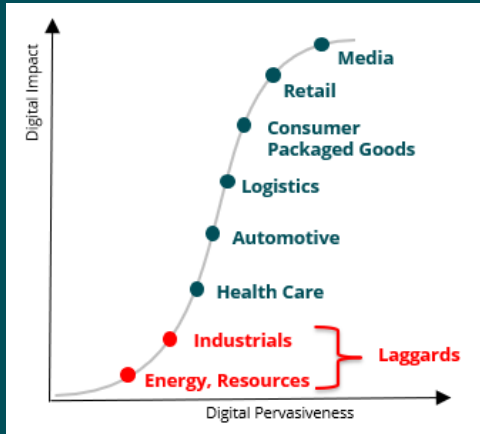


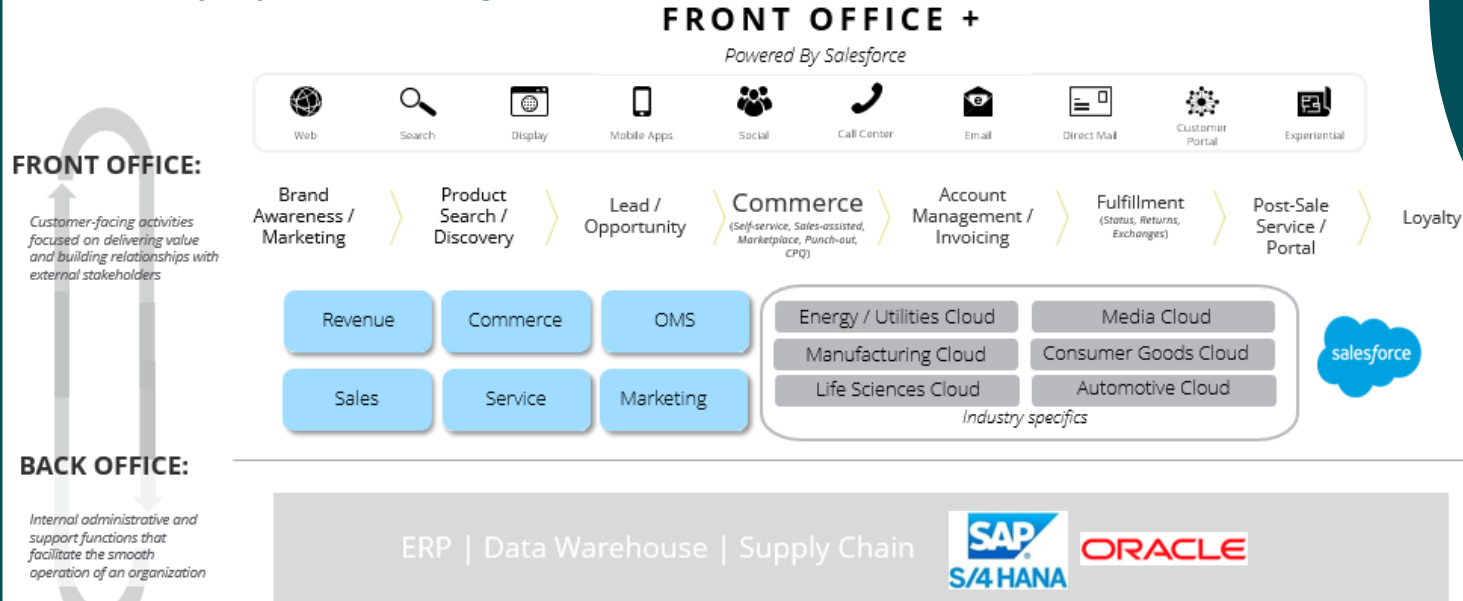
## INDUSTRIES UNDERGOING BACK OFFICE UPGRADES?

Energy, Resources & Industrials sectors are lagging in digital maturity.



# Our "FrontOffice+" drives Commerce Growth on top of ERP

ERP Back Office upgrades are increasing in prevalence across industries, **creating an opportunity to drive significant Front Office business improvements and increase return on investment** from the Back Office changes. As demographics of buyers and users change and they become more digital-oriented, **offering a user-friendly platform is paramount to driving customer loyalty and revenue growth.**



**57%**  
of value of the business case for Global Transformation was driven by Front Office investment for one of the world's largest Agricultural Product Producers working on a Front Office and Back Office transformation, yet Front Office only spanned 24% of the overall investment

## WHY SHOULD CUSTOMER EXPERIENCE BE A PRIORITY?

91%

of buyers say that they are more likely to make a purchase from a supplier that is easy to do business with\*

79%

of buyers say that they are willing to pay a slight price premium to a supplier that is easy to do business with\*

\*Source: Deloitte B2B CX Research (2021)

### CORE BENEFITS



Organizations see **sales growth in B2B commerce** powered by the holistic Salesforce + ERP transformation



Enhanced digital experiences drive greater **customer retention, loyalty, and revenue** because companies become easier to do business with



Deloitte is a **trusted advisor** for enterprise transformations with **unrivaled experience in Salesforce + ERP programs**



Decision-makers have **access to real-time data**, enabling quicker responses to market changes and customer needs

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