HEXAWARE

Microsoft Partner | Gold Application Development
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Digital Sales Engagement

2 Day - Assessment
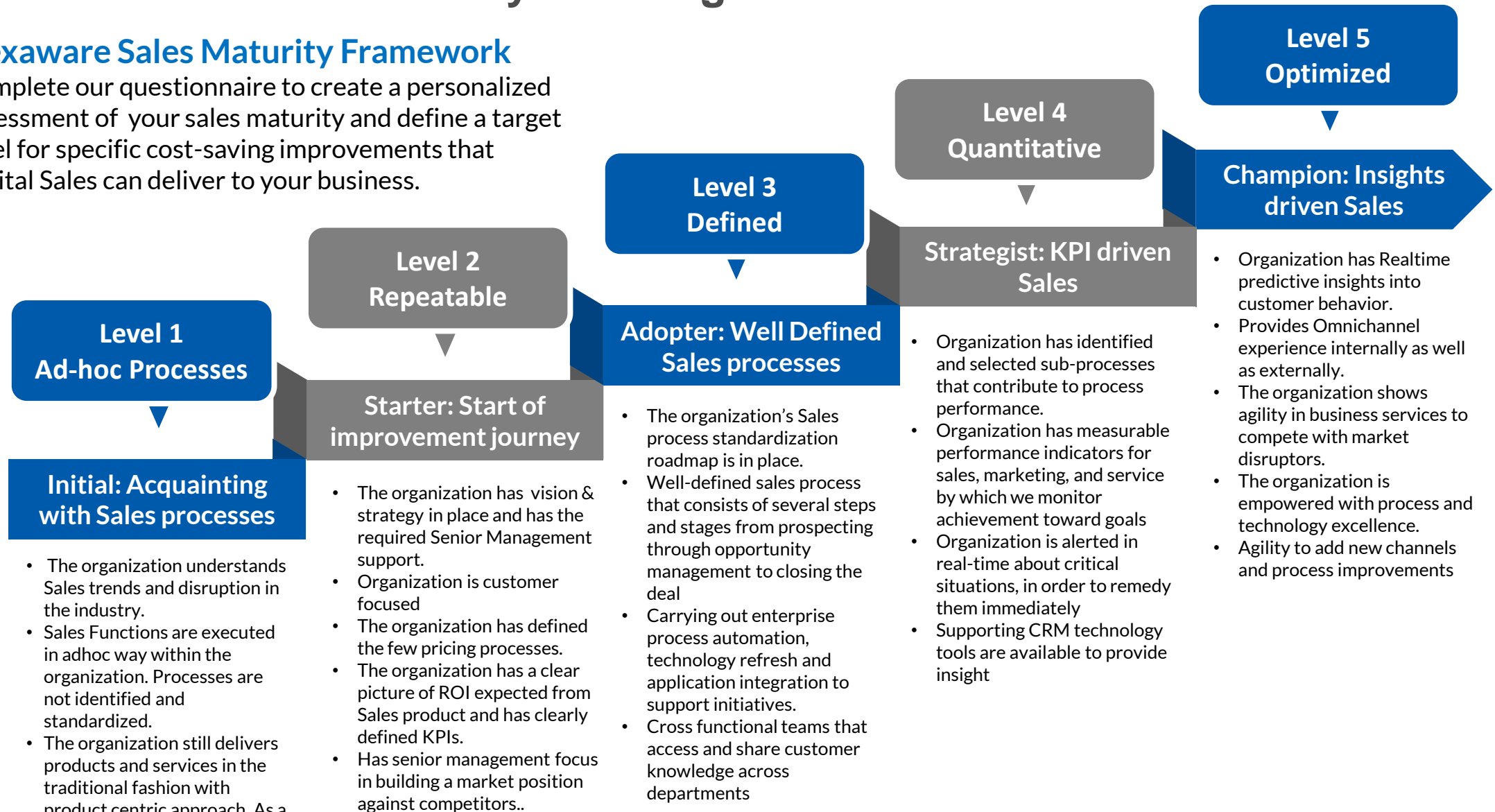
2 Day - Assessment for Digital Sales Engagement

Hexaware's Quick Framework model aligned with Microsoft Catalyst "IDEA"

Fill details in our Assessment Checklist – Determine your Current Maturity and Jump start for Higher Maturity

2 days workshop

	Inspire	Design		Empower / Achieve
Activities	Define Objectives and Success Criteria	Discuss with the customer on the identified requirements for future	Map target state KPI's	Build Future state map for Digital Sales
	Identify Systems and Data for Study	Map underlying IT systems and tools	Discover systems to be integrated and define new functionalities required	Prepare business case
	Subscription Sales and Service Maturity Assessment Kit – Customer Validation	Analyze the extent of manual interventions required in current state		Vision for next gen Digital Sales services with Digital Leapfrogging initiatives

Methodology / Tools

Digital Sales Engagement Maturity Assessment kit Interviews Questionnaires Document Review

Vision Workshop

Stakeholder discussions and Steering Committee presentations

Customer Involvement

- Provide direction on business goals
- Fill Maturity assessment excel and validate scope for future.

- Interviews / Workshops to understand as-is processes

- Touchpoints to validate approach
- Follow-up queries

- Attend the presentation session
- Approve approach

Areas of Examination

Does the existing Sales and Service process enable consistent experience to customers?	Is the process comparable to leading / best practices in the Industry	Are the underlying systems creating bottlenecks or inefficiencies in process execution?	Can technology help in further reducing manual efforts and enhance customer experience

Determine Current Maturity and Target to achieve

Hexaware Sales Maturity Framework

Complete our questionnaire to create a personalized assessment of your sales maturity and define a target level for specific cost-saving improvements that Digital Sales can deliver to your business.

