

BUSINESS CHALLENGES

Organizations across verticals are challenged to jump into the Digital Age. The pressure is high to become “digital” and provide all customers an improved “Customer Experience”. The question many organizations are struggling with is exactly what this really means, how does it impact their organization and how do they get a return on their investment.

At HCL, we know customers are challenged with articulating what becoming digital and providing an enhanced customer experience means for their organization and struggle with where to start the customer reach through digital channels. Many organizations have made huge investments in digital initiatives of the sales channels and might not have achieved the value of that original investment. These customers sit at the crossroads of:

- Should I enable my sales channel to online commerce and if so what capabilities?
- How does moving to the Commerce cloud increase my organization's digital footprint and customer experience levels?
- Can SAP C/4HANA Commerce Cloud 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 Commerce Cloud robust enough in C/4HANA to support my organization?

SPEED LAUNCH YOUR DIGITAL CX JOURNEY

HCL's C/4HANA Assessment & Launch packages speed up your Digital CX journey and make your business team to embrace and onboard C/4HANA with ease





SOLUTION DESCRIPTION

HCL's C/4HANA Assessment offering is a proven methodology to assess your organization's readiness to move to Commerce cloud. Our focus is to help our customers to evaluate their existing Commerce applications or process, evaluate and explain the benefits of moving to the Commerce cloud and identify key business processes across Commerce process. 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. Our Launch packages speed up the on boarding of Commerce processes onto C/4HANA with enhanced customer experience.

HCL understands the challenges and our experienced C/4HANA Capability has the expertise to help organizations navigate through these decisions. We bring deep industry knowledge in the Commerce Process as well as the technology expertise in SAP C/4HANA.

Our C/4HANA Assessment methodology provides the highlights of the phases and activities we walk organizations through to make informed decisions regarding their Digital Commerce initiative. Depending on the scope of the project we define the timeline for this first important step.

What HCL brings to the assessment:

- Predefined best practice processes and KPI's
- Deep knowledge in C/4HANA Commerce Cloud and Commerce Processes
- Industry knowledge across sectors

Key Deliverables:

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

SAP TECHNOLOGY REQUIRED

SAP C/4HANA Commerce Cloud



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