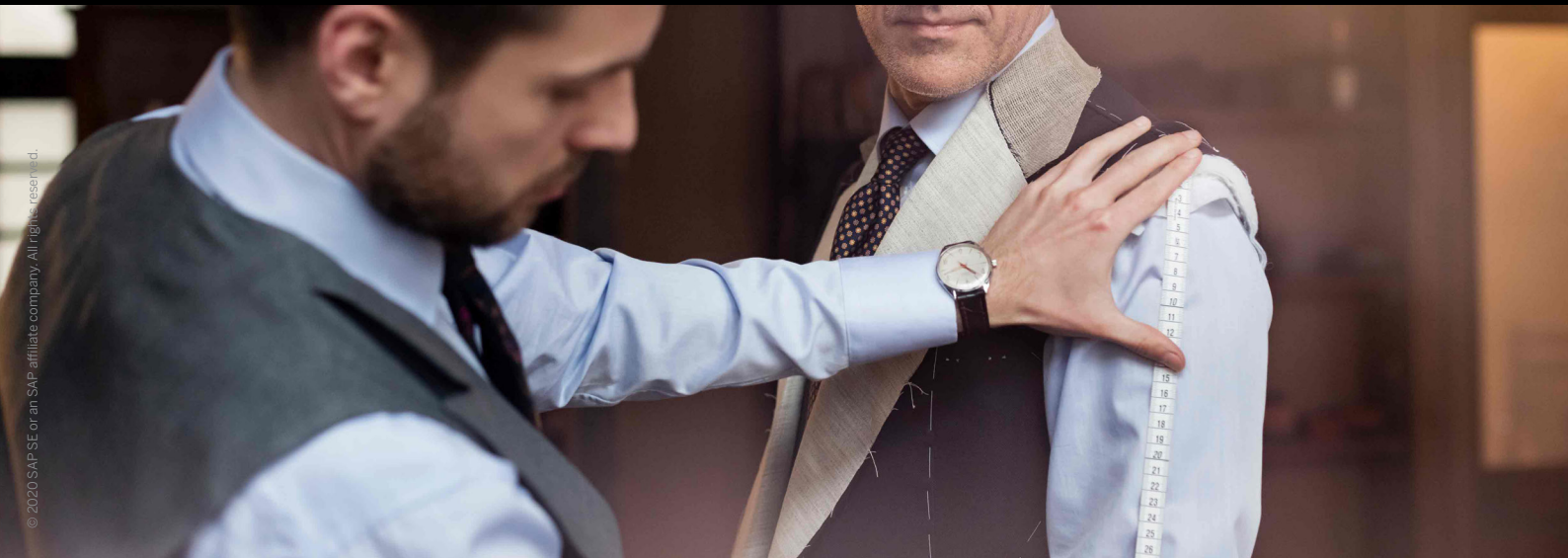


SAP Customer Experience

SAP Information Sheet
SAP Customer Experience | Services

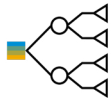
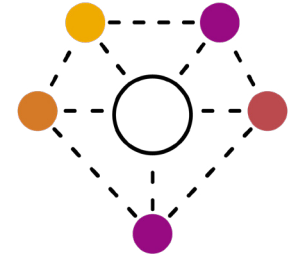
Succeed with SAP Customer Experience Solutions from Start to Finish

THE BEST RUN



Manage **Connected Customer Journeys**

Win in the experience economy: differentiate your business and deliver exceptional customer experiences with SAP Customer Experience solutions. Create an end-to-end, holistic lead-to-cash process to manage connected customer journeys rather than fragmented touch points. Rely on SAP Customer Experience Services to help you manage every phase of the project – from initial planning, throughout the implementation, and beyond the go-live – for your peace of mind.



Fundamentally transform your business model

Map your key customer journeys and navigate the transformation requirements, costs, and technology with strategic planning and assessment services. Evaluate an effective architecture strategy for your solutions with our Architecture Service.



Build your connected customer journey

Connect individual solutions into one cohesive, end-to-end lead-to-cash process with our implementation services. Master integration and data models across systems. Build effective custom code and leverage microservices with our Integration and Extensibility Service.



Turn data into insights

Remove data silos, and turn disparate data into critical business insights with our analytics implementation services.



Unlock the long-term ROI of your solution

Once you are live with your solution, tap into SAP Value Adoption services to continuously evaluate your business processes, maximize your end-user experience and refine your solution usage.

Redefine Your Customer Experience Strategy

A brand's reputation, longevity and value are built on the experiences it delivers – to its customers, suppliers and employees – every day, at every touch point. Outstanding customer experiences require that a brand promises are kept and that the ever – changing expectations of the market are met or exceeded. To achieve these outcomes, an organization must live a clear brand identity and have effective underlying processes that deliver on the brand's promises, continuously monitor expectations and improve its offerings.

Let our senior experts diagnose your customer experience weaknesses and support your transformation to faster growth, greater wallet share, stronger loyalty, shorter innovation cycles and improved offerings.



