



Birlasoft CXSPRINT Service
SAP Qualified Partner-Packaged
Solution for SAP® Service Cloud

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 **CXSPRINT** is a low cost rapid implementation approach designed to reduce cost, accelerate speed to value and minimizing risk, across SAP's Customer Experience solutions with multiple pre-built features and integration.

CXSPRINT Service gives organizations the ability to deploy the fully integrated version of SAP's Service Cloud for Customer Service at one third the implementation cost of the full SAP Launch approach.

Start at your own pace with a pre-configured "Out-of-the-Box" solution designed to keep the scope simple.

CXSPRINT lets you build and extend "As-you Go" to fit your business needs.

SAP Service Cloud Deployment

TRADITIONAL APPROACH	CXSPRINT Service
Costly with expensive change requests	Fixed fee engagement
Deployment timeframe: typically 4 to 6 months	Integrated SAP S/4HANA, SAP ECC & SAP Service Cloud via SAP Integration Suite in 12 Weeks!
Too many configuration options can be overwhelming, time consuming.	All the functionality and integrations necessary to launch a fully integrated system
Complexity drives reliance on SI for future enhancements	System training and complete functional documentation are included

KEY FEATURES



Fully Responsive



State of the Art Design



High Performance

DIFFERENTIATORS



Proven implementation methodology



Integrated with SAP ECC or SAP S/4HANA



Industry expertise and solutions

BENEFITS



Significant cost reduction



Data Security with SAP Service cloud



Improve Customer Service response times

Packaged Solution for **CXSPRINT** Service

- Budget: Implementation Available on Request**
- Timeline** Fully Operational in **10 weeks** plus 2 weeks Hypercare
- Approach:** Birlasoft's CXSPRINT Implementation Best Practices using Unique Tools and Accelerators

SAP SERVICE CLOUD FEATURES

INTELLIGENT USER EXPERIENCE	END-TO-END TICKET MANAGEMENT	SOCIAL TICKET/CHAT INTEGRATION	SAP ECC or SAP S/4HANA STANDARD INTEGRATION
OMNICHANNEL CUSTOMER SERVICE	INSTALLED BASE/ REGISTERED PRODUCTS	RESPONSIVE UI	USER/ACCOUNT MANAGEMENT
MINDTOUCH INTEGRATION	EMAIL INTEGRATION	UNIVERSAL SEARCH	SERVICE AGENT DASHBOARD
SERVICE CONTRACTS	WORKFLOW RULES AND NOTIFICATIONS	CTI INTEGRATION	CHECK WARRANTY STATUS

What's Included

<ul style="list-style-type: none"> • Device-agnostic user experience • Native Client based Outlook and Excel integration • Standard Approval and Workflow process • 10 Notification and Email templates 	<ul style="list-style-type: none"> • Standard Integrations for SAP ECC or S/4HANA and SAP Service Cloud • API framework for rapid integration • Realtime Status, History and Reporting Management • Standard Reports and Dashboards • 10 Service Users 	<ul style="list-style-type: none"> • Solution testing for quality and regression testing • CXSPRINT HyperCare warranty support - 2 weeks post-launch included • Technical specification and training documentation • Optional: Birlasoft CX SmartAMS for maintenance, enhancements and optimization
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Drive Sales Performance & Revenues



www.cott.com

Cott Beverage is one of the world's largest producers of beverages, and has one of the broadest home and office bottled water and office coffee service distribution networks in the United States.

Birlasoft implemented SAP Sales Cloud for Cott's Field Sales team, providing a 360 degree customer view and collaboration with the SAP Suite on HANA.



www.woodgrain.com

Woodgrain is one of the largest millwork operations in the world. They manufacture high quality wood moldings, doors, and windows.

Birlasoft enabled Service functionality to enhance and track multiple business teams' workflows and approval processing across Case Management, Field Service and Complaint Management.



www.esi.com

Electro Scientific Industries, Inc. (ESI) is a developer and supplier of photonic and laser systems for microelectronics manufacturers.

Birlasoft integrated sales and service operations with their back-office SAP ERP. We streamlined their lead generation and conversion process, provided end to end visibility and control over the Sales cycle and pipeline.

The Birlasoft Difference

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

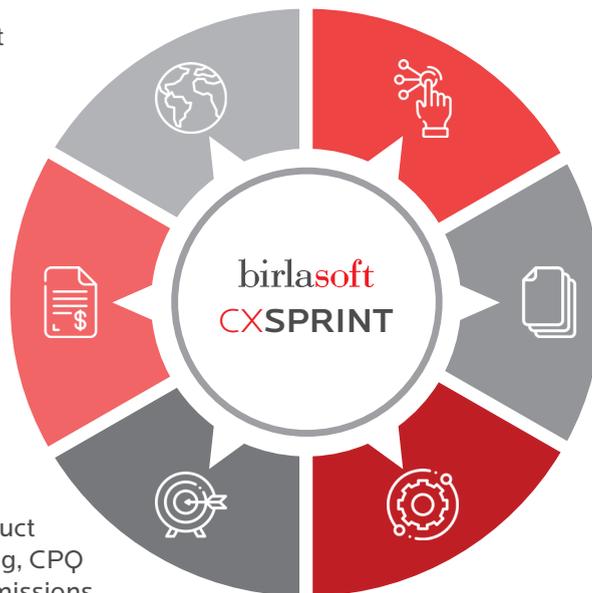
- Multi-country deployments
- Local country resources
- Award Winning AMS Support

