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Digital

Cloud4M

by Deloitte

for Manufacturing

A Salesforce multi-cloud solution accelerator that can bring your CRM vision to life, provide a clear technology roadmap, and reduce implementation time. It supports the **end-to-end customer engagement process** and provides a **single view of customers and connected products** using a proven approach and solutions.

FEATURES

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.

Grow Service Revenue

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

Manage Recurring Business

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

Monitor Performance Data

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

BENEFITS



Allows manufacturers to move from a product to a customer focus



Fast implementation speed



Single platform that removes technical barriers to create great customer, partner and employee experiences



Increased user friendliness and adoption



Detailed manufacturing capability framework to serve as blueprint for transformation journeys



Pre-built back-office integration surfaces supply chain, financial, and other data to provide seamless experiences

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