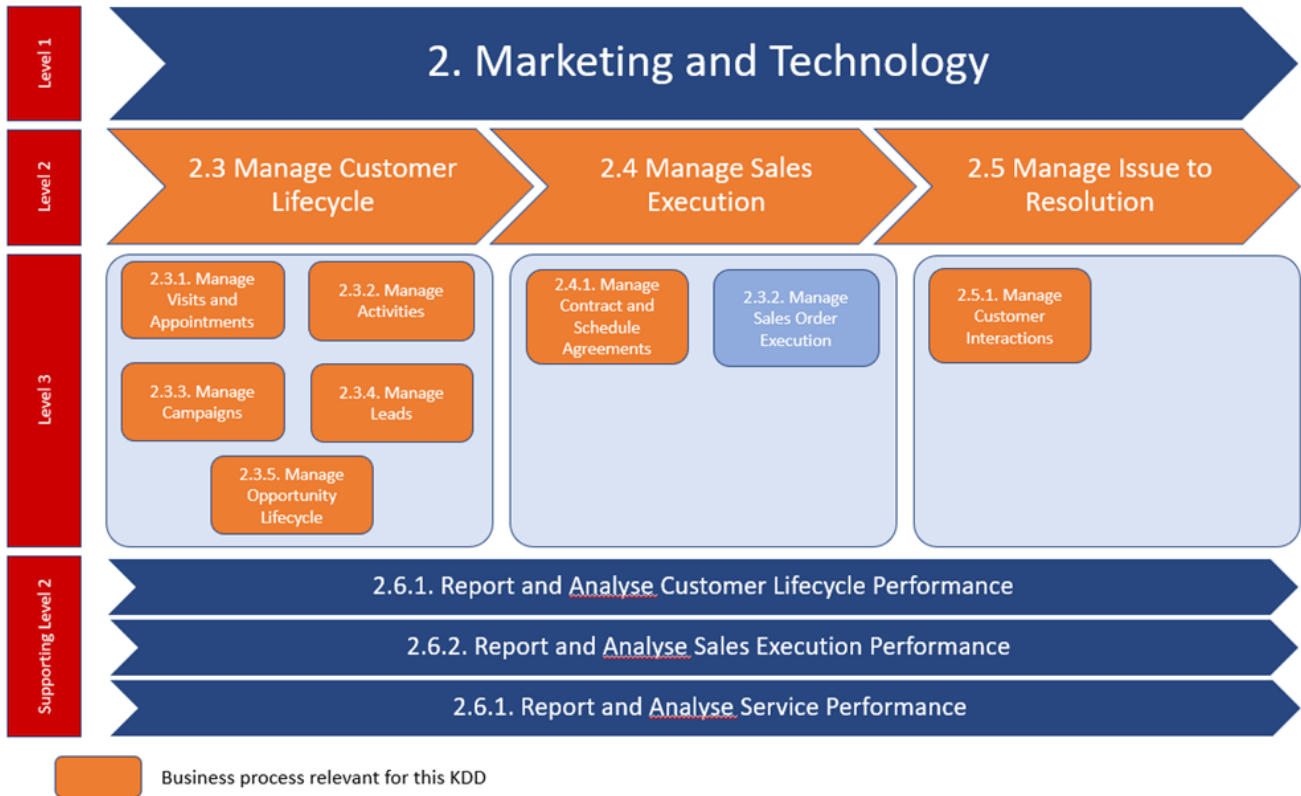


# Litiges et contentieux

Status	Approved
Owner	KUTANI-ext, Karunakar
Stakeholders	

## Issue

The purpose of this KDD is to provide an assessment of and recommendation on the best solution to support "Manage Customer Lifecycle" and "Manage Issue to Resolution" business processes.



