



Birlasoft SAP CX Overview

Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystems.

10,000+ Employees Globally



Development Centers Located in the U.S. India, Germany, Brazil



31 Office Across 5 Continents



2000+ Consultants World-Wide



True Digital Expertise



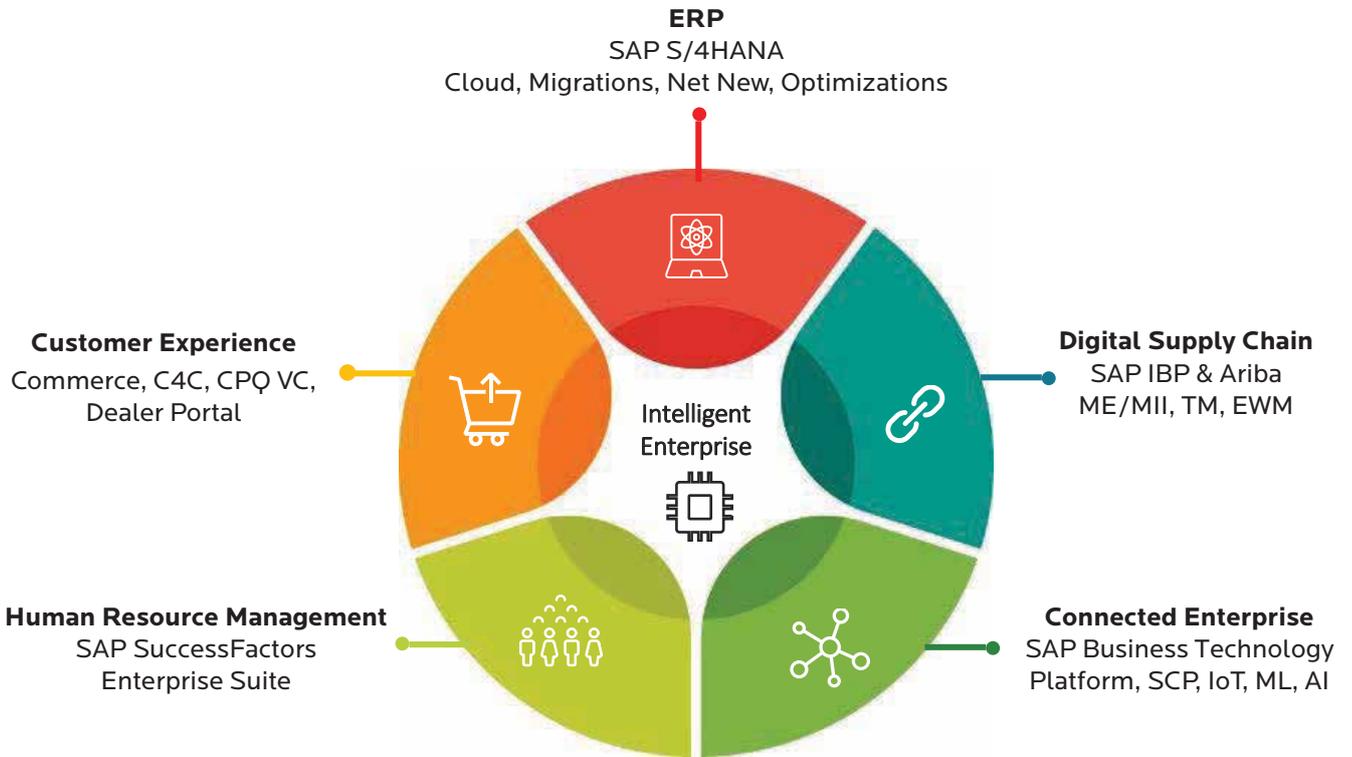
Innovating with Over 60 Patents



Birlasoft SAP Offerings for Intelligent Enterprise



Industry Focused: UtilitiesEDGE, Oil&GasEDGE, HiTechEDGE, AutoEDGE, IMCEDGE, MedEDGE, PharmaEdge



Industry Focused



Market Leadership & Analyst Recognition

SAP Customer Experience (SAP CX)
SAP Hybris (v)



SAP® Partner Excellence Award in Customer Experience - 2019

Americas SAP® Hybris Service Delivery Partner of The Year - 2018

Birlasoft Named as a Leader in SAP S/4HANA System Transformation – Midmarket U.S. by ISG 2021

In ISG Provider Lens™ Cloud “Leader”

In ISG Provider Lens™ Cloud Services Quadrant for SAP® Services - 2017

“Major Player”

