birlasoft

Birlasoft CX**SPRINT** CPQ
Implementation Services for SAP® CPQ

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 CX**SPRINT** is a low-cost, rapid implementation approach designed to accelerate speed to value and minimize risk, across SAP's Customer Engagement solutions with pre-built features and integrations.

CX**SPRINT** **CPQ** gives organizations the ability to deploy the fully integrated version of SAP's CPQ for as little as one third the implementation cost of the full SAP Launch approach.

Start at your own pace with pre-configured SAP Customer Experience "Out-of-the-Box" solutions designed to keep the scope simple. CX**SPRINT** lets you build and extend "As-you Go" to fit your business needs.

SAP CPQ Deployment Comparison

TRADITIONAL APPROACH	CXSPRINT CPQ
Costly with expensive change requests	Fixed fee engagement
Deployment timeframe: typically 9 to 12+ months	Integrated CPQ capabilities available in **3 months**!
Too many configuration options can be overwhelming, time consuming.	All the functionality and integrations necessary to launch a fully responsive, modern, configurable quoting solution
Complexity drives reliance on SI for future enhancements	System training and complete functional documentation included

KEY FEATURES

Fully Responsive

State of the Art Design

High Performance

DIFFERENTIATORS

Preconfigured business process & workflow

Integrate with VC /Advanced VC models

Reduce manual Testing

BENEFITS

Streamline CPQ

100% Security with automatic deployed

Increased productivity

Pre-Defined Solution
CXSPRINT CPQ

Budget: Fixed Price/Fixed Scope Implementation Price **$125k**
Scope: Fully Integrated and Operational in **10 Weeks plus 2 weeks of Hypercare**
Approach: Best Practice SAP® Methodology leveraging Birlasoft's Unique Tools and Accelerators

CONFIGURE PRICE QUOTE BUNDLE			
PRODUCT CATALOG	QUOTE OUTPUT	UNIFIED CUSTOMER EXPERIENCE	SAP ECC 6.0 / S4 INTEGRATION
ATTRIBUTES	ADVANCED MODE SOLUTION MODELING	REPORTS	PRICING API'S
CATEGORIES/ BREADCRUMBS	INTERACTIVE PRICING	DATA LOADER	LO-VC / ADVANCED VC INTEGRATION
RULES & MESSAGES	ENHANCED SOLUTION CONFIGURATION UI	WORKFLOW	PERSONALIZATION/ BRANDING
COMPARE	INVENTORY MANAGEMENT	CROSS SELLING & PROMOTIONS	TRAINING & POST GO-LIVE SUPPORT

What's Included

- Feature-rich CPQ delivered with reduced risk, cost, and timeline
- Shopping Cart/Quote with a branded PDF output and revision history
- Administration for customers, catalog/ categories, price book/ rules, and quote layouts
- 5 workflow approval processes

- Integrations to backend SAP ERP system for Customers, Products and Pricing
- Integration with SAP Variant Configuration or Advanced Variant Configuration for model rules
- Standard wireframes and navigation
- Standard API framework for rapid integration

- Includes 2 Variant Configurable models
- CXSPRINT HyperCare warranty support – 10 days post-launch included
- Technical specification and training documentation
- Optional: Birlasoft CX SmartAMS for maintenance, enhancements and optimization (addl cost)

Simplified Experiences

*Harmonizing the Customer journey with integrated back-end processing*

Developed B2B/B2C commerce for **Karma Automotive** to manage personalized buying experiences and support future growth for their new business model.

KarmaAutomotive.com

Invacare, the world's leading manufacturer of homecare products, deployed SAP CPQ, SAP Commerce and SAP Sales Cloud as a part of their world-class strategy of an enterprise-wide SAP customer experience platform.

