

# BI Architecture Implementation

Strategy, Architecture Roadmap & implementation  
MIC Practice

28<sup>th</sup> January 2022

# Our Understanding of your Requirements and Challenge

## Objective & Differentiators

### Objective

The objective is to do a BI architecture implementation for enterprises by using Power App, Partner Apps, Power Automate basis on formulated BI Strategy and Roadmap. Consideration are given to the following aspects :

- ✓ Analyze the current issues, challenges and gaps in the BI Capabilities and ensure improvements in the future state.
- ✓ Leveraging right tools and framework to enable insights and decision making for providing quick time to value.
- ✓ Identify low hanging fruits and provide a short and long term plans for building the BI Capabilities to address the business vision and goals for BI.

### Differentiators

- ✓ Extensive expertise in the architecture transformation and modernization domain to address business pains areas and business objective providing business efficiencies
- ✓ Leverage best practices and past expertise while building the target state for ensuring business insights and decision making.
- ✓ We will build upon our knowledge of your as-is environment together with our understanding of your strategic technology direction.
- ✓ Leverage a pragmatic approach to technology, leveraging tools and methods.

# BI Product Offering

## Description

- Identify target state to deliver required value.
- Develop plan to move towards target BI maturity.
- Establish measurement framework and processes.
- Complete control of the BI Platform in-terms of governance

## Financials & Sizing

- **BI Implementation**
  - Timelines: ~3 Months
  - Team Size: ~3-5 Consultants
  - Pricing: ~200-250 K Euros
  - KPIs/KRAs: ~50
- Note: \* Based on landscape complexity we can arrive at the right team size

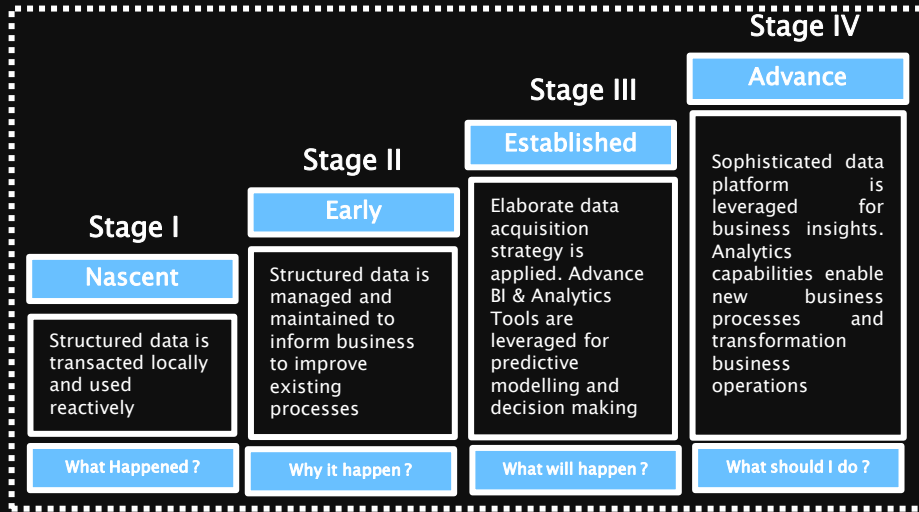
## Benefits

- Customized BI strategies, roadmaps and architectures to enable & embrace BI capability through transformation of key facets.
- Customized BI Solution providing greater visibility through Dashboards and Reports.

## Offering Assessment

- Demand: High to Moderate
- Readiness: MIC Practice will be able to mobilize team within a few weeks

