iTribe

CRM Assessment and Launch Package

HCL

ACCELERATE YOUR MOVE TO THE CLOUD WITH C/4HANA

HCL's CRM Assessment method streamlines the decision process to move to the cloud with a proven methodology results in real...

BUSINESS CHALLENGES

At HCL, we know SAP CRM on premise customers are challenged with articulating what is digital and in providing an enhanced customer experience, struggling where to start. Many organizations have made huge investments in CRM initiatives in the areas of Marketing, Sales and Service and might not have achieved the value of that original investment. These customers sit at the crossroads of:

- Should I move my SAP CRM on premise solution to the cloud and if so what portion of capabilities?

- How does moving to the cloud increase my organization's digital footprint and customer experience levels?

- Can SAP C/4HANA meet the needs of my organization, is it robust enough?

- What kinds of changes do I need to make to my business to realize real benefits to this investment?

- Should I wait and move in incremental steps or go all in on a cloud solution such as SAP C/4HANA?

- Are the capabilities in Marketing, Sales and Service robust enough in C/4HANA to support my organization?

SOLUTION DESCRIPTION

HCL's CRM Assessment offering is a proven methodology to assess your organization's readiness to move to the cloud. Our focus is to help CRM on premise customers evaluate the benefit of moving to the cloud and identify key business processes across Marketing, Sales and Service that should take the next step into the C/4HANA cloud platform. Our experienced consultants bring both business and technology experience and knowledge to streamline this complex decision and provide a roadmap with detailed steps to get there.

What HCL brings to the assessment:

- Predefined best practice processes and KPI's
- Deep knowledge in CRM on-premise in the areas of Marketing, Sales and Service
- Deep knowledge in C/4HANA in the areas of Marketing, Sales and Service
- Industry knowledge across sectors

Key Deliverables:

- Level 0/1 Business Processes
- Agreed to KPI's for the business going forward
- Fit/Gap analysis of CRM to C/4HANA
- Roadmap that includes timeline, cost and resources to implement

SAP TECHNOLOGY REQUIRED

SAP CRM and SAP C/4HANA Marketing, Sales & Service Cloud

Relationship
BEYOND THE CONTRACT™

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