

Data Sources and Mappings

Scope of the Dashboard

External sales from all GBUs. Internal sales are being reintegrated in the dashboard for some SpP and CM specific usage. Only customers added in the customer definition list are available in the "Customer" drop down list. However, all ShipTo / SoldTo are searchable and available in My Report page.

Not Included :

- Corporate Business Services (SBS, ...) : TSA, operations for customers / partners such as BASF or Dow.
- GY - Energy Services / SES
- All the Services on all GBUs

Delta is approx. 570M€ with the P&L (Net Sales + Revenues from non-core activities) in 2020.

This "Customer" concept is specific to this dashboard.

Retrieve in the document below which dimension is mapped behind "Customer" depending on the source of the data

[Customer 360 - KPI Definition](#)

Data Sources

GBU	Sales incl. ICM + PT	Orderbook + Orderlines (CCR)	OTIF	Forecast	Opportunities + Complaints + Contacts	Overdue & DSO	Service Levels	NPS
PA	BW P&L	BW Global Sales	BW Global Sales	BW Dynasis	Core CRM (SalesForce)	BW Financial Account Receivable		Flat File
CT	MVCOPA	MVSDSO	MVSDSO	MVDYN				
CS								
PE								
SI								
SD								
CH								
TS								
OG					N/A*			
SP				Picaso QV	ICARE CRM (SalesForce)			
CM (after jul. '21)				BW Dynasis	ICARE CRM (start: 03/22)			
CM (before jul. '21)	Monthly Flat File	Weekly Flat File	P/A (01/2020)		N/A	P/A (01/2019)	N/A	

N/A : Not Available

P/A : Partially Available (starting date)

*OG GBU is not yet under SalesForce, which means that their opportunities / complaints (and all SFDC objects) are still showing under the former GBUs : Mostly CS & TS (but maybe also CT, CH, PA ...)

Below a summary of Accuracy and confidence of each kind of indicator. Please refer to the footnote when needed.

GBU	Revenue	ICM	Volume	OTIF	Forecast	Opport.	Compl + CCR	Overdue & DSO	Service Levels	NPS
PA	+++	+++	++ ²	+++	+++	+++	+++	++ ⁷		++ ⁸
CT	+++	+ ¹	++ ²	+++	+++	+++	+++	++ ⁷		++ ⁸
CS	+++	+++	++ ²	+++	+++	+ ⁵	+ ⁵	++ ⁷	+++	++ ⁸
PE	+++	+ ¹	++ ²	+++	+++	+++	+++	++ ⁷	+++	++ ⁸
SI	+++	+ ¹	++ ²	+++	+++	+++	+++	++ ⁷		++ ⁸
SD	+++	+ ¹	++ ²	+++	+++	+++	+++	++ ⁷		++ ⁸
CH	+++	+ ¹	++ ²	+++	+++	+++	+++	++ ⁷		++ ⁸
TS	+++	+++	++ ²	+++	+++	+ ⁵	+ ⁵	++ ⁷	+++	++ ⁸
OG	+++	+++	++ ²	+++	+++	N/A ⁵	N/A ⁵	++ ⁷		++ ⁸
SP	+++	+++	++ ²	+++	- ⁴	+++	+++	++ ⁷	+++	++ ⁸
CM (after jul. '21)	+++	+++	- ³	+++	+++	To update ⁶	N/A ⁶	++ ⁷		++ ⁸

+++ : High Accuracy // ++ : As good as possible // + : Globally good, need to read the advices // - : Issues on these indicators

1 : For some GBUs, we can face some inaccuracies on ICM, specially when the sales are done through selling companies (Company 0001, 0005, ...)

2 : Volumes are depending on the VKG conversion in SAP. We know that some volumes can't be converted in KG (Services, Energy, other kind of products ...), therefore we face very minor inaccuracy

3 : For CM, the volume is a big challenge. From 40+ units (sq. meters, liters, cubic feet, units, ...) they need to maintain the conversion in VKG in SAP, which seems not to be accurate as of now.

4 : We take the forecasts from a SpP Specific Qlikview server in the US where a supply chain dashboard has been developed a few years ago. It seems that we have some conversion issues as of now (currently being investigated by the GBU).

5 : OG GBU historical data has been "reshaped" excluding the carved-out activities from the former GBUs to virtually recreate the historical BW data (sales, orderlines, ...) for OG. The opportunities and complaints are still on the former GBUs (mostly TS and CS) since OG didn't roll out under SFDC yet. Therefore TS and CS have extra opportunities and complaints. On the other side, OG orderlines are already excluded from TS and CS to be attached to the newly created GBU : therefore the CCR is wrong for the 3 GBUs until Complaints are assigned to Oil & Gas

6 : Opportunities for CM should be available in March 22. Complaints will be handled in CM's historical tool for now. Therefore they are not integrated in the dashboard for now.

7 : Overdue and DSO is neither based on Sold-To nor Ship-To KA but on Payer dimension. In this dashboard, we linked the Overdue and DSO based on Corporate Sold-To Group code = Corporate Payer group code. First of all, we know that it is not 100% accurate. Then the Corporate Payer Group is only available for the top customers. Therefore we may face discrepancies in some cases (shared payment services, factoring, ...). In case a Corporate Payer group needs to be updated / created, please contact SBS CCT teams.

