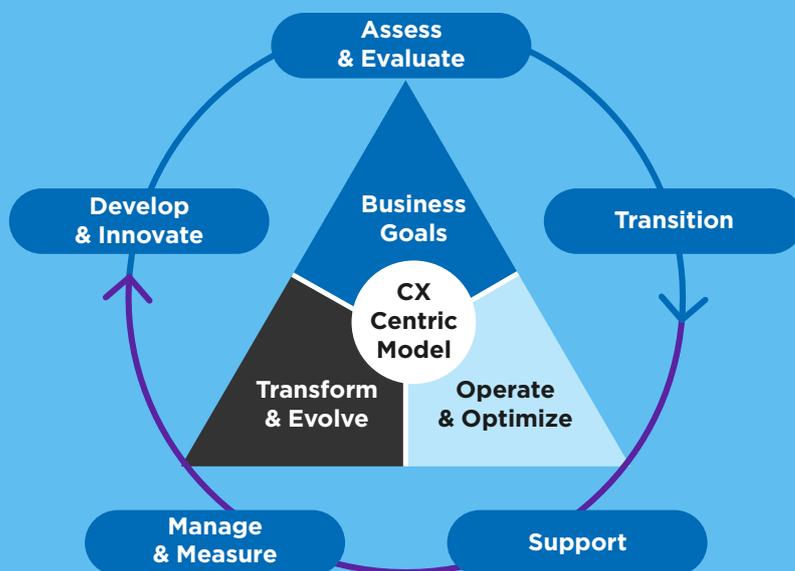
Improve performance, availability, quality, and compliance

### JANUS focuses on:

- CX operating model and transformation management
- CX reference architecture
- CX roadmap, with clear business and technical objectives
- CX new technology adoption and cloud migration.

## The JANUS framework for SAP CX AM-AD

JANUS aligns the SAP CX platform and delivery processes with business goals to optimize operations and be future ready:

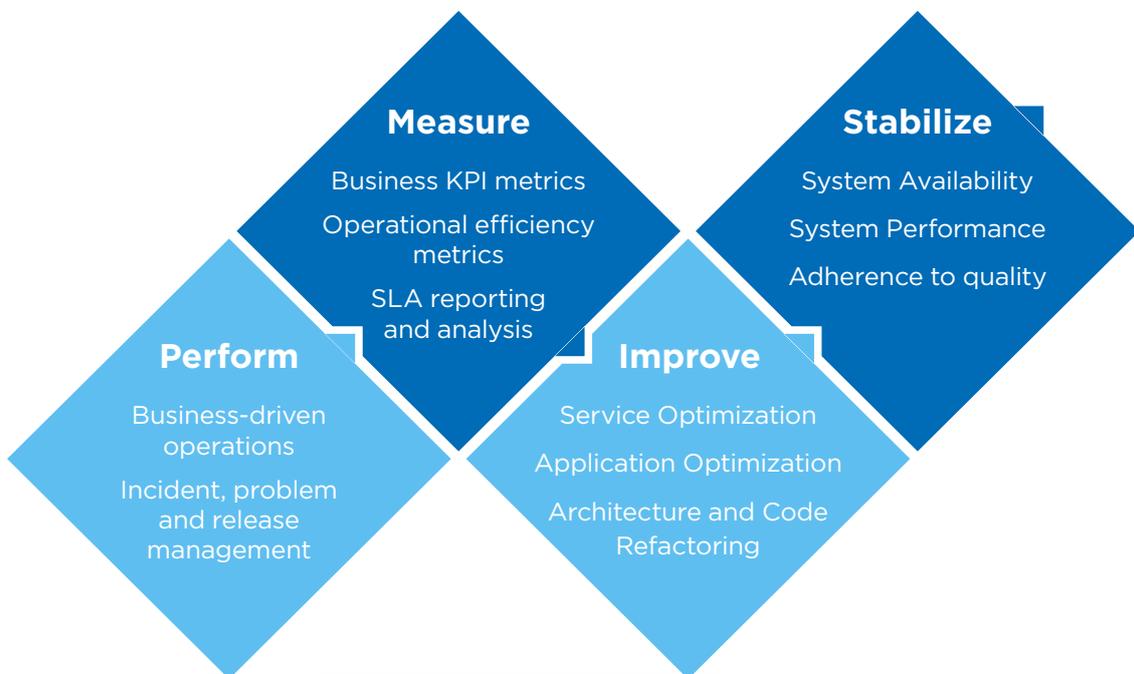


# Seamless CX transformation with a focus on measurement and analysis

**Emphasis on measurement and analysis of business KPIs and metrics is a key driver of improving efficiency in CX AM-AD operations.**

We have designed JANUS to execute your digital CX transformation journey seamlessly. We start with your existing CX platform. We then focus on driving operational efficiency and the adoption of technology that is agile, open to innovation, and easily upgradeable and scalable to meet rapidly changing business needs.

Designed to drive business growth, JANUS leverages our proprietary delivery methodology DIGITALignition for agile and rapid implementation, and our factory model to scale up enterprise-scale CX delivery.

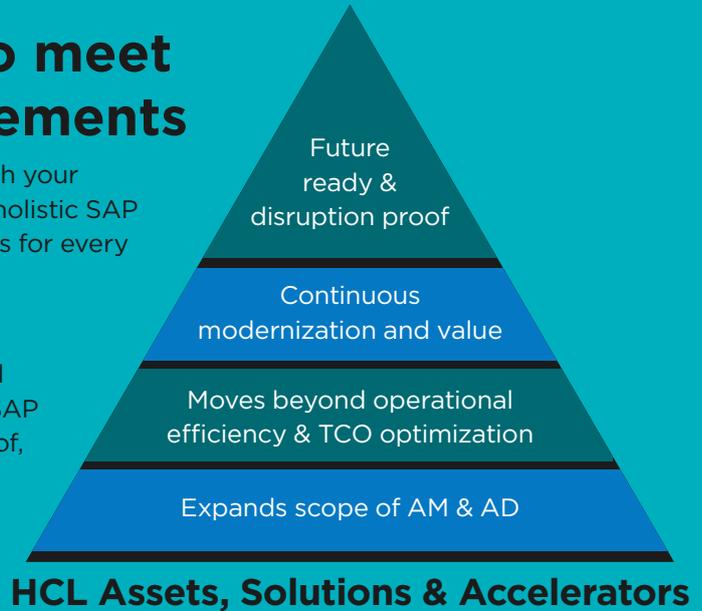


# Flexible and scalable to meet dynamic market requirements

Our JANUS framework is also designed to align with your business strategy. It is the first step to designing a holistic SAP CX platform that can address end-to-end processes for every customer touchpoint to drive CX innovation and transformation.

JANUS leverages our SAP CX assets, solutions, and accelerators to drive rapid transformation of your SAP CX platform, making it future ready, disruption proof, and adapted to an accelerated digital economy.

Interested in learning more? Please get in touch at: [SAP@hcl.com](mailto:SAP@hcl.com)



## About HCL's SAP Practice

HCL's global SAP practice has been leading benefits-driven business transformation globally for the last 25+ years. Building on our strong legacy of SAP innovation, our 9,000+ SAP consulting strength - combined with HCL's leading in-house Engineering Services, IoT Works and Digital and Analytics practices - mean that HCL is positioned to lead digital transformation across the complete portfolio of new SAP Digital technologies.



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2020, HCL has a consolidated revenue of US\$ 10 billion and its 159,682 ideapreneurs operate out of 50 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)



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