In Worldwide Manufacturing Customer Experience

IT Strategic Consulting - 2018

Systems Integration - 2018

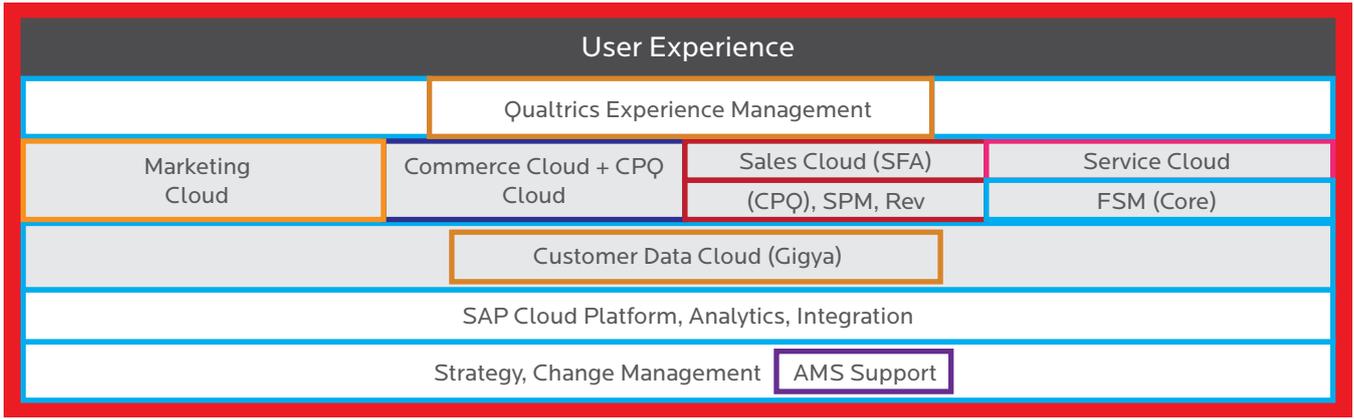
“Challenger”

In Gartner Magic Quadrant for SAP® Application Services, NAM - 2017

2019 Forrester WAVE™ Report SAP Service Providers

“Strong SuccessFactors Performer”

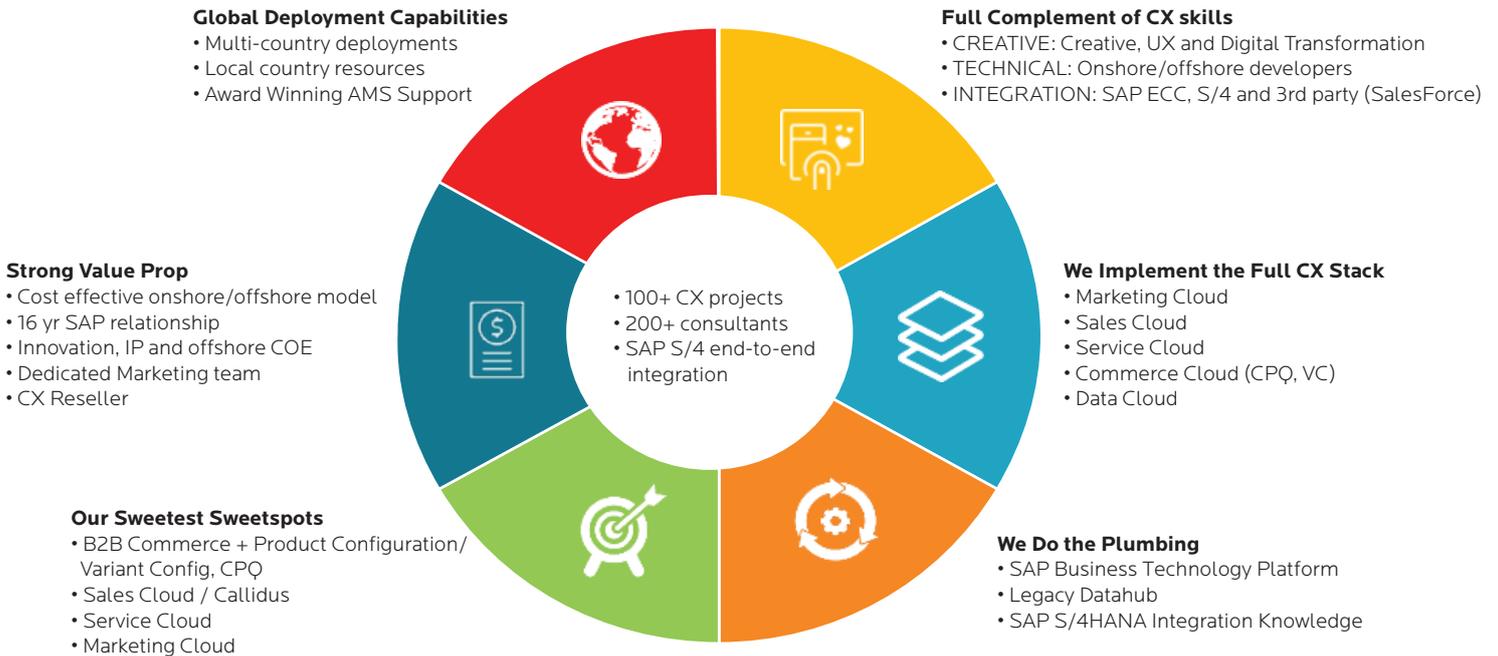
Birlasoft SAP CX Offerings



SAP® Customer Experience & Engagement Solutions

- CX Expertise - Dealer Portal, Configure Price and Quote (CPQ), Variant Configuration (VC), Guided Selling Expertise
- SAP CX Digital Transformation - Commerce and Customer Engagement
- SAP CX Sales, Service Cloud, Social, Marketing & Billing
- Creative UX Design & Augmentation Optimization
- SAP CX Application Managed Services & Support (AMS)
- Predictive Service with Cloud for Service & SmartGlass (AR)

What makes our Birlasoft CX practice different...



Partner Ecosystem

opentext™

PAYMETRIC
A Worldpay Company

CyberSource®

mindtouch

DocuSign®

VERTEX

Google

monetate®

adyen

ClickSoftware

Birlasoft Unique Innovations, Accelerators and Packaged Solutions for SAP® Customer Experience



SAP® Qualified
Partner-Packaged Solution

C/4HANA, CPQ, VC, Sales Cloud, Service Cloud, Marketing Cloud



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 The CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 159 year heritage of building sustainable communities.