

Requesting a Change to a Corporate Segmentation

Overview

In this section, you will find information about:

- How to request to a change in corporate segment / application

Table of content

Concerned profiles:

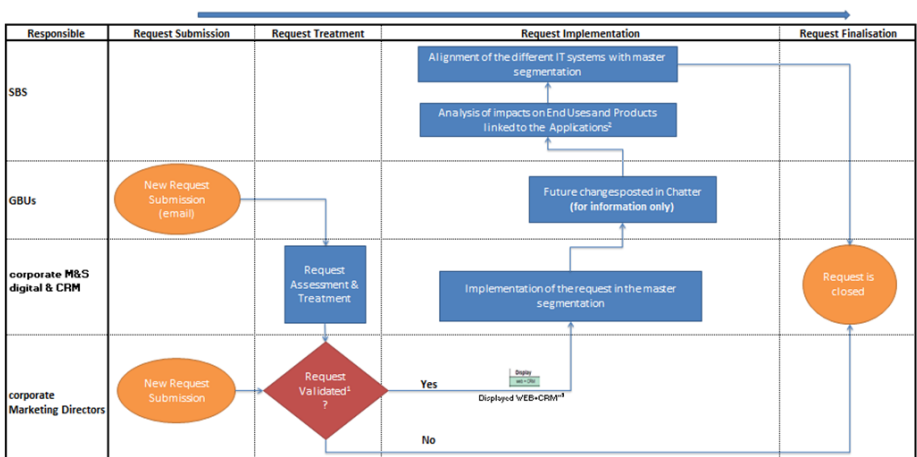
STRATEGIC MARKETING

CORPORATE SALES & MARKETING

- - [Corporate Segmentation Change Request](#)
- [Related articles](#)
- [Need help?](#)

Corporate Segmentation Change Request

- Corporate Segmentation is represented by the list of **all the Markets, Segments and Applications (first 3 levels)** that represent the entire Solvay Group's business. It has been **co-constructed with all the GBU's and the Corporate Strategic Marketing team**.
- The Corporate Segmentation is **owned by the Corporate Strategic Marketing team** but the **GBU's remain owner of the "End Use"**, last level of the Segmentation.
- This means that the Corporate Segmentation is **common to all pilot GBU's** and if needed, a change can be **requested by email**.
- Since a change can have an impact on all the GBU's that use the system, the decision process might include formal discussions between the different Marketing Representatives before the change is approved or rejected.
- The person responsible for approving or rejecting the change is the **Corporate Marketing Director**, expert of the concerned Market.
- **Chatter Group "Corporate Market Segmentation"** was created to inform all GBU's /Functions about changes in Corporate Market Segmentation.



Comments:	1 Impact on other GBU's should be taken into account. Necessary alignment within GBU's to be conducted
	2 End-uses can be impacted in case of Reallocation, Split & Deactivation of the segment/application
	3 By default, it will be present in Solvay internet site except if only CRM is requested
For all requests, please contact Anastasia Kravtsova (anastasia.kravtsova@solvay.com)	



No change is allowed for Markets since it is a strategic decision at Comex level



The Corporate market segmentation with the 3 levels is available [via this link](#).

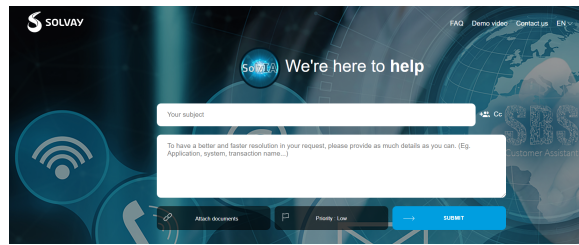
[Back to the top](#)

Related articles

- [Market Segmentation: Presentation](#)
- [Requesting a New End-Use](#)
- [Reporting on GBU Segmentation Fields in SFDC](#)
- [Create a New Opportunity](#)

Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>

The image shows a contact form for SOLVAY. The header features the SOLVAY logo on the left and navigation links (FAQ, Demo video, Contact us, EN) on the right. The main heading is "We're here to help" with a SOLVAY icon. Below this is a "Your subject" input field. A large text area follows, with a note: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name,...)". At the bottom, there is an "Attach documents" button, a "Priority: Low" dropdown menu, and a blue "SUBMIT" button. The background is a dark blue with abstract circular patterns and a globe.

you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example