# BI –Platform Maturity & Platform Domains



BI – Platform Maturity Levels



BI –Platform Domains

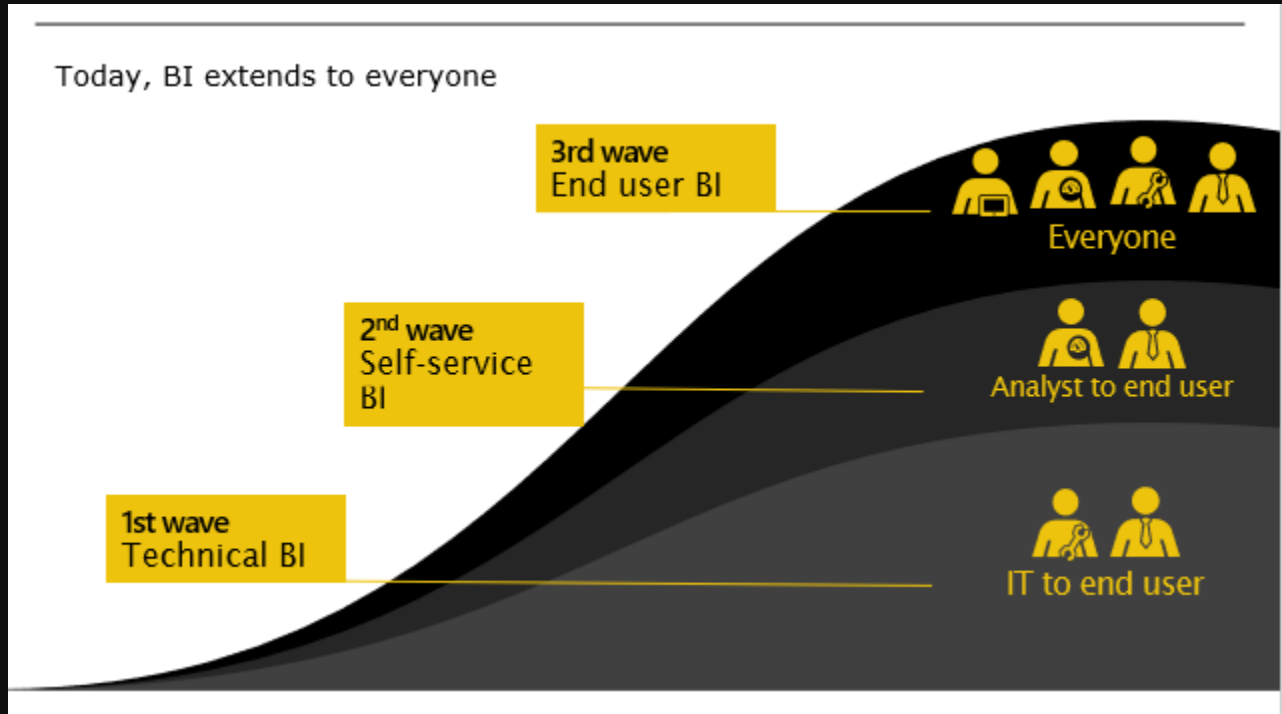
# BI KPIs and Metrics

F6													
Days Sales Outstanding (DSO)													
A	B	C	D	E	F	G	H	I	J	K	L		
Function	Group	Partner Prc.	Internal Dash	Dealer Dash	KPI	Source	Methc	Respon	Freque	Status	Definition		
Academy/Live	Training	Yes	Yes	Yes	# of Training Participants	crmnl10cs + crmgb10	View	Kerry Wood	Monthly	Not ready, us	Total number of participants in weekly training sessions per country/ier		
Academy/Live	Training	Yes	Yes	Yes	# of Training Sessions and types	crmnl10cs + crmgb10	View	Kerry Wood	Monthly	Not ready, us	Number of training sessions per country/ier per week completed.		
Financial / Sales	Price / Margin	Yes	Yes	Yes	Gross Margin Percentage (GM%)	AX NL + NAV UK	Excel	David Templ	Monthly	Ready with th	Gross Margin Percentage (GM%)		
Financial / Sales	Sales	Yes	Yes	Yes	Order Intake & Sales	AX NL + NAV UK	Excel	Kerry Wood	Weekly	Ready with th	Order Intake & Sales		
Financial / Sales	Sales	Yes	Yes	Yes	Days Sales Outstanding (DSO)	AX NL + NAV UK	Excel	David Templ	Monthly	Ready with th	Average number of Days Sales (invoices) outstanding		
Marketing	Lead Generation	Yes	Yes	Yes	Lead to Order Conversion	Calculation	Excel	Kerry Wood	Weekly	Ready with th	Number of Orders from Leads / Number of Leads		
Marketing	Lead Generation	Yes	Yes	Yes	Orders from Leads	crmnl10cs + crmnl10nl + crmgb10 + crmcompani	View	Kerry Wood	Weekly	Ready with th	Number of orders from Leads		
Sales	Dealer Loyalty	Yes	Yes	Yes	Share Of Wallet (SOV)	crmnl10cs + crmgb10	View	Kerry Wood	Monthly	Not ready get	crmnl10cs > SOV ; crmgb10 > Handicare Share of Wallet (SOV)		
Sales	Dealer Visits	Yes	Yes	Yes	# of Appointments per BDMKAM	crmnl10cs + crmgb10	View	Kerry Wood	Weekly	Not ready, us	Number of Appointments per BDMKAM		
Sales	Dealer Visits	Yes	Yes	Yes	# of Phone Calls per BDMKAM	crmnl10cs + crmgb10	View	Kerry Wood	Weekly	Not ready, us	Number of Phone Calls (contact) per BDMKAM		
Sales	Lost Sales	Yes	Yes	Yes	Lost Dealers	AX NL + NAV UK	Excel	Kerry Wood	Monthly	Ready with th	Number of dealers lost (not ordered in last 6 months)		
Sales	New Sales	Yes	Yes	Yes	New Dealers	AX NL + NAV UK	Excel	Kerry Wood	Monthly	Ready but to	Number of dealers returning after not ordering in last 6 months or brand new		
Sales	Orders	Yes	Yes	Yes	Order Intake	crmnl10cs + crmnl10nl + crmgb10 + crmcompani	View	Kerry Wood	Weekly	Ready but to	Total Order Intake per week per country		
Financial / Sales	Price / Margin	Yes	Yes	Yes	Total Cost of Dealer Program			David Templ	Monthly	Not ready get	Total cost to be a member of the partner program based on financial and non-fin		
Financial / Sales	Discounts	Yes	Yes	Yes	Average base discount	AX NL + NAV UK	Excel	David Templ	Monthly	Not ready get	Across country and tier, the average base discount given to dealers		
