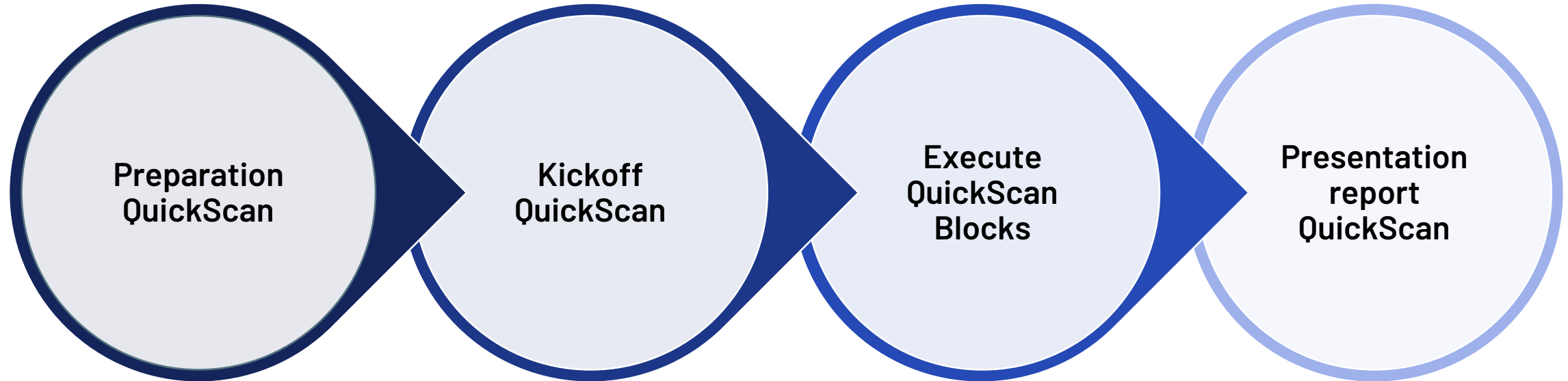


Solution Assessment Customer Engagement platform for Manufacturing Industry



Solution Assessment – CRM Quickscan



- Planning & approach QuickScan
- Resources Customer & 9altitudes
- **Checklist** (Functional) blocks & topics

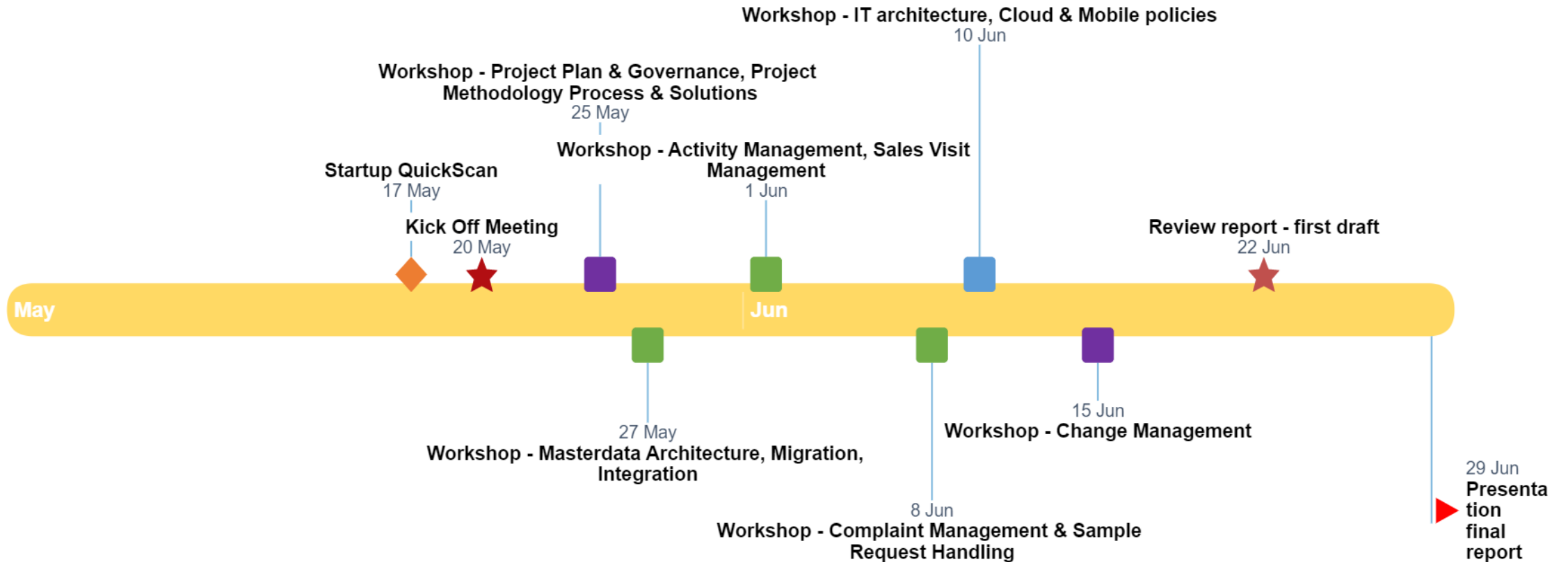
- **Define** & confirm vision, goals, scope, timescale, tasks & roles
- **Confirm** (Functional) blocks & topics
- **Define** issues and constraints

- **Prepare** & gather all info & input
- Interviews & workshops & demos
- **Review** draft reports

- **Review** findings, next steps and plan
- Finalize architecture & scope and implementation plan (budget, timeline, scope, governance dependencies, issues and possibilities) with **long term** version and architecture



Example Planning – CRM Quickscan



Functional blocks – CRM Quickscan



Solution Assessment – Quickscan Deliverables

- CRM project
 - Scope
 - Time
 - Budget
- Roadmap of the CRM project, based on functional blocks
- Key Performance Indicators of the CRM project

Next step

- Empower