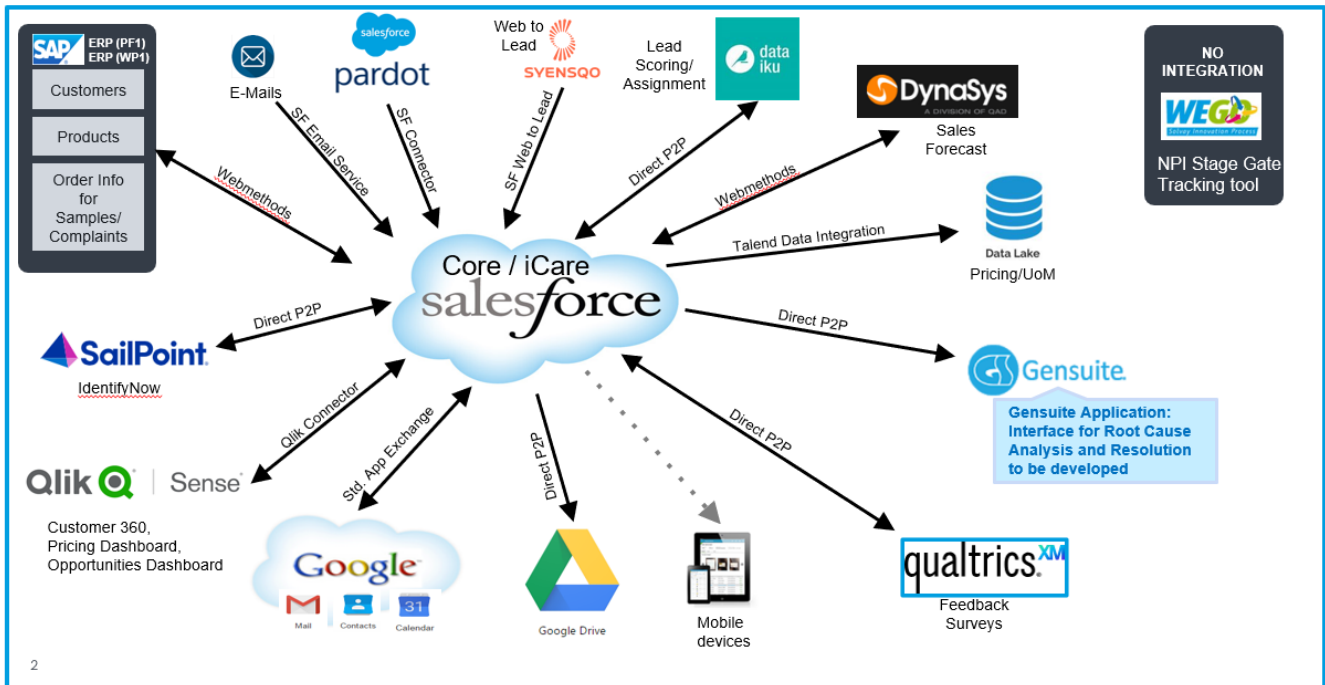
## Recommendation

The following criteria will be applied in this assessment:

- Functional Capability – Support of Syensqo's business processes
- Alignment with "Simplification" principle – Limit customisation above the standard offering of the product
- Integration with SAP S4/HANA – System interfaces required to integrated with other applications required to support the business process
- Cost – Relative cost between the proposed applications

## Background & Context

The current "Manage Customer Lifecycle" and "Manage Issue to Resolution" business processes are primarily supported by Salesforce, and a variety of other On-Premises and Cloud applications that in many instances, integrate with Salesforce. The diagram below depicts the current application architecture:



The current application architecture is very complex as it involves two salesforce instances and a high number of manual and system interfaces that impact the performance of the business processes and data integrity.

Some of these issues are explained below:

- **Double data entry:** Business processes require manual data entry across multiple systems and manual tasks/interfaces.
- **System Integration:** Limited and/or complex integration between Salesforce and other applications (i.e. SAP customer data structure not fully replicated in Salesforce increasing the risk for data integrity across the systems), also adding to the ongoing maintenance costs.
- **Ongoing Maintenance Cost:** Salesforce is heavily customised to mirror the data from other Syensqo's applications – e. g., Customer Master, Quotations, Contracts and Sample requests etc. This will impact future upgrade cost.