Financial / Sales	Discounts	Yes	Yes	Yes	Base discount	AX NL + NAV UK	Excel	David Templ	Monthly	Not ready get	Base discount applicable per product family per dealer		
Financial / Sales	Bonus	Yes	Yes	Yes	Total Growth Bonus	AX NL + NAV UK	Excel	David Templ	Annual	Not ready get	Total bonus earned based on growth		
Financial / Sales	Bonus	Yes	Yes	Yes	Estimated Growth bonus end of year	Calculation	Excel	David Templ	Monthly	Not ready get	Based on forecasted revenue, the value of growth bonus that could be earned		
Financial / Sales	Bonus	Yes	Yes	Yes	Product Range Bonus	AX NL + NAV UK	Excel	David Templ	Monthly	Not ready get	Total product range bonus earned based on growth		
Financial / Sales	Bonus	Yes	Yes	Yes	Estimated product range bonus end of year	Calculation	Excel	David Templ	Monthly	Not ready get	Based on forecasted revenue, the value of product range bonus that could be ea		
Sales	Dealer Visits	Yes	Yes	Yes	Average number of visits per dealer	Calculation	Excel	Kerry Wood	Monthly	Not ready get	Total number of visits logged in CFIM divided by number of Dealers by number of		
Sales	Reciprocity	Yes	Yes	Yes	# of dedicated sales reps	crmnl10cs + crmgb10	View	Kerry Wood	Monthly	Not ready get	Per dealer number of sales reps dedicated to Handicare products		
Sales	Reciprocity	Yes	Yes	Yes	Share of Sales reps trained	Calculation	Excel	Kerry Wood	Monthly	Not ready get	Total number of sales reps per dealer / number trained on Handicare products		
Sales	Reciprocity	Yes	Yes	Yes	Share of Curved lifts sold	Calculation	Excel	Kerry Wood	Monthly	Not ready get	number of curved lifts sold via handicare vs the number sold in total (SOV)		
Sales	Reciprocity	Yes	Yes	Yes	Product Portfolio Mix	Calculation	Excel	Kerry Wood	Monthly	Not ready get	Covered by revenue per product group		
Marketing	BDM Toolbox	Yes	Yes	Yes	Marketing contribution	AX NL + NAV UK	Excel	David Templ	Monthly	Not ready get	Spend of marketing contribution by Handicare per dealer		
Marketing	BDM Toolbox	Yes	Yes	Yes	Product mix shift support	crmnl10cs + crmgb10 + AX NL + NAV UK	Excel	David Templ	Monthly	Not ready get			
Sales	BDM Toolbox	Yes	Yes	Yes	Steal the Deal	crmnl10cs	View	Kerry Wood	Monthly	Not ready get	Value of discount give for 'steal the deal'		
Customer Servit	Consumer				Breakdown Resolution Lead Time	crmnl10cs + crmgb10	View	Patrick Dign	Monthly	Ready with th	Average time to resolve break downs		
Customer Servit	Consumer				Complaints	crmnl10cs + crmgb10	View	Patrick Dign	Monthly	Ready with th	Number of complaints received into business		
Customer Servit	Consumer				Resolve via Phone %	crmnl10cs + crmgb10	View	Patrick Dign	Monthly	Ready with th	Of break downs reported, percentage that were resolved over the phone		
Customer Servit	Dealer				% Fast Track	crmnl10cs + crmgb10	View	Patrick Dign	Monthly	Ready with th	Of quotes/orders received, percentage that were fast track ed		