Start with the fundamentals

Essential services designed to help you understand your readiness to excel in the 'experience economy'. Diagnose how well your organization is set up to deliver customer experience excellence. Map your key customer journeys across the lead-to-cash process and start measuring the experiences of your existing engagements. These services drive transformation planning, based on your strategic imperatives.



Transform customer experience

Services further designed to develop optimal engagement strategies and frameworks that enable continuous improvement through meaningful experience management. Develop your strategic transformation roadmap, design the expansion of your experience management program and its detailed implementation imperatives.



Maximize the Value of Experience Management Solutions from SAP

The vast majority of executives believe their companies deliver a superior experience. Yet only a tiny percentage of their customers agree. The difference between these assessments is called the experience gap. To engage customers and deliver the best business outcomes, you must close the experience gap.

SAP Customer Experience Services offerings help you create meaningful experience management programs, enable you to respond in the moment to changing customer needs, perform root-cause analysis and strategically improve your customers' experience.



Understand and resolve disconnects in customer experience

If you have recently purchased licenses for SAP Customer Experience solutions, or wish to add Experience Management solutions to your portfolio, SAP Customer Experience Services can help. Partner with us to realize the combined power of operational and experience data. [Read more.](#)



Show results quickly

Kick-start your new experience management initiative and deliver quick results with our quick-start service. This fixed-scope offering will help you get your experience management program up and running and stay on track post go-live. [Read more.](#)

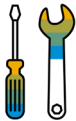


Drive complete transformation

Whether you want to go beyond the basics of experience management, but without engaging in a costly project, or drive complex transformation of your business model, you can rely on us to lead your project from start to finish. [Read more.](#)

Make the Most of Your SAP Commerce Cloud Solution

In commerce, one size does not fit all. Every business model, every customer situation are unique. Each project has its specificities. Large or small. Stand-alone or integrated. Customized or plug-and-play. However, all projects share a few things in common: the need to bring durable change, revolutionize back-end and front-end processes and open doors to new revenue models. And, of course, all while achieving a fast time to market and increasing project quality, resulting into better ROI.



Implement your solution

Rely on SAP Customer Experience Services to lead your project from start to finish. Leverage the [SAP Model Company](#) service or launch your new e-store through accelerated cloud deployment and combine SAP Commerce Cloud, SAP Marketing Cloud and SAP Qualtrics solutions right from the start. Enable storefront personalization with SAP Commerce Cloud context-driven services. Rely on us to customize your solution or integrate with other systems. We are here to ensure the project starts fast and stays fast from planning phase to go-live, and beyond!



Boost your project quality

Leverage SAP Value Assurance, our collaborative service program designed to improve project quality and reduce risks. Our experts help validate key technical and functional aspects on your project, led by your own team or your implementation partner, so your project is set up for success right from the start and throughout.



Set yourself up for success

Gain expertise in complex functional, technical and project-related topics, such as project scope and setup, solution design, functionality configuration and adoption, or optimum use of the solution in areas of context-driven services, Apache Solr search, roles and permissions setup or search engine optimization strategy. Empower your team with foundational knowledge and technical principles that will guide them through all the complexities at any stage of the project, even after a successful go-live.

Make the Most of Your **SAP Commerce Cloud** Solution



Future-proof your e-commerce solution

Keep up with the constantly changing demands of commerce technology. Our services provide you with an independent assessment of the risks, efforts, and value of upgrading. Our platinum upgrade program allows you to upgrade with ease at an annual cadence. With our migration service you learn what it takes to move to the cloud and can create a realistic plan to pave the way to a successful cloud migration. [Read more.](#)



Satisfy your custom needs

Tap into our expertise and leverage our resources, such as enterprise solution architects, business analysts, functional or technical consultants, when you need deep technical, functional, integration knowledge, or advice on solution strategy.



Make the Most of Your SAP Marketing Cloud Solution

Cloud-based marketing solutions from SAP empower your business to understand its customers and to engage with them intelligently, nudging them toward purchase instead of distracting them. With the support of SAP experts, you get the most out of your SAP Marketing Cloud solutions. SAP Customer Experience Services are available to address your project needs at all stages of its lifecycle.



Implement your solution the right way from the start

Bring your SAP Marketing Cloud project to life with our implementation and quick-start services. Leverage [SAP Model Company](#) for SAP Customer Experience or Quick-Start service for SAP Marketing Cloud. Our experts are available to lead your project from start to finish and beyond its first go-live.



Boost your project quality

Tap into our collaborative SAP Value Assurance offerings and increase quality in every phase of your project. Our experts will not only safeguard your project plans, but also validate quality in key technical and functional areas and help you mitigate project risks.

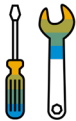


Set yourself up for success

Get guidance in complex functional and technical topics, such as project and operations setup, technical design, campaign ideation and build, e-mail campaign optimization, reporting, advanced analytics, cloud migration, integration, and overall solution adoption. Empower your team with foundational knowledge and technical principles that will guide them through all the complexities at any stage of the project, even after a successful go-live.