Level 5 Optimized

Champion: Insights driven Sales

- Organization has Realtime predictive insights into customer behavior.
- Provides Omnichannel experience internally as well as externally.
- The organization shows agility in business services to compete with market disruptors.
- The organization is empowered with process and technology excellence.
- Agility to add new channels and process improvements

Level 4 Quantitative

Strategist: KPI driven Sales

- Organization has identified and selected sub-processes that contribute to process performance.
- Organization has measurable performance indicators for sales, marketing, and service by which we monitor achievement toward goals
- Organization is alerted in real-time about critical situations, in order to remedy them immediately
- Supporting CRM technology tools are available to provide insight

Level 3 Defined

Adopter: Well Defined Sales processes

- The organization's Sales process standardization roadmap is in place.
- Well-defined sales process that consists of several steps and stages from prospecting through opportunity management to closing the deal
- Carrying out enterprise process automation, technology refresh and application integration to support initiatives.
- Cross functional teams that access and share customer knowledge across departments

Level 2 Repeatable

Starter: Start of improvement journey

- The organization has vision & strategy in place and has the required Senior Management support.
- Organization is customer focused
- The organization has defined the few pricing processes.
- The organization has a clear picture of ROI expected from Sales product and has clearly defined KPIs.
- Has senior management focus in building a market position against competitors..

Level 1 Ad-hoc Processes

Initial: Acquainting with Sales processes

- The organization understands Sales trends and disruption in the industry.
- Sales Functions are executed in adhoc way within the organization. Processes are not identified and standardized.
- The organization still delivers products and services in the traditional fashion with product centric approach. As a result, it is loosing the advantage.

Value & Benefits increase for the customer

Empower / Achieve – Show path how to achieve target state with Digital Sales

**Capture Target State customer want to achieve**

Provide Business case For Digital Sales

- Identify the inefficiencies in the Sales process that cost your company time and money
- Quantify how quoting errors cause customer dissatisfaction and lost revenue
- Discover how to generate new revenue streams by transforming your sales process - Quote lite, E-Signature, Cloud migration, Subscription Management
- Generate a personalized business case for your company's digital Sales Project in real time

RoI Calculations
- **Income (Existing, New)**
- **Expenditure**
- **Changes in process**

Road-map for target State

Sample
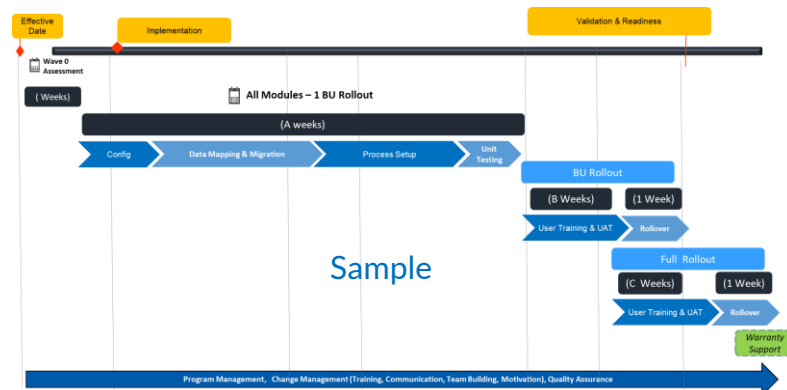
Choose products quickly & eliminate errors

- Eliminate errors in opportunity, quotes and contracts
- Quickly create quotes /proposals in multi-currency
- Guided selling helps in selection of right products and services for each customer everytime.
- Introduce bundle selling to save time for sales rep
- Build foundation framework to accelerate future business transformations

Multi dimensional Quoting

- Configure a product with multiple pricing dimensions
- Allow sales reps to adjust pricing quantity and discount for a product sot that quote can be divided into multiple dimensions
- Allowing each dimension segment to be priced independently

Add-ons and Renewals

- Automatically generate renewal opportunities and quotes
- Apply existing contracted terms and prices using contract amendment
- Allow renewals based on contract or asset
- Sells products using a subscription model
- CPW automates pricing prorating, and co-terminating contracts and renewals

Produce proposals and contracts quickly and easily

- Choose from customizable templates
- Build dynamics T&Cs
- Select or default related content such as datasheets
- Produce quote in work or pdf format
- Integrate with e-signature to send with a click
- Save documents automatically in Dynamics CRM

Solution - Digital Sales Engagement

Automates the demand generation to contracting leveraging integrated Configure/Price/Quote platforms supporting subscription revenue management.

WEB | MOBILE | SOCIAL | E-MAIL&SMS | INTERNET OF THINGS | CHAT | CALL CENTER

Develop & Sell

Campaign Management & Analytics	Opportunity Lifecycle Management
Lead Scoring	Opportunity Insights
Strategic Account Planning	*Revenue Forecasting*

Contract/Order Management

CPQ Lite	*Subscription Setup*
Contract Management and Digital Signature	Integration to Order Fulfillment
Contract Amendment & Renewal	Products (One-time and Recurring Price)

Manage & Maintain

Single Agent Desktop	Service Delivery Case Management
Subscription Management	Agent Queues, Skills Knowledge Management
Omni-channel Engagement	Field Service

Insights

Enterprise Applications

Finance	Supply Chain	Billing & Revenue Recognition	Products/Pricing	Contract Workforce

Legend | *Hexaware Differentiator*

thank you

www.hexaware.com

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