In addition to these points, it is important to highlight those two Salesforce applications are implemented to cater to the requirements of different GBU' s as mentioned above has a number of customisations developed to support current business processes.

Further developments are still required to consolidate information and harmonise data across these applications:

- Custom Interfaces to update Customer and Product Data from Salesforce in SAP and vice versa.
- Report/Dashboards for Customer 360, Opportunities dashboard etc., across Salesforce, Dynasys and SAP.
- Consolidation of customer complaint databases (Salesforce) and economise Gensuite.
- Integration between Salesforce and SAP to remove manual data entry of Salesforce customer hierarchy and segmentation.

“**Manage Customer Lifecycle**” business process is enabled by the following applications: Salesforce, Pardot, Dynasys, Dataiku, Data Lake. These applications add new layers of issues and complexity to the existing architecture and Syensqo's business process, for example:

- Quotation management is custom built with no integration to pricing data that resides in SAP. Additionally, there is no linkage between quotations and orders, making it difficult to track the end-to-end execution of sales processes.
- Contract profitability reports are not able to be performed as contract execution is not integrated with SAP.
- Not user-friendly, difficult to navigate, with manual replication of the same information required in multiple areas of the systems.

Similarly, for managing “**Manage Issue to Resolution**” (Customer Complaints, Customer Request and Samples), four applications are currently in place: Salesforce, Gensuite, Qualtrics, Google. These applications vary in capabilities amongst each other and do not fully integrate with Salesforce, to provide the 360° customer view across various customer complaints, requests and samples. Overall, the same issues highlighted before also occur within this business process:

- Double data entry to capture customer insights and feedback from applications other than Salesforce.
- GBU's have different solutions which creates a challenge to consolidate customer interactions for global customers.
- Case management and customer feedback processes are managed differently across the GBU's, which does not allow to report on common KPIs to measure Syensqo's performance and customer's satisfaction.

## Assumptions

SAP S4/HANA will be the ERP (Enterprise Resource Planning) application that will enable the management and execution of customer records, sales contracts, sales orders, logistics, warehousing, transportation, billing and rebates. The recommended solution must integrate with S4/HANA to ensure seamless business process execution and master data integrity.

# Constraints

## Impacts

- **Data Mapping:** Mapping data fields from Salesforce to SAP CX accurately to ensure all critical data is transferred correctly.
- **Custom Development:** Existing developments in Salesforce need to be reviewed and potentially deploy/enhance standard features in SAP CX
- **Interface Redesign:** Existing interfaces between Salesforce and other systems may need to be redesigned to work with SAP CX
- **Training Programs:** Implementing comprehensive training programs for users to ensure they are proficient with SAP CX

