



## CASE STUDY

# Global Hybris Cloud for Sales Implementation

for



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

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.

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 the 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.

Hybris Cloud for Customer was rolled out in 11 countries within 5 weeks; an unique implementation of this scale by Gauri.

## Project Scope

- Rollout in 11 countries within 5 weeks
- Roll-out of global bids and tender processes
- Open bids received from the market
- 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 the Hybris Cloud for Customer
- 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



- Are you looking for a proven strategy to build on your existing CRM estate?
- Are you grappling with how to transition to the Cloud from your existing on-premise CRM solution?
- Is your desire for a 'Single Customer View' still elusive?
- Does your CRM seamlessly integrate with your customer engagement and commerce processes?

## Give us a call

We understand the complexities across business processes, technologies and challenges that lie across achieving operational excellence.

With solid technology capability, pragmatic solutioning, innovative commercials backed by robust delivery processes, Gauri is always there to help you deliver on your promises to your customers.

Give us a call for a free, no-obligation consultation to review your challenges and help you shape your solution strategy.





Gauri Ltd.,  
Brunel House,  
Deepdale Enterprise Park,  
Deepdale Lane,  
Lincoln LN2 2LL  
UNITED KINGDOM

01522 243121 | sales@gauri.com



## About Us

Gauri is a UK-based consultancy helping our customers to compete and grow using digital initiatives.

Through long-standing partnerships with our clients, we have consistently delivered successful business outcomes for over 10 years.

Our niche focus and a motivated team has helped us to develop our depth of expertise:

- Transition to intelligent CRM on the Cloud
- Connected Cloud, Hybrid (on-premise with Cloud)
- Cross-application integration
- Business Intelligence
- Supply chain solutions and integration with ERP

Each one of our customers sees us as a partner they can trust to deliver; someone who will stand by them through challenging situations.



SIEMENS

arco®