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

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



Full complement of CX skills

- CREATIVE: Creative, UX and Digital Transformation
- TECHNICAL: Onshore/offshore developers
- INTEGRATION: SAP ECC, SAP S/4HANA and 3rd party

Functional Expertise

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

We do the Plumbing

- SAP Cloud Platform Integration
- Legacy Datahub
- SAP S/4HANA integration knowledge

Partner Ecosystem:

opentext™	paymetric	CyberSource®	mindtouch	DocuSign®
VERTEX	Google	monetate®	adyen	ClickSoftware

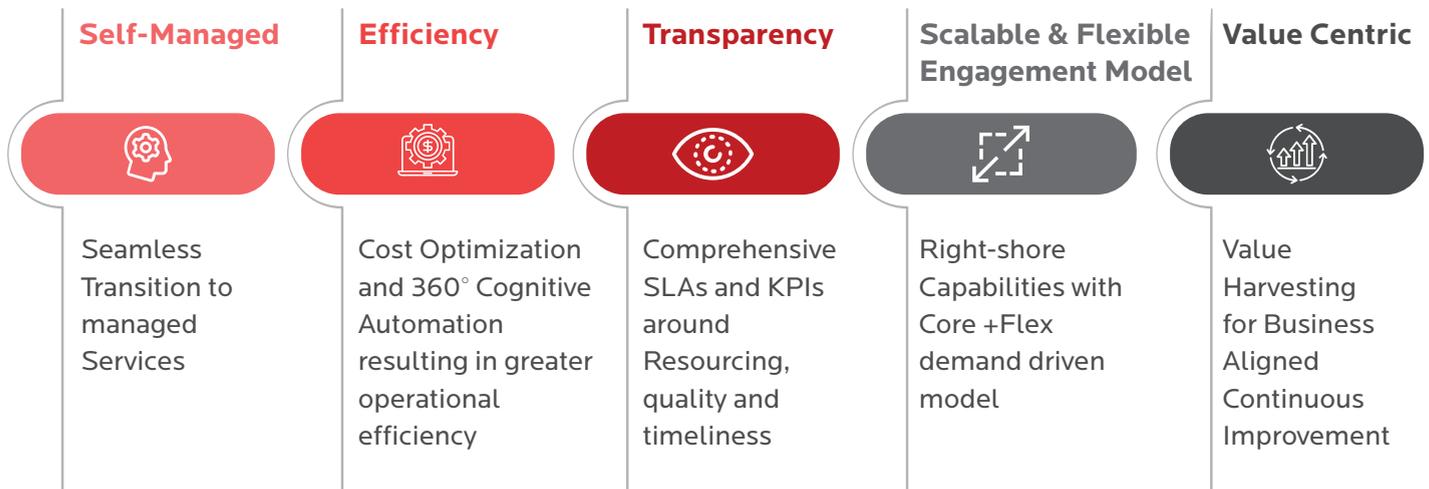
Birlasoft Packaged Solutions for SAP Customer Experience

Commerce B2B or B2C	Migration to Commerce Cloud (support Move program)	Sales
Service	Field Service Management	Commissions

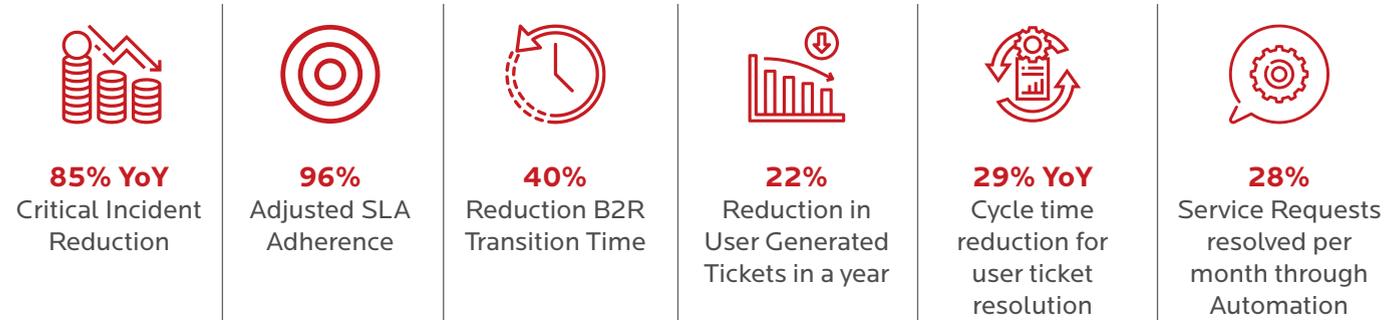
Derive Transformational Value with our SmartAMS for Customer Experience

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



KPIs From SmartAMS



SmartAMS Services



How to Get Started?

Connect with your Birlasoft CX Expert for a free Pre-Assessment on the project scope

Contact us at: CXSPRINT@birlasoft.com

Why Birlasoft?



12,000+
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

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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 CK Birla Group, Birlasoft with its 12,000+ professionals, is committed to continuing the Group's 160-year heritage of building sustainable communities.