Birlasoft CXSPRINT CPQ
Implementation Services for SAP® CPQ

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 accelerate speed to value and minimize risk, across SAP’s Customer Engagement solutions with pre-built features and integrations.

CXSPRINT CPQ gives organizations the ability to deploy the fully integrated version of SAP’s CPQ for as little as one third the implementation cost of the full SAP Launch approach.

Start at your own pace with pre-configured SAP Customer Experience “Out-of-the-Box” solutions designed to keep the scope simple. CXSPRINT lets you build and extend “As-you Go” to fit your business needs.

**SAP CPQ Deployment Comparison**

<table>
<thead>
<tr>
<th>TRADITIONAL APPROACH</th>
<th>CXSPRINT CPQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costly with expensive change requests</td>
<td>Fixed fee engagement</td>
</tr>
<tr>
<td>Deployment timeframe: typically 9 to 12+ months</td>
<td>Integrated CPQ capabilities available in 3 months!</td>
</tr>
<tr>
<td>Too many configuration options can be overwhelming, time consuming.</td>
<td>All the functionality and integrations necessary to launch a fully responsive, modern, configurable quoting solution</td>
</tr>
<tr>
<td>Complexity drives reliance on SI for future enhancements</td>
<td>System training and complete functional documentation included</td>
</tr>
</tbody>
</table>

**KEY FEATURES**

- Fully Responsive
- State of the Art Design
- High Performance

**DIFFERENTIATORS**

- Preconfigured business process & workflow
- Integrate with VC /Advanced VC models
- Reduce manual Testing

**BENEFITS**

- Streamline CPQ
- 100% Security with automatic deployed
- Increased productivity
Pre-Defined Solution

CXSPRINT CPQ

**Budget:** Fixed Price/Fixed Scope Implementation Price $125k

**Scope:** Fully Integrated and Operational in 10 Weeks plus 2 weeks of Hypercare

**Approach:** Best Practice SAP® Methodology leveraging Birlasoft’s Unique Tools and Accelerators

### What’s Included

- Feature-rich CPQ delivered with reduced risk, cost, and timeline
- Shopping Cart/Quote with a branded PDF output and revision history
- Administration for customers, catalog/categories, price book/rules, and quote layouts
- 5 workflow approval processes

- Integrations to backend SAP ERP system for Customers, Products and Pricing
- Integration with SAP Variant Configuration or Advanced Variant Configuration for model rules
- Standard wireframes and navigation
- Standard API framework for rapid integration

- Includes 2 Variant Configurable models
- **CXSPRINT** HyperCare warranty support – 10 days post-launch included
- Technical specification and training documentation
- Optional: Birlasoft CX SmartAMS for maintenance, enhancements and optimization (addl cost)
Simplified Experiences

*Harmonizing the Customer journey with integrated back-end processing*

Developed B2B/B2C commerce for **Karma Automotive** to manage personalized buying experiences and support future growth for their new business model.

[KarmaAutomotive.com](https://www.karmaautomotive.com)

**Invacare**, the world's leading manufacturer of homecare products, deployed SAP CPQ, SAP Commerce and SAP Sales Cloud as a part of their world-class strategy of an enterprise-wide SAP customer experience platform.

[Invacare.com](https://www.invacare.com)

**Rack Room Shoes** improved the B2C shopping experience, simplified complex integration, increased average order values while decreasing support/maintenance costs.

[RackRoomShoes.com](https://www.rackroomshoes.com)
The Birlasoft Difference

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

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

Full complement of CX skills
• CREATIVE: Creative, UX and Digital Transformation
• TECHNICAL: Onshore/offshore developers
• INTEGRATION: SAP ECC, S/4 and 3rd party

Our Sweet Spots
• Sales Cloud / Callidus CPQ / Commissions
• B2B/B2C Commerce + Product Configuration / Variant Config, CPQ
• Service Cloud
• Marketing Cloud

Functional Expertise
• Marketing Cloud
• Sales Cloud / CPQ / Commissions
• Service Cloud
• Commerce Cloud (CPQ, VC)
• Customer Data Cloud
• Qualtrics

We do the Plumbing
• SAP Business Technology Platform Integration
• Legacy Datahub
• SAP S/4HANA integration knowledge

Partner Ecosystem:

Birlasoft Packaged Solutions for SAP Customer Experience

- Commerce B2B or B2C
- Migration to Commerce Cloud (support Move program)
- Sales
- Service
- Marketing
- 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

<table>
<thead>
<tr>
<th>Self-Managed</th>
<th>Efficiency</th>
<th>Transparency</th>
<th>Scalable &amp; Flexible Engagement Model</th>
<th>Value Centric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seamless Transition to managed Services</td>
<td>Cost Optimization and 360° Cognitive Automation resulting in greater operational efficiency</td>
<td>Comprehensive SLAs and KPIs around Resourcing, quality and timeliness</td>
<td>Right-shore Capabilities with Core +Flex demand driven model</td>
<td>Value Harvesting for Business Aligned Continuous Improvement</td>
</tr>
</tbody>
</table>

KPIs From SmartAMS

- **85% YoY** Critical Incident Reduction
- **96%** Adjusted SLA Adherence
- **40%** Reduction B2R Transition Time
- **22%** Reduction in User Generated Tickets in a year
- **29% YoY** Cycle time reduction for user ticket resolution
- **28%** Service Requests resolved per month through Automation

SmartAMS Services

- **Manage**
  - Governance Management
- **Run**
  - Incident Management, Problem Management, Request Management, Support Functions, Application Operations
- **Continuous Improvement**
  - Ticket Reduction, Process Improvement, Productivity Improvement
- **Enhancements**
  - On-going Enhancement Requests
How to Get Started

Connect with your Birlasoft CX Expert for a free pre-assessment on the project scope by contacting CXSPRINT@Birlasoft.com

Why Birlasoft?

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 – 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

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.