Make the Most of Your SAP Sales Cloud Solutions

SAP Sales Cloud solutions are designed to empower your teams to sell anytime, anywhere, and to get the right insights at the right time. Our experts are available to help with your project in any phase of its lifecycle – to plan your project, lead its implementation, or collaboratively contribute to its success in specific areas, and advise on how to expand your use of SAP Sales Cloud solutions. Set your solution up for success and rest assured that your project is on the right path.



Get up and running quickly

Leverage SAP [Model Company](#) for SAP Customer Experience or Choose our implementation and quick-start services to bring your SAP Cloud for Customer, SAP Commissions, SAP CPQ or SAP Agent Performance Management projects to life, quickly and effectively. And when needed, rely on us to integrate your cloud solutions with other systems.



Boost your project quality

Leverage SAP Value Assurance, our collaborative service program, and increase quality in every phase of your project. Our experts will not only safeguard your project plans, but also validate quality in key technical and functional areas and help you mitigate project risks.



Set yourself up for success

Gain expertise in complex functional and technical topics, such as integration, functional design, data migration, extensibility, analytics, tenant landscape design, single sign-on, adoption, and performance fine-tuning, whether working on a new solution or a live instance. Empower your team with foundational knowledge and technical principles that will guide them through all the complexities at any stage of the project, even after a successful go-live.

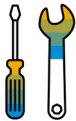


Satisfy your custom needs

Tap into our expertise whether you need deep technical, functional, integration knowledge, or advice on your solution strategy.

Make the Most of Your SAP Service Cloud Solutions

SAP Service Cloud solutions are designed to orchestrate seamless service experiences and support your customers throughout their entire journey. Our experts are available to help with your project in any phase of its lifecycle – to plan your project, lead its implementation or collaboratively contribute to your project success in specific areas, and advise on how to expand and optimize your use of SAP Service Cloud solutions. Set your solution up for success and rest assured that your project is on the right path.



Get up and running quickly

Choose our implementation and quick-start services to bring your SAP Service Cloud and SAP Field Service Management projects to life, quickly and effectively. And when needed, rely on us to integrate your cloud solutions with other systems.



Boost your project quality

Leverage SAP Value Assurance, our collaborative service program, and increase quality in every phase of your project. Our experts will not only safeguard your project plans, but also validate quality in key technical and functional areas and help you mitigate project risks.



Set yourself up for success

Gain expertise in complex functional and technical topics, such as integration, functional design, data migration, extensibility, analytics, tenant landscape design, single sign-on, adoption, and performance fine-tuning, whether working on a new solution or a live instance. Empower your team with foundational knowledge and technical principles that will guide them through all the complexities at any stage of the project, even after a successful go-live.

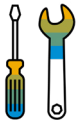


Satisfy your custom needs

Tap into our expertise whether you need deep technical, functional, integration knowledge, or advice on your solution strategy.

Make the Most of Your SAP Customer Data Cloud Solution

SAP Customer Data Cloud solutions are purpose-built to help your business deliver the most valuable and trusted customer experience possible while driving market-differentiating innovation with first-party consumer data. With the support of SAP Customer Experience Services team, you get the most out of your SAP Customer Data Cloud solutions. Our experts are available to address your project needs at all stages of its lifecycle.



Implement your solution

Rely on SAP Customer Experience Services to lead your project from start to finish and through its entire lifecycle. Get started with the [SAP Model Company](#) for SAP Customer Experience, or choose our Implementation Advisory Service to bring your SAP Customer Data Cloud projects to life, quickly and effectively. Get expert advice on key technical aspects of your project and guidance all the way to go-live. And when needed, rely on us to integrate your cloud solutions with other systems. [Read more.](#)



Boost your project quality

Leverage SAP Value Assurance, our collaborative service program, and increase quality in every phase of your project. Our experts will not only safeguard your project plans, but also validate quality in key technical and functional areas and help you mitigate project risks.

SAP Customer Experience Enablement Portal

Maximize the return on investment in your SAP Customer Experience solution and jump start your learning process. SAP Customer Experience [Enablement Portal](#) is your one-stop shop for guided learning paths, easily digestible microlearning videos and in-depth expert knowledge across all our solutions. Here you will find access to everything under one roof, tailored to the needs of your business role.

CX Works

Get the most from your SAP Customer Experience solution, whether you are launching a new implementation, integrating additional solutions, or increasing value from an existing deployment.

Designed for companies that use SAP Customer Experience solution and our ecosystem partners who help implement technology, CX Works offers a complete source of field-tested, SAP-verified expertise – all in one intuitive Web portal.

[Visit CX Works](#) to find best practices for deploying, integrating, and using our solutions, scenario- and solution-based articles, guidance to support strategy development, change management, and business transformation, as well as technical content on integration and code best practices.

About SAP Customer Experience Services

Part of SAP Services and Support, we are a global team focused on helping our clients create their own connected customer experiences with SAP Customer Experience solutions.

Our expertise is in digital transformation and its components: strategy, data integration, process alignment, project execution, and technology across commerce, marketing, sales, service, customer data and experience management areas. We are committed to help our customers reduce time to value, transform their front office, and derive the maximum value from our solutions.



Reach out and get services that fit your strategy. Contact us at sapcx-services@sap.com.

SAP Customer Experience

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