## Sample Program KPI and Metrics

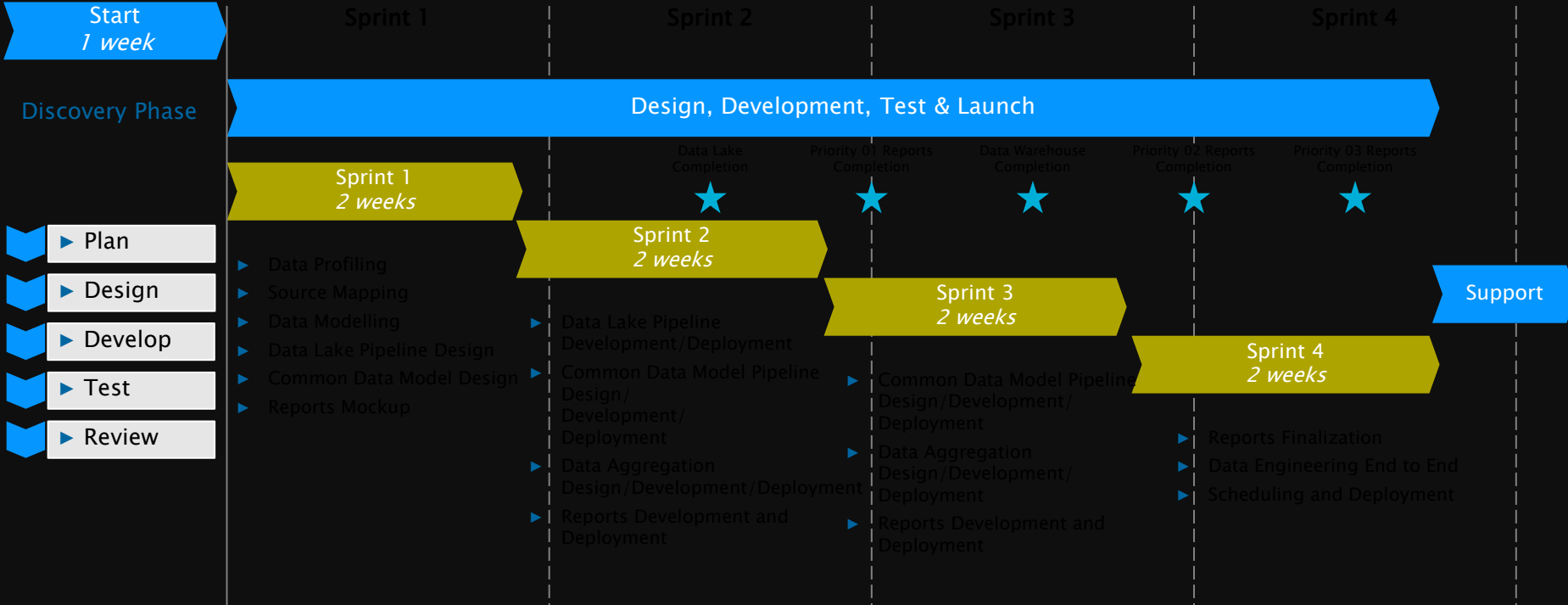
# BI Adoption Roadmap

## BI Maturity Stages



# BI Implementation - Project Plan

## Timeline & Milestones



# Thank you!



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