



TATA CONSULTANCY SERVICES
Experience certainty.



Oracle CX CPQ Fixed Scope Offering- Smart Quote



Smart Quote : TCS FIXED SCOPE OFFERING FOR CPQ

Smart Quote a fixed scope service offering from TCS is a bundled CPQ solution with practical and predefined scope covering product configuration, pricing, approvals, quote documents as well as CRM and ERP interfaces enables customers to leapfrog in CX modernization journey. A fixed price and rapid deployment in as few as 8 weeks with cost and schedule benefits for customers supported by a series of prebuilt CPQ assets provides unique option to customers embarking cloud journey.

Overview

To enable modernization journey for customers, TCS has three packaged options for CPQ Cloud solution delivery, with engagements ranging from 8 to 17+ weeks. These options address customer requirements on variables such as pricing, discounting rules, attributes, actions, reports and the number and complexity of integrations. Optional customizations include data management; add on integrations, product enhancements and internationalization.

Our Solution

TCS helps companies define a structured and robust change management strategy also, as part of scope of offering, to ensure effective CX outcomes. The Smart Quote CPQ offering from TCS comprise the following components:

