



**all for one**  
Group

OUR CRM IMPLEMENTATION  
PACKAGE STARTING AT €24,900

# CRM FOR MANUFACTURING COMPANIES

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Implement SAP Sales Cloud within 12  
weeks. Connect with Office 365,  
SharePoint, Teams or Skype if needed.

**DIGITAL SALES PROCESSES  
AND EFFICIENT SALES MANAGEMENT  
IN JUST 12 WEEKS.**  
TAILORED SPECIFICALLY TO MECHANICAL  
ENGINEERING AND OTHER  
MANUFACTURING COMPANIES

Our strengths:

Years of experience in the  
manufacturing industry.

Process know-how in marketing,  
sales, customer service & commerce.

Plus business IT expertise with  
SAP and Microsoft.

# SAP SALES CLOUD IMPLEMENTATION PACKAGE

QUICK START INSTEAD OF OVERENGINEERING

**Within 12 weeks** we will work hand in hand with you to implement SAP Sales Cloud – and thereby a powerful cloud CRM as well as suitable CRM processes in sales, marketing and service.

**Standard processes** are the focus: start with a lean best-practice scope and swiftly integrate the core processes in your day-to-day work. In this way, you will be able to quickly benefit from SAP Sales Cloud as much as possible. Individual upgrades to the solution are, of course, possible at any time later on.

**Specific functionality for manufacturers and traders of food products.** Our implementation package includes important processes and functions for mechanical and plant engineering as well as other manufacturing companies. Again, best practice instead of customised development. Benefit from decades of industry know-how built into SAP Sales Cloud!

**Our project management and our implementation approach** are closely linked to each other and guarantee implementation in time & in budget. In the process, we will turn your admins into SAP Sales Cloud experts, thereby ensuring sustainable use of the CRM system.

## OVERVIEW OF SAP SALES CLOUD

✚ Simple package solution that can be implemented quickly

✚ Fast implementation:  
Go-live in 12 weeks

✚ High usability thanks to individual customisation options

✚ Compliant with current legal requirements such as the EU General Data Protection Regulation

✚ Extensive standard processes for manufacturing companies

✚ Dynamic configurability and scalability

✚ Globally applicable

✚ Mobile use independent of device

✚ Can be used offline

✚ Interactive dashboards (e.g. reports, KPIs in real time)

✚ Out-of-the-box integration of 3rd party solutions such as DMS, business card scanner or route & travel planner

✚ Easy integration with other products within the SAP Customer Experience Portfolio, SAP ERP and Microsoft (Office 365, SharePoint, Teams, Skype)

## INDUSTRY-SPECIFIC FUNCTIONALITY FOR MANUFACTURING COMPANIES

With SAP Sales Cloud, you can design your sales and service processes in the manufacturing industry exactly as the high customer demands and competition require: digitally, efficiently, transparently and strategically. Our implementation package enables your sales team to perfectly respond to the wishes and needs of your customers and to cover the specifics of the industry in customer relationship management.

### 01 IDEAL CUSTOMER EXPERIENCE

Your customers expect individual support, customised configurations, fast information and a fluid quotation process. SAP Sales Cloud provides all functionalities for an outstanding customer experience.

### 02 SALES MANAGEMENT & ANALYTICS

With intelligent pipeline analysis, you will be able to distinguish real from false sales opportunities at an early stage and take the right steps in further qualification. Customer classification as well as customer and regional planning facilitate sales planning; KPI dashboards support management.

### 03 SALES CYCLE & OPPORTUNITY MANAGEMENT

Pipeline analysis and mapping of the Buying Center provide strategic sales and ensure optimal resource and project management within your sales team. Integrated functionality for quotation and order creation, for scheduling individual meetings or for creating meeting reports makes it easy for every employee to advance the sales cycle.

### 04 360° CUSTOMER VIEW & CUSTOMER FILE

Whether it's address data, contact history and other activities, recent orders or returns – dynamic customer profiles map your customers' entire customer journey and enable tailor-made customer care.

### 05 FORECASTING E.G. FOR LOGISTICS & PRODUCTION

Production requires planning. By being able to predict the expected completion of a deal, you can generate valuable information for successful resource utilisation in production & logistics.

### 06 MAXIMUM MOBILITY

On the road and up to date: You can access all relevant customer information via your mobile device, regardless of time and location, and prepare and follow up appointments via laptop, tablet or smart phone.

### 07 IMPROVED COLLABORATION

Use your CRM as a collaboration platform and connect field service, office staff and service technicians for optimised cooperation.

### 08 EASY USABILITY & HIGH USER ACCEPTABILITY

Our flexible solution can be optimally adapted to the individual needs of your sales staff. Along with the easy usability on all end devices, this ensures a high level of user acceptance.

### 09 START LEAN, EXPAND LATER

The entry-level package for SAP Sales Cloud takes your customer relationship management to the next level and is ready for additional steps. You decide when the time is right. Individual lead-nurturing, efficient service processes or a smart customer portal are merely one integration away.



The industry and process know-how of our first implementation team ensures a rapid and successful CRM implementation in manufacturing companies.

Ask us about our extensions that provide continuous workflows and working without disruptions, such as the integration of Office 365, SharePoint, Teams or Skype.

**David Molter**  
Product Manager, All for One Customer Experience

# CRM IMPLEMENTATION PACKAGE SAP SALES CLOUD

FOR THE MANUFACTURING INDUSTRY

## SCOPE OF SOLUTION

- Customer and contact partner management
- Product management
- Visit management
- Activity management (tasks, phone calls etc)
- Lead management
- Opportunity management
- Standard reports
- Mobility (access via mobile devices)
- On- and offline functionalities
- Outlook integration

## INFRASTRUCTURE

- 1 productive + 1 test tenant

## IMPLEMENTATION SERVICE

- Project management according to proven All for One CX approach
- Process workshops (fit-gap analysis of your processes compared to SAP best practice)
- Agile implementation (includes implementation and realisation support from test phase to go-live)
- Fast implementation of SAP Sales  
Cloud: go-live in 12 weeks
- Key user training (train-the-trainer concept)
- Enablement for future CRM admins

## SAP CLOUD PLATFORM INTEGRATION SUITE

Standard integration in SAP ERP ECC or SAP S/4HANA

We are happy to provide you with an individual offer for optimal integration into your back-end systems.

## PROJECT APPROACH

All for One Customer Experience' innovative project approach ensures precise project planning and implementation in time and budget. We guarantee a lean entry into the world of customer experience and are available as a strategic partner for your further digital transformation after successful project completion. Our portfolio includes all solutions of the SAP Customer Experience Suite and is completed by numerous in-house developments.

**IMPLEMENTATION COSTS** **FROM €24,900**

**MONTHLY USAGE FEE**  
SAP Sales and Service Core  
**COSTS starting at €60**  
(per user / month, minimum purchase 10 users)

Do you have any questions about the package?  
I am happy to create an offer tailored to  
your needs or provide you with information  
about customer references.

My recommendation for you to read in advance:  
**[all-for-one.com/casestudy-weberhydraulik](https://all-for-one.com/casestudy-weberhydraulik)**

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