

SAP™ CPQ/VC ASSESSMENT

Systematically assessing a large cleaning service provider's existing sales processes and solutions to identify optimization opportunities and ensure a successful transformation

QUICK FACTS

Client

A recognized leader in the cleaning industry

Products

Develops innovative and sustainable indoor and outdoor cleaning solutions that help end customers clean more spaces effectively

Network

Multiple offices across the country



THE CHALLENGE

The client wanted to transform and enhance their sales processes and supporting technologies to streamline, simplify, and standardize the sales processes that their field sales team used to improve overall sales performance. However, their current CRM/CPQ solutions lacked strategic views. They also suffered from disconnected and inconsistent processes, misaligned metrics and objectives, no user involvement and limited adoption and change management.

The client needed a thorough and systematic assessment of their existing sales processes and solutions – including CRM – to determine the requirements for optimizing them with new capabilities such as SAP CPQ™ (Configure, Price & Quote) and SAP VC™ (Variant Configuration) and ensure a high adoption rate.

THE SOLUTION

Leveraging its deep expertise in all customer-facing technologies and solutions, N|sight assisted the client in CPQ/VC Assessment. Its team of specialists helped

- Map and evaluate the current sales processes to arrive at a guided sales process improvement and best practice recommendations.

- Comprehensively evaluate the functional and workflow requirements of the existing CRM solution, its adoption challenges, and requisites for CPQ or other price and configuration tools.

- Perform functional and technical review of SAP VC™ and feed its requirements into the CPQ solution.

- Implement End-to-End Process Discovery to map and assess the management of – and the tools used for – product configuration and pricing.

- Perform CRM/VC/CPQ functional assessment to ensure that the current CRM configuration is aligned with the client's expected outcomes and will drive more value and higher adoption rates.

BUSINESS BENEFITS

- Increased the consistency, efficiency, and effectiveness of the sales channel.
- Identified potential adjustments to both the sales process and CRM/VC configuration or design to improve user adoption and the value CRM provides to the sales team and product leadership.
- Reduced resource usage, level of effort, and cost to execute while increasing margin, accuracy, and consistency of pricing delivered to the market.
- Implemented a robust CPQ/VC solution that satisfies product pricing and configured business and functional requirements.

ABOUT NSIGHT

Nsight helps organizations orchestrate their digital transformation around business solutions in Customer Engagement, User Experience, ERP, IoT, Analytics, Security and AI & ML. Our strong partnerships with SAP[™], Oracle[™], AWS[™], Salesforce[™] and Microsoft[™] help us stay up to speed with the most recent innovations and technologies and provide a wide spectrum of system integration services.

In today's digital age, we are the perfect partner you can count on as we recognize the digital and real-life challenges of your industry. We help you align your business in every step to give you the competitive advantage.

We support organizations of all sizes and deliver turnkey projects in crunch timelines. We discover, design, deliver, manage and continuously enrich business solutions so our clients can meet their customer's changing requirements. We offer Managed Services Packages where we provide all services and support under one umbrella with our proven Global Delivery Model.

Our experts bring in deep industry experience and we understand the marketplace you are in, your industry and the technology that can solve your current pain points and future needs. And we bring together our proficiency with bespoke regional proximity, global competencies and our trusted principles - constantly finding the right balance for each individual client.

By incorporating our best practices to ensure uncompromised quality and lower TCO with flexible engagement models, we have been successfully transforming businesses across the world for over 15 years.

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