

Intelligent SAP Sales and Service Cloud

TRANSITION PACKAGE FOR V2

Requirements in our increasingly technological world are changing ever more rapidly. To be able to quickly respond to these changes, the sales and service departments as spearheads of a company need digital support in the form of an advanced CRM and service system that can be adjusted flexibly.

New possibilities with intelligent SAP Sales and Service Cloud V2

The new versions of the intelligent Sales and Service Cloud solution launched on the market by SAP combine maximum flexibility and highest speed. Through its cloud-native technological basis of V2, the product is taking a leading role on the market. Version 2 of the Sales and Service Cloud offers efficient extensibility, state-of-the-art technologies and many AI functionalities facilitating the daily work in sales and distribution and the service department.

Together with you, our experts work out the best timing for a transition and accompany you on your way towards new possibilities.



Intelligent SAP Sales and Service Cloud

Transition package

To achieve quick results in sales and distribution and service, the time of the employees in these areas needs to be used efficiently as well. For this purpose, the intelligent Sales and Service Cloud solution provides different AI-based functions, such as lead scoring and summarizations. To be able to use them, however, the basics must be available or created. In the transition package, we create this basis together with you.

This is how it works:

- 1.** In the first step, we execute a transition checkup, i.e. we check the current state of your system and processes. This information is used to find out the best timing for a transition and the preparatory activities that should be carried out.
- 2.** Next, the corresponding measures are executed, e.g. the transfer of individual adjustments. To avoid restrictions of the production system, the new system is operated in parallel to the production system. Moreover, our professionals use SAP tools to support the identification of necessary adjustments.
- 3.** Wherever possible, data transfer is tool-supported as well. All relevant data is transferred to the new system and the prepared enhancements are implemented. Once your key users have been trained by us, the FIS experts test the holistic functionality of the system together with you.
- 4.** In the last step, the final transition takes place, in the course of which the current data is transferred, a loss of information avoided and a seamless transition between both systems guaranteed. As a matter of course, adjustments will be implemented beforehand if the tests have revealed the need for such adjustments.

TRANSITION CHECKUP

TRANSITION
PREPARATION

TOOL-SUPPORTED
TRANSITION

TESTING &
ENABLEMENT

GO-LIVE AND
MONITORING

Intelligent SAP Sales and Service Cloud Transition package

This is how it continues:

Neben der Hypercare-Phase direkt nach dem Umstieg auf das neue System begleiten wir Sie gerne langfristig bei der kontinuierlichen Verbesserung Ihres Vertriebsprozesses mithilfe des Systems. Damit Ihr Team mehr Zeit für das Wesentliche hat: Ihre Kunden.

SHARED TRANSITION



To make a transition successful, the new system and your processes and requirements must fit together. This is exactly what our professionals will help you find out and they will assist your transition to the intelligent Sales and Service Cloud V2 solution.

YOUR ADVANTAGES:

- ✓ Getting to know the solution and FIS as an implementation partner without any obligation
- ✓ Joint working out of the best timing for the transition on the basis of your requirements
- ✓ Consistent system availability through parallel system operation
- ✓ System-based data transfer with the transition tool
- ✓ Advanced solution with highest performance and modern architecture

YOUR BENEFITS:

- ✓ Time-saving through process optimizations, support via AI and tool-supported data transfer
- ✓ Individual customer support through optimal data basis
- ✓ Highest system acceptance through high-performance and usability of the application
- ✓ Reduction of manual activities due to AI support for the sales employees to place their focus more strongly on customer service

You have questions?

Contact us



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THE FIS-GROUP

FIS Informationssysteme und Consulting GmbH is an expanding, independent company and forms the umbrella of the FIS Group. Within this group, more than 800 employees work to make companies more modern, more economical and more competitive every day.

FIS focuses on SAP projects and the development of efficient solutions that drive digitization in companies. As one of the leading SAP system houses in the D-A-CH region, FIS is the market leader in technical wholesale with its complete solution FIS/wws.

Together with its subsidiary Medienwerft, FIS covers the entire range of SAP topics for the customer experience (CX) sector.

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