

CLIENT

Stelrad Radiators is Britain's number one radiator brand, dedicated to producing high-quality steel radiators in the UK and Europe.

BACKGROUND

Stelrad was in the process of introducing a new 'Brand Specialist Team' to further improve their brand-share and provide enhanced customer service to their merchant branches and installers.

THE VISION

The vision was to develop a solution for the new 'Brand Specialist and Telemarketing Team' to support the team's day-to-day operations in the field with real-time data and information about their merchants.

OUR ACHIEVEMENTS

"Deployment of SAP hybris Cloud for Sales within 9 weeks to time and the budget" "Recognition of achievement of the vision during CEO Review" - delivered benefit realisation.



About Our Introduction

Gauri was introduced to Stelrad Radiators by SAP as a trusted pair of hands to help Stelrad realise their hybris Cloud for Customer deployment initiative to time and budget. Stelrad evaluated four leader partners and selected Gauri as a partner of choice after rigorous evaluation and customer references.

Within 9 weeks, Gauri implemented the desired SAP hybris Cloud for Sales solution for Stelrad Radiators new brand specialist and telemarketing team supporting their day-to-day field operations as directed by their vision to provide real-time data and information about the merchants.

Stelrad Radiators are now planning to extend the solution to their other sales teams to improve their efficiency, increase market-share and maintain the leading position in the radiator manufacturing and installation market.

Implemented Scope

- Accounts and Contact management
- Visit plans
- Brand awareness and management activities
- Marketing and Telemarketing
 - Email marketing
 - Management of calls about promotions, events and organize appointment
 - Training and webinar scheduling

Analytics

- KPI's
- Visits per agent per day
- Outstanding tasks and SLA's assigned for closure
- Customer specific sales in / Sales out integration
- Key offline requirement

Mobile Deployment and Offline Availability

- Phase II – ERP Integration (incl. Marketing)

Project won the Gold Award for innovation – SAP Quality Awards 2016



CLIENT

Shimtech Industries is a specialist manufacturer and supplier of the high-performance composite structures and shim solutions to the global aerospace industry.

BACKGROUND

Shimtech Industries were seeking a globally implemented solution to streamline their bid management process with a view to managing the entire bidding process efficiently across different geographies and group companies.

About Our Introduction

Gauri was introduced by the SAP as one of the leading UK partners with hybris Cloud for Customer experience to help Shimtech Industries on their hybris Cloud for Customer journey.

Gauri accepted the challenge to deliver the hybris Cloud for Customer solution within 5 weeks involving complete life-cycle from start to the end, which required configuration and roll-out to 11 countries.

The project is live and has been well received by the Business globally.

Implemented Scope

- Rollout in 11 countries within 5 weeks
- Management of Global Bids and Tender Processes
 - Open bids received from the market
 - Management of bids within hybris Cloud for Customer including management of responsibilities and activities for the bid
 - Status updates and notifications; workflow automation
 - Visual display of RAG status for bid components (i.e. process adherence, management of 3rd party quotes and validation of responses)
 - Account Management
 - Contact Management
 - Visit Management
 - Integration with Microsoft Outlook for emails, contacts and accounts with automated creation from Outlook into hybris Cloud for Customer
 - Online and Offline Access
 - Mobile Access (Online and Offline)

Analytics

- Bid Status KPIs and detailed reporting
- Bid Status Overview (country-wise, group-company-wise)
- Assessment of pipeline per group company for company valuations

CLIENT

The customer is a leading innovator in the design, manufacturing and support of high-performance gas generators for the analytical laboratories.

BACKGROUND

The customer had gone live with hybris Cloud for Sales Solution, which they were not entirely satisfied with. The customer were also in the midst of evaluating a field service solution and an ERP deployment as well.

OUR ACHIEVEMENTS

The customer has given excellent reference to our team for the support provided for hybris Cloud for Sales. We are now engaged to implement hybris Cloud for Service Solution with S/4HANA – global roll out across 14 countries, go Live December 2016 .

About Our Introduction

Gauri was referred by another partner to The customer to help streamline their hybris Cloud for Customer Sales Implementation to go-live and then undertake number of further changes and enhancements.

Scope – Cloud for Sales

- Accounts and Contact management
- Activity Management
- Opportunity Management and Approval
- Territory Management
- Forecasting
- Quotation and Pricing Management
- Google Map Integration
- Pipeline Management KPIs
- Operational Reporting (e.g. Expired Quotes etc.)

Scope - Cloud for Service

- Service order management for field service
- Quoted works
- Installed base management
- Service Contracts with periodic billing
- Planned maintenance and scheduling
- Resource planning and Time booking with HCM integration
- Field service team access on mobile including offline to receive and execute jobs, parts, labour and expense confirmations
- Billing of service jobs
- Stock and Financials integration

CLIENT

The customer founded in 19xx is the biggest independent toy retailer in the UK currently and growing at an average of one new store per month with one of the best customer services in the industry

BACKGROUND

To meet the ever demanding customer services from various channels, The Toy Retailer wanted to have a separate & more integrated solution which can help further improve their customer services and keep themselves ahead in the market segment with a single view of customer from various channelscompanies.

About Our Introduction

Gauri was introduced to the customer by another partner as hybris Cloud for Customer specialists and were engaged as implementation partners to help deliver the hybris Cloud for Customer project and required integration with hybris commerce

Gauri not only brought Cloud for Customer experience, but additionally the ability to implement niche requirements like Telephony integration and integration with hybris Commerce

Implemented Scope

SAP Hybris Cloud for Customer solution was implemented as the primary system to manage the load and help automate the service tickets. The solution was integrated with the following channels :

- Hybris Commerce B2C: This is a master system from where the account & contacts are replicated to hybris Cloud for Customer and vice versa. The real time integration helps immediate customer details replication and helps customer service team to resolve customer issues faced while performing online transactions.
- CTI Integration: Telephony integration with Internal customer service team and also with the outsource firm to manage the busiest period.
- Email Integration: Email integration with various channels like, eBay, Amazon, Tesco etc. to customer service team.
- Social Media: Integration with Facebook & Twitter applications on the messaging services with a real time response
- Chat Integration: Integration with SnapEngage chat provider

Analytics

- Monitor SLA on each tickets response
- KPI around tickets handled on each channels
- Single database for reporting by importing data from Telephony and other 3rd party databases
- Resource Alignment on various team based on different channels

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About Us

We are a leading innovator in delivering solutions based on cutting-edge technologies which are of high business value, often green-field and technically complex.

Give us a call and let us show you our innovative solutions and talk about recent successes with our clients in the UK



Winner of the SAP Gold Quality Award in the Innovation Category for 2016

