

Introduction to CRM Lightning

Presentation

The Solvay CRM program is bringing to the group a **single CRM solution worldwide** that **empowers** different sales, marketing & customer service teams who can **better collaborate** to identify, record and serve customer needs. It supports the objective of becoming a more **customer centric organization**, ultimately supporting **business decision making**.



The CRM solution is built around a set of business processes and underlying applications that help manage all customer information, activities and conversations. It helps to better understand every customer and deliver the right message or answer.



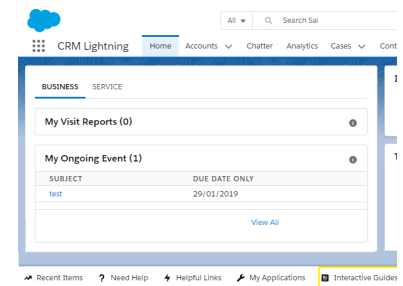
For more info :

- View the [Case processes by GBU](#)
- View the [Customer Service Best practices](#)

Training Materials

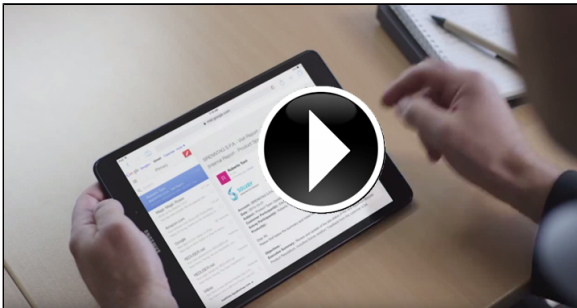
- [Tutorial videos](#)

Learn more by using the **Interactive guides**



Objectives & Benefits

Watch this video to know more about CRM...



With the new CRM system, you can benefit from **one source of the truth** for all customer related data and from **enhanced collaboration worldwide**.

One global CRM system

5. Get valuable insights into your customer and market

4. Rely on one source of the truth for customer related data in a user-friendly tool



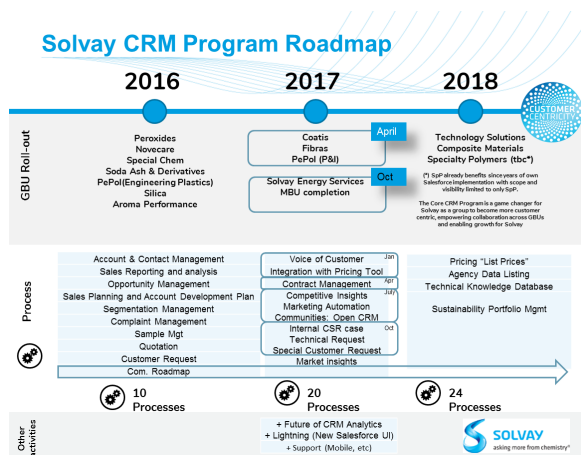
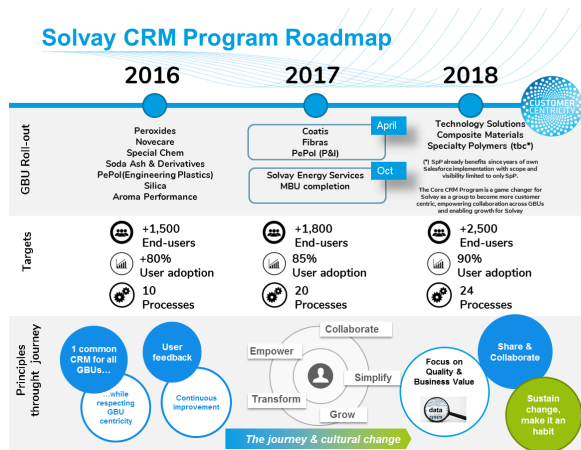
3. Save time – Get a 360° customer view at your fingertips on mobile devices

1. Get a real visibility on opportunities & accelerate time-to-market

2. Benefit from enhanced collaboration within & across GBUs (Easily share and consult info from your team and other GBUs)

The CRM Roadmap

The Roadmap prolongs full implementation in the GBU's until 2018 to gradually integrate GBU's and new functionalities:



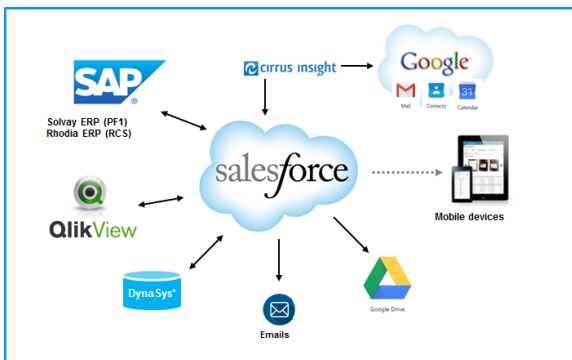
Solvay CRM & Salesforce...

Solvay has identified [Salesforce.com](https://www.salesforce.com) as the platform to support its Customer Relationship Management (CRM). [Salesforce.com](https://www.salesforce.com) is a cloud-based platform which is quick & fast to design and build, which supports a wide range of customer related processes based on best practices and which offers a user friendly interface to accelerate ramp up and usage.



However, the Solvay CRM solution is more than Salesforce!

It is highly integrated with other systems to better meet the needs of Solvay users, and it provides a **wind ow to SAP**



10 key processes in CRM

The Solvay CRM solution supports 10 customer related processes that have been designed according to the needs of the GBUs.

Processes from Release 1.0

| | | | |
|--|--|----------------------------|--|
| <ul style="list-style-type: none"> Single point of access to all customer specific information and to relevant contact data Cross GBU 360° view on accounts Consolidated view of our customer groups / Key account management | Account & Contact Management | Sales Planning & ADP | <ul style="list-style-type: none"> Visit preparation: Visit reports: manage customers in a coordinated way Account Development Plan to manage our key accounts or growth customers through structured approach and global collaboration |
| | Opportunity Management | Market Segmentation | <ul style="list-style-type: none"> Easy access to Market Information to provide operational intelligence that supports decision-making. Use market segmentation model to evaluate and define end use applications to ensure they provide operational intelligence that supports decision-making. |
| | <ul style="list-style-type: none"> Standardized Opportunity stages Pipeline visibility (project based business, new geographies, ...) & cross-BU leads Competitive insights & cross-BU leads Allocate optimal resources to a development project | Sales Reporting & Analysis | Complaints Management |

Processes available as from Release 2.0 & 3.0

| | | | |
|---|---|------------------|--|
| <ul style="list-style-type: none"> Common platform to manage the sample request process from request to handling Automated workflow that will reduce the number of "touch-points" for fulfilling a sample request Keep sample requests visible and in a single place | Sample Management | Quotation | <ul style="list-style-type: none"> Harmonization and automation of the quotation process, for growth or recurrent business Allows to create and send out a quote Focus on internal communication and with the customer. |
| | <ul style="list-style-type: none"> Managing standard requests from the customer related to product specification, quality, delivery and services provided by Solvay Information on all customer standard requests to improve follow-up Traceability linked to regulatory support documentation Key Performance Indicators (KPIs) tracking | Customer Request | Commercial Roadmap (Release 3.0 - May 2016) |

With these 10 processes, CRM aims to accompany you in your customer journey!

