

Your customers expect more

A new, customer-centric approach to manufacturing is transforming organizations as never before. Expanded digital capabilities have empowered businesses to boost efficiency, operate remotely, accelerate performance and build customer loyalty. Integrated customer and connected equipment data is generating meaningful, actionable insights, enabling savvy companies to innovate and set themselves apart.

Customers, meanwhile, are demanding proactive solutions, greater convenience and increasingly value-added services – all while wanting businesses to reduce carbon footprints and demonstrate a higher level of social consciousness.

Success in this new market reality will require responsiveness, connectivity and personalization. Your competitors are embracing it. Your customers expect it. Is your organization keeping up?

Exceed expectations with Deloitte Cloud4M

Deloitte Cloud4M for Manufacturing, a pre-configured solution accelerator built on Salesforce, empowers your organization to deliver meaningful, responsive customer engagement at every turn. From the very first point of contact right through to aftermarket services, Cloud4M gives your organization the tools to strengthen partnerships, enhance the customer experience and exceed the highest expectations.

Track performance across the full customer and product lifecycle. Drive relevant business insights that you can act on when it matters. Cut implementation time thanks to our proven, pre-built solutions. No matter your vision for customer engagement and technology transformation, Cloud4M will help you get there.

Choose the right solution for your organization

Cloud4M includes a suite of powerful features, all ready to be tailored to the needs of your business.

Accelerate contact-to-cash

With guided B2B selling, go from first contact right through to deal closing, with enhanced account 360, automated visit reporting and advanced CPQ capability.



Manage recurring business

Maximize contract value, simplify spare parts sales and collaborate with partners around sales agreements and assets online.



Grow service revenue

Build business with multichannel and remote service support, proactive asset maintenance and AR guided field service.



Monitor performance data

Track sales, service and sustainability metrics with a pre-built dashboards, then make tangible improvements based on recommended actions.



Enable responsive customer experiences across every journey from a single platform

B2B Customers | B2B2C Customers | Channel Partners | Sales Reps | Service Advents | Technicians

Touchpoints

In person

Phone

Online-Commerce

Onlineself-service

Email

Social

Connected Assets

Processes and Capabilities

Automate Contact to Cash

Manage recurring business

• Grow service Revenue

Monitor performance data

Market-to-lead

Lead-to-prospect

Prospect-tocontract

Contract-to-Order

Order-to-asset

Asset-to-service

Service-to-renew

Customer Intelligence

Lead Gen, Qualification, Distribution, Nuture

Guided Selling

Contract Management

Order Orchestration Customer Service Management

Field Service Management

Segment Management Opportunity Management

Product/ Service Catalog Management²

Price Management

Fulfillment Management

ERP Billing

Service Contracts and Entitlements

Service Parts Management/ Commerce

Campaign Management Account Planning/ Channel Management

Quote/ Configuration Management

Order Capture & B2B Commerce

& Revenue Management Warranty & Quality Management

Depot Repair Management

Offers & Journeys

Sales/Channel Performance Management

Sales Agreemensts/ Forecasting

Project Management Install Base (Asset) management

Predictive/ Prescriptive Service Support

IoT Service & Billing

Sales Analytics. Service Analytics, Carbon Emission Reporting

Pre-built integration layer

Supply Chain

Asset lifecycle management

Product development

Accounts receivable

Customer master data

Product master data

HR master data

Selected Ecosystem Partners

Transactional data

Enabled by

Deloitte IP and Approach

- Customer Journeys/starter business processes
- User centric/iterative approach
- Design thinking
- Deloitte Insights
- Deloitte Digital Factory
- Connected supply chain
- · Pre-built integration framework
- Manufacturing data model
- Custom AR APP for field service

Salesforce Clouds



Sales











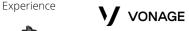






























Analytics Revenue/CPQ





Platform

enosix®

vuforia chalk

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