



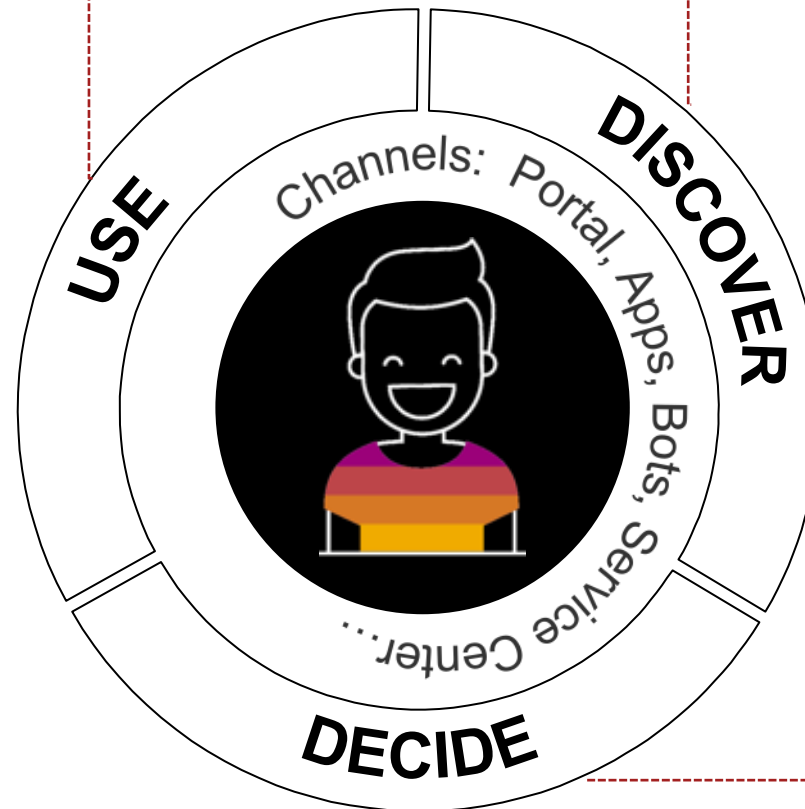
Front Office Transformation through Hybris

Digital Customer Engagement From The Perspective Of The Customer

Use

- Enable your customers with comprehensive self-service capabilities:
 - Real-time processing and information access
 - Innovative payment methods such as person-to-person or social payments (e.g. via Facebook)
- Listen to your customers and anticipated sentiments (e.g. churn) and react immediately by converting insight into action
- Pre-populated customer insight available within service center by few key information (e.g. phone number, e-mail address etc.)

PwC



Discover

- Express needs and wishes in social media
- Get informed across channels
- Sign-in for a web-site, give consent
- Recommendations across channels
- Personalized / individual offers
- Consume product information
- Compare products on web-site
- Using search engine

Decide

- Decision / apply for a service, product
- Select additional options
- Apply for changes / termination
- Deliver information to organizations
- Switch channels and devices
- Request advice
- Providing customer identification

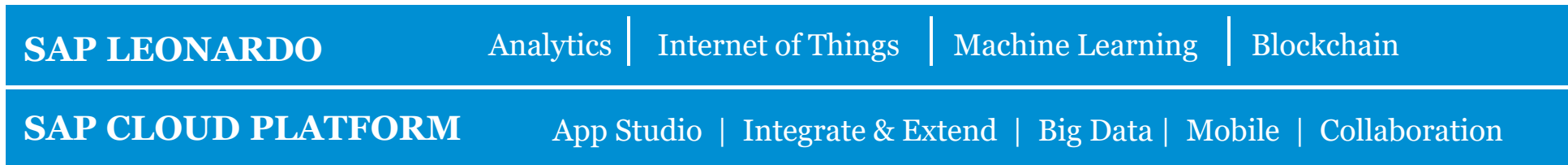
DIGITAL CUSTOMER ENGAGEMENT SUITE for BFSI

Engage, simplify and innovate with SAP Hybris



SAP Hybris Front Office

Simplifies & differentiates omnichannel and end-to-end customer experience



SAP Cloud Platform

Enables innovation, agile extension and integration



S/4 HANA Back Office

Simplifies & optimizes core insurance processes

Leadership in Hybris Implementation

Awards and Partnership with SAP

Awards

- SAP Post Sales Customer Engagement Award
- SAP ACE Award for Tata Housing

Partnerships:

- Industry Specific RDS
- For premium clients engagement on Expert Services, Product Co-Innovation, Customer Excellence
- Field Service Operations GTM

Achievements in SAP Hybris

- SAP's leading and most preferred partner for C4C in India
- Projects Delivered based on KPIs:
 - Removing of old system
 - User adoption of 95%
 - Reduction of TAT for Complaints
- 20+ Strategic SAP Hybris Projects
- Implemented biggest service transformation project for SAP C4C in India
- Ready template for Process Manufacturing Industry
- Ready Add on for spare part inventory management in Hybris Service
- Ready template for Real Estate Industry
- First in India :: Integration with SAP DBM, custom mobile app
- 80+ Hybris experienced resources
- Experience across varied industries: , BFSI, Consumer durables, Realty, Auto Ancillary, Textile, Chemicals, Heavy Industries, Manufacturing, Utilities, Hospitality

SAP most preferred partner for Hybris in India

10

*Industries
Solution
Provided to*

80+

*SAP Hybris
practitioners
based in India*

20+

*Strategic SAP
Hybris clients in
India*

Thank You

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