Invacare.com
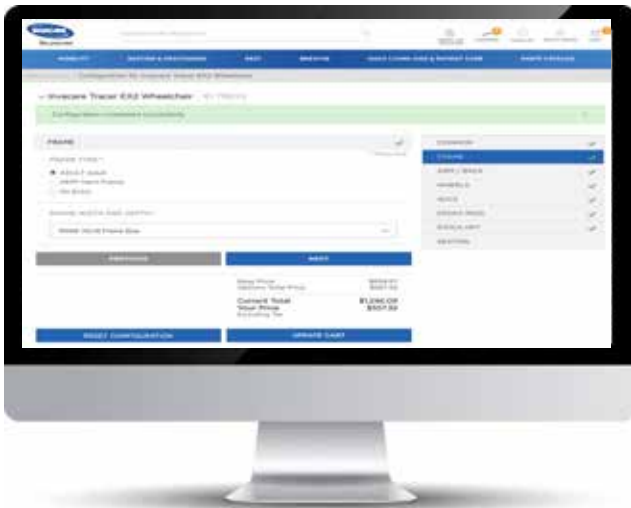
Rack Room Shoes improved the B2C shopping experience, simplified complex integration, increased average order values while decreasing support/ maintenance costs.

RackRoomShoes.com
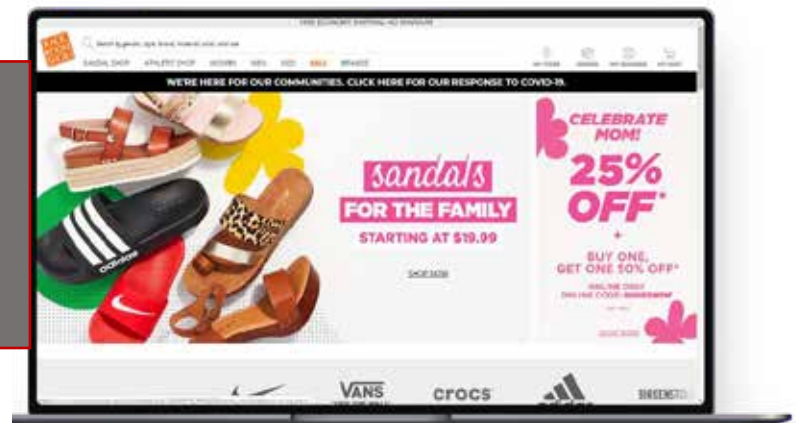
The Birlasoft Difference

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

Global Deployment Capabilities
- Multi-country deployments
- Local country resources
- Award Winning AMS Support

Strong Value Prop
- Cost effective onshore/offshore model
- 16 yr. SAP relationship
- Innovation, IP and offshore COE
- Dedicated Marketing team
- CX Reseller

Our Sweet Spots
- Sales Cloud / Callidus CPQ / Commissions
- B2B/B2C Commerce + Product Configuration / Variant Config, CPQ
- Service Cloud
- Marketing Cloud

Birlasoft CXSPRINT
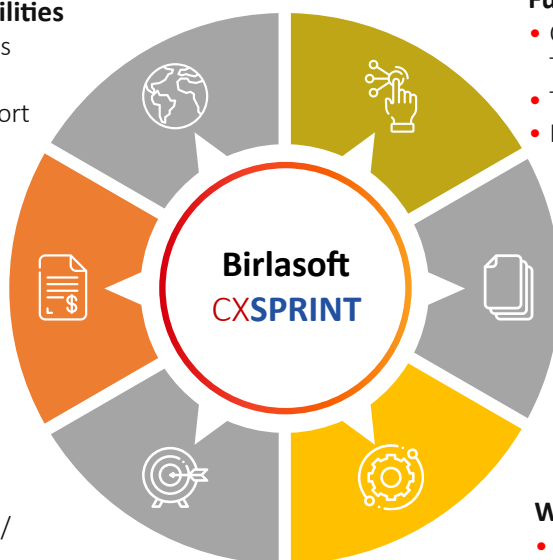
Full complement of CX skills
- CREATIVE: Creative, UX and Digital Transformation
- TECHNICAL: Onshore/offshore developers
- INTEGRATION: SAP ECC, S/4 and 3rd party

