

# **WRAP AND RENEW**

Cloud clearance of obsolescence

TRANSITION | TRANSFORM | BENEFIT

## OVERVIEW

Enterprises struggle to scale their current legacy systems as they are not flexible to rapidly changing business requirements resulting in lower productivity and higher cost. This hampers organization's growth as it may lead to customer churn.

### Legacy systems - time to change

Enterprise suffer huge business losses because of their legacy applications. As the organization witnesses changes in market dynamics, customer mindset and expectations, they are unable to deliver effectively with the existing portfolio.

Salesforce.com has forayed into the market as a disruptive technology force to be reckoned with, and Mahindra Satyam's experience and expertise in handling Salesforce.com offerings assist you in taking this quantum leap in making your Cloud implementation future ready.

### We help avoid potential pitfalls in your legacy modernization?

**Strategy and Consulting Services:** Guidance to understand the value proposition of changing to Cloud CRM.

**Application Portfolio Analysis Services:** Our expertise in existing on premise systems helps to assess the current application portfolio for outlining the best approach to adopt the Cloud-based application as we have high expertise in existing on premise systems.

**Cloud Readiness Assessment Services:** Gaps identified and roadmap to move to the Cloud without impacting day-to-day business operations.

**Migration & Re-platform Services:** Comprehensive implementation and support to migrate from any of the below legacy application to SFDC Cloud:

- Any on-premise CRM
- Mainframes applications
- Utility applications

**Solution Accelerators** facilitates faster & appropriate migration by introspect of the source systems, migration frameworks, along with our strong expertise in legacy rules harvesting and inherent capabilities in the source technology stacks.

**Global Roll-Out Services:** Replicate and customize to roll-out across all geographical locations and lines of business.



## Challenges in managing legacy

- High premise infrastructure costs
- Time consuming upgrades
- Excessive manual processes and frequent work around
- Challenges to configure even basic changes
- Complex User Interfaces that requires long training times

## Business impacted due to legacy

- Reduced productivity gains
- Increasing total cost of ownership
- Constrained to GTM as fast as competitors who have moved to Cloud
- Customer churn

## Benefits

- 30-40%\* reduction in operational cost
- Improved customer experience, loyalty & retention
- Higher revenue generation with more effective cross-marketing, cross-selling, and up-selling
- Faster ROI and reduced cost of ownership
- Highly scalable IT Cloud platform
- 8-12%\* overall productivity improvement
- Solution flexible to dynamic business

## INQUIRY TO ORDER PROCESS



### Legacy applications

- Broken inquiry to order cycle
- Unable to keep track of dynamic business requirements
- Gaps in end-to-end business process causing revenue/opportunity losses
- Users facing issue in adapting to the legacy systems

### Mahindra Satyam Salesforce solution

- Consolidated & digitized inquiry-to-order process
- 10% overall productivity improvement (>\$20MM annually)
- 40% reduction in operational cost
- Rapid & agile implementation model

## WEALTH MANAGEMENT PROCESS



### Legacy applications

- Customers/prospects' data in disparate legacy systems making it difficult to collate
- Largely offline processes leading to loss of leverage, opportunities and revenue
- Absence of standard parameters

### Mahindra Satyam Salesforce solution

- Quicker realization of business value
- Enhanced user adoption
- Increased business due to reusable components
- Reduced cost of ownership

# THE ADVANTAGE - RETURN ON INVESTMENT

● Low    ● Medium    ● High

Cost Analysis		
Scope for cost reduction	On premise: Applications	Cloud: Salesforce.com
<b>Recurring costs</b>		
Licensing	●	●
Disaster Recovery	●	●
Customizations and integrations	●	●
Hardware and software upgrades	●	●
Maintenance & support	●	●
<b>One time costs</b>		
Hardware equipment	●	●
Development, production and testing environments	●	●
Personnel expenditures	●	●

## About Mahindra Satyam

Mahindra Satyam is a global business consulting and information technology services company leveraging deep industry and functional expertise, leading technology practices and a global delivery model to help businesses transform their processes and improve performance. The company's professionals excel in enterprise solutions, supply chain management, client relationship management, business intelligence, business processes, engineering and product lifecycle management, infrastructure services, among other services.

The company has development and delivery centres in the United States of America, Canada, Brazil, the United Kingdom, Germany, France, Hungary, Egypt, United Arab Emirates, India, China, Malaysia, Singapore, and Australia and serves numerous clients, including many Fortune 500 organizations.

Mahindra Satyam is part of the USD 15.4 billion Mahindra Group. The Mahindra Group employs more than 144,000 people in over 100 countries and operates in key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology and vacation ownership. In 2011, Mahindra featured on the Forbes Global 2000 list, a listing of the biggest and most powerful listed companies in the world. Dun & Bradstreet also ranked Mahindra at No. 1 in the automobile sector in its list of India's Top 500 Companies. In 2010, Mahindra featured in the Credit Suisse Great Brands of Tomorrow. In 2011, Mahindra acquired a majority stake in Korea's SsangYong Motor Company.

## Contact us

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