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Digital

Cloud4M

by Deloitte

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 capabilities.

Features

- Sales Dashboard for B2B sales
- Enhanced Account 360
- Visit Reporting and Planning
- DocuSign E-signature
- Share of Wallet analysis
- Integrated Account Planning
- Guided Selling
- Advanced CPQ



Manage Recurring Business

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

Features

- Assets and spare parts
- Self-service buy, checkout and service support
- Sales Agreement ordering
- Split order management
- Product Comparison
- Rebates Management
- Request for Quote
- Preview and generate orders in bulk
- Pre-built Integration Framework



Grow Service Revenue

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

Features

- Asset Monitoring
- Case 360
- CTI integration
- Remote Support via video call
- AR app for easy troubleshooting
- Automated customer surveys



Monitor Performance Data

Track Carbon Emission data from sales operations through prebuilt dashboards, processes and Net Zero Cloud, and make tangible improvements based on recommended actions.

Features

- Carbon Emission Reporting
- Sales KPIs
- Service KPIs
- Downstream Transportation Reporting
- Energy Consumption Reporting



BENEFITS



Allows manufacturers to move from a product to a customer focus



Fast implementation speed (reduced implementation time up to 20%)



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



One step further on the way of circular economy



Increases the win-rate and reduces time spent on closing deals



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

CONTACT

Frederik Debrabander
Partner @Deloitte
(Belgium)
Global Cloud4M Leader
fdebrabander@deloitte.com

Lydia Derras
Manager @Deloitte
(Belgium)
Global Cloud4M Asset Manager
lderras@deloitte.com

Shamrin Quddus
Senior Consultant @Deloitte (UK)
GTM Lead
shquddus@deloitte.co.uk