Functional Expertise
- Marketing Cloud
- Sales Cloud / CPQ / Commissions
- Service Cloud
- Commerce Cloud (CPQ, VC)
- Customer Data Cloud
- Qualtrics

We do the Plumbing
- SAP Business Technology Platform Integration
- Legacy Datahub
- SAP S/4HANA integration knowledge

Partner Ecosystem: opentext | paymetric | CyberSource | mindtouch | DocuSign | pricefx | VERTEX | Google | monetate | adyen | ClickSoftware

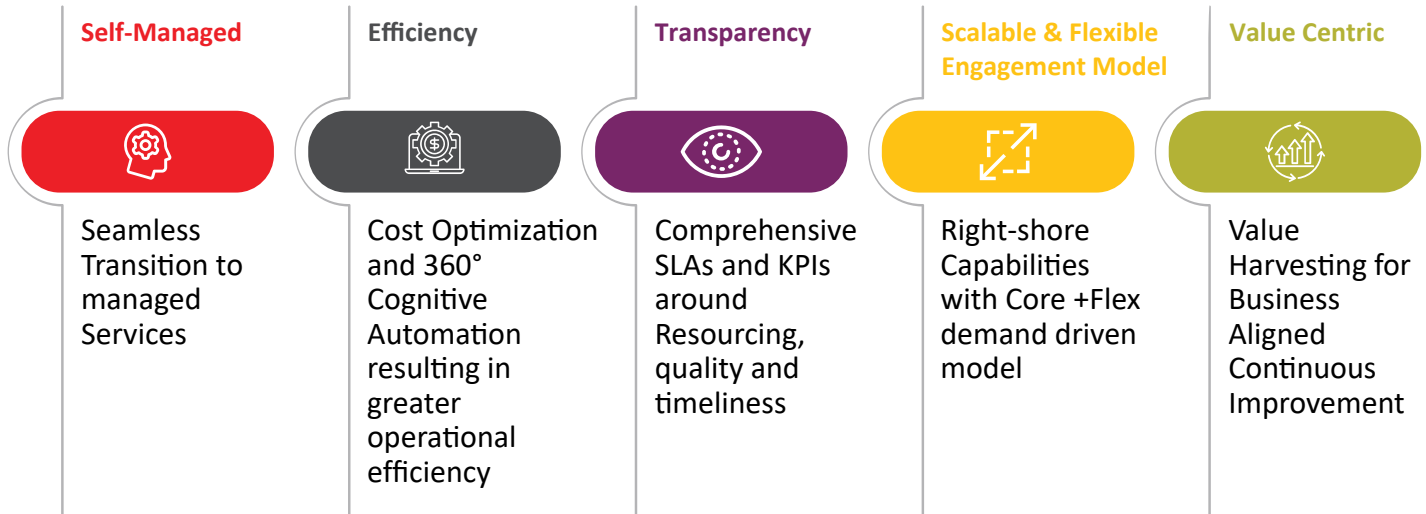## Birlasoft Packaged Solutions for SAP Customer Experience

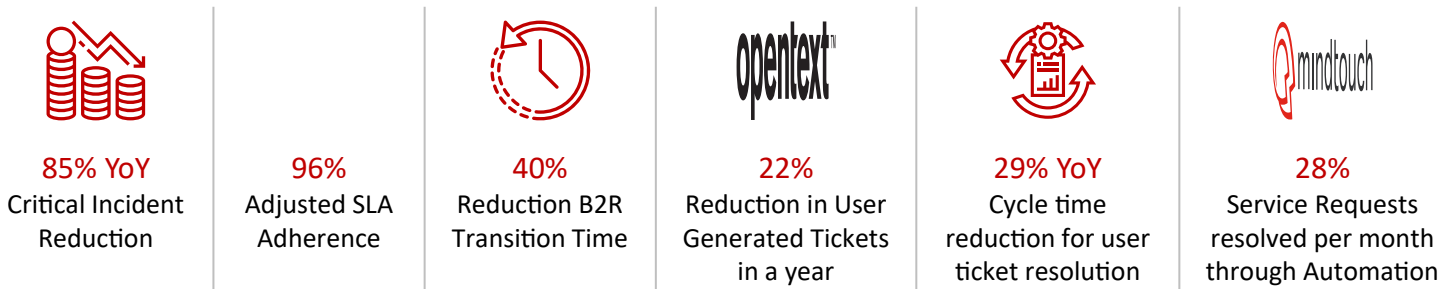| Commerce B2B or B2C	Migration to Commerce Cloud (support Move program)	Sales
Service	Marketing	Commissions