## Business Rules

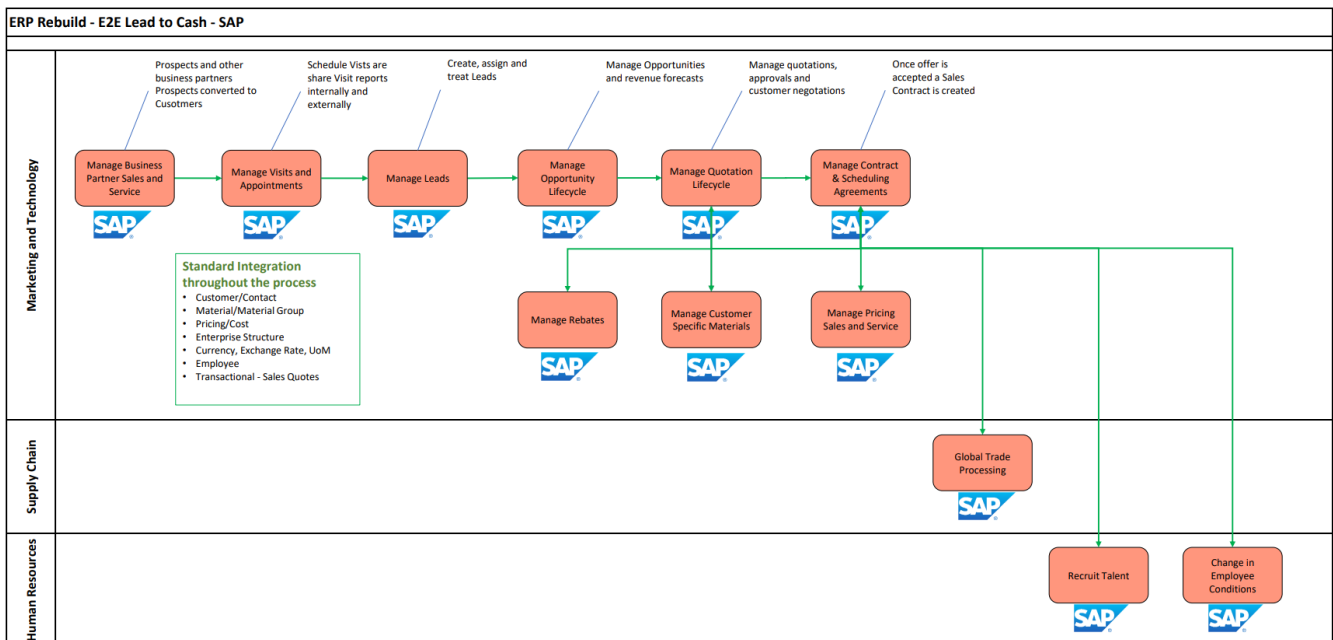
## Options considered

### Option A: “Manage Customer Lifecycle” and “Manage Issue to Resolution” processes enabled by SAP

Option A leverages a full SAP solution to enable the business processes.

#### Advantages:

1. **Integrated Platform:** Manage Customer Lifecycle and Issue to Resolutions processes integrates seamlessly with SAP S/4HANA, providing a unified platform for CRM and ERP functionalities. This integration can streamline operations, improve data consistency, and enhance overall business efficiency.
2. **Data Consistency:** Having CRM and ERP data on a single platform reduces data silos and ensures real-time data synchronization, leading to better decision-making and operational insights.
3. **Advanced Analytics:** Leveraging SAP’s analytics capabilities, including SAP Analytics Cloud and embedded analytics in SAP S/4HANA, allows for sophisticated reporting, predictive analytics, and business intelligence.
4. **Customization and Flexibility:** SAP offers robust customization options and scalability, to tailor the system to specific business needs and scale operations as they grow.
5. **Security and Compliance:** SAP’s strong focus on security and compliance, along with its extensive experience in enterprise solutions, provides peace of mind for organizations handling sensitive data or operating in regulated industries.



### Option B: “Manage Customer Lifecycle” and “Manage Issue to Resolution” processes enabled by SAP and Salesforce: It includes S4/HANA and Salesforce.

#### Option C:

## Option D:

## Evaluation

	Option A	Option B	Option C	Option D
Criterion 1	Pro	Pro	Pro	Pro
	Con	Pro	Con	Con
Criterion 2	Pro	Con	Pro	Con
	Con		Pro	Con
Criterion 3	Pro	Con	Con	Pro

## See also

**File**   **Modified**

No files shared here yet.

## Change log

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v. 198	Oct 16, 2024 14:41	KUTANI-ext, Karunakar	
v. 197	Oct 16, 2024 12:12	WENNINGER-ext, Sascha	
v. 196	Oct 16, 2024 12:09	KUTANI-ext, Karunakar	
v. 195	Oct 16, 2024 12:07	KUTANI-ext, Karunakar	
v. 194	Oct 16, 2024 10:13	KUTANI-ext, Karunakar	
v. 193	Oct 16, 2024 10:10	KUTANI-ext, Karunakar	
v. 192	Oct 16, 2024 10:08	KUTANI-ext, Karunakar	
v. 191	Oct 16, 2024 09:56	KUTANI-ext, Karunakar	
v. 190	Oct 16, 2024 09:32	KUTANI-ext, Karunakar	
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v. 186	Oct 16, 2024 08:16	KUTANI-ext, Karunakar	
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v. 184	Oct 16, 2024 07:22	KUTANI-ext, Karunakar	

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