8 : We would like to emphasize that we have a very few answers to the NPS survey as of now, which lower its accuracy. In addition to that, the NPS is not linked to a given GBU, therefore only users with an access to all GBUs will be able to see the NPS.

Specific Dimensions					
GBU	Corporate Groups	ShipTo KA	AERO Dimensions	Corp /GBU Segments	Notes
PA					
CT					
CS					
PE					
SI					
SD					
CH					
TS					
OG					Corporate Groups are common to all GBUs. Concerned ShipTo KAs have been replicated for TS / CS ShipTo KAs
SP					Manual Updates on a regular basis for these dimensions. Can lead to discrepancies with other GBUs.
CM	X	X	Available in <ul style="list-style-type: none"> ■ Sales ■ Orderbook ■ Forecast 	X	Corporate Groups being manually updated. ShipTo KA not updated yet in GBR : It is derived from the AERO dimensions for now. Segments are filled-in directly in SAP (since no SFDC), but since Corporate Groups are not yet accurate, we may face corporate segmentation discrepancies.

Mappings

In Customer 360 dashboard we perform several kind of mappings :

- due to the dashboard itself : direct / indirect split (for sales and orderbook)
- correction mappings : to perform a calculation not available in another system (HPPO JV case)
- restatement mappings : to identify carved-out scopes and exclude these scope from the dashboard
- meta-grouping mappings : such as Payment Terms or Opportunity Stage Groups
- alignment mappings : to align the values between different systems (ICARE / CORE CRM for instance)
- temporary palliative mapping : because one dimension is not available at a given time in one GBU we derive it from another dimension, such as ShipTo KA for Composite Material is taken from AERO Market / AERO Program.

1	Customer Definition - Direct / Indirect Split
	Scope :
blocked URL	<ul style="list-style-type: none"> ■ HPPO JV cases <ul style="list-style-type: none"> ■ Based on Volume, ICM, Orderbook ■ For all the GBUs ■ Based on the Customer definition list ■ Solvay has joint-ventures with partners that happen to be also customers / suppliers / competitors such as Dow and BASF. HPPO 1, HPPO 2 and HPPO 3 are part of them.
Link to the file blocked URL	<p>In the Customer definition list, we have all the Corporate Group Codes (PF1 / WP1) of the customers we want to display in the "Customer" dimension drop down list. In order to perform the Direct / Indirect split on sales and orderbook data, we reassign the Corporate Groups for Composite Materials / EF L to corporate group codes becomes the reference, therefore each customer we want to display needs to have both PF1 and WP1 codes (even if it has sales only in WP1). In case codes are missing :</p>
Link to the file blocked URL	<p>Scope: therefore we use the Customer Definition mapping (same mapping file) to apply a rate on HPPO Sales, and reassign the correct Dow / BASF Corporate Group to the sales.</p> <ul style="list-style-type: none"> ■ WP1 code missing : we'll miss the WP1 sales ■ PF1 code missing : we'll miss the PF1 sales ■ For Airbus and Boeing customers
blocked URL	<p>The label Composite Materials will also override the Corporate Group name, so we are able to realign labels between systems if needed, or hide / rename on the fly a customer for confidentiality reasons for instance BUT it also means that, in case of data discrepancy, it is one point to check.</p>
Link to the file blocked URL	<p>Since Composite Materials support that is WP1 / PF1 related and Composite Materials is fully under WP1 since July 2021, we have to reassign the COGNOS data (flat file, fed by legacy ERP) to the correct Corporate Groups. We took the opportunity to remap also some Corporate Groups in WP1 data. When Composite Materials fully embraces the corporate group process, we'll be able to remove the WP1 related lines in the mapping.</p>
blocked URL	<ul style="list-style-type: none"> ■ WP1 based on the communication for Orderbook dashboard Customer 360 and CRM Analytics Dashboard. ■ The Payer groups are only maintained for the top customers (80 to 200 customers) by SBS CCT. In case any payer group should be created / updated, please reach out to SBS CCT teams.
Link to the file blocked URL	<p>Due to several M&A / Carve-out or GBU restructurations, and in order to compare current scope to a comparable scope in the past, we retreat the historical scope depending on :</p> <ul style="list-style-type: none"> ■ Based on CRM Contact Function ■ the assignment of the record as Contactor, User or Decider ■ the new GBUs creation : Oil and Gas (mostly from Novicare and Technology Solutions)
	<p>This mapping is not specific to Customer 360.</p> <p>Opportunity Stage Group</p> <ul style="list-style-type: none"> • On ICARE / CORE CRM data (Opportunities) • Based on Opportunity Stage • We assign one of the stage groups : 1. Identification, 2. Lab Testing, ... <p>Payment Terms bucket :</p> <ul style="list-style-type: none"> • On BW P&L data • Based on Payment term value • We assign one of the Payment Terms group : < 30 days, 31-45 days, 46-60 days ...