Derive Transformational Value with our SmartAMS for Customer Experience

Historically, AMS vendors have come into play to help organizations reduce the cost of maintaining the solutions, increase the operational efficiency, and free up organizational resources to focus on strategic initiatives, historically called "Keeping the lights on" work. With intelligent and automated SmartAMS, companies, can achieve proactive support, thus gaining insight into issues before they actually impact end-users.
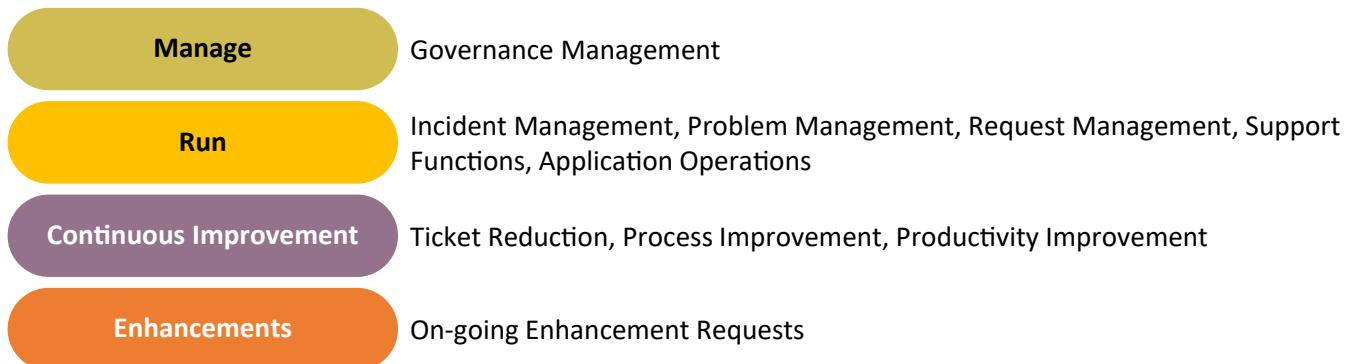
Birlasoft's SmartAMS Key Features

Self-Managed	Efficiency	Transparency	Scalable & Flexible Engagement Model	Value Centric
Seamless Transition to managed Services	Cost Optimization and 360° Cognitive Automation resulting in greater operational efficiency	Comprehensive SLAs and KPIs around Resourcing, quality and timeliness	Right-shore Capabilities with Core +Flex demand driven model	Value Harvesting for Business Aligned Continuous Improvement

KPIs From SmartAMS

85% YoY	96%	40%	22%	29% YoY	28%
Critical Incident Reduction	Adjusted SLA Adherence	Reduction B2R Transition Time	Reduction in User Generated Tickets in a year	Cycle time reduction for user ticket resolution	Service Requests resolved per month through Automation

SmartAMS Services

Manage	Governance Management
Run	Incident Management, Problem Management, Request Management, Support Functions, Application Operations
Continuous Improvement	Ticket Reduction, Process Improvement, Productivity Improvement
Enhancements	On-going Enhancement Requests

How to Get Started

Connect with your Birlasoft CX Expert for a free pre-assessment on the project scope by contacting CXSPRINT@Birlasoft.com

Why Birlasoft?

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystems.

10,000+ Employees Globally

Development Centers – India (4) USA (1) | Operations Centers – Brazil and UK

5 Continents | 14 offices | 27 countries

2000+ Consultants World-Wide

True Digital Expertise

Industry and Analyst Recognized

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 159 year heritage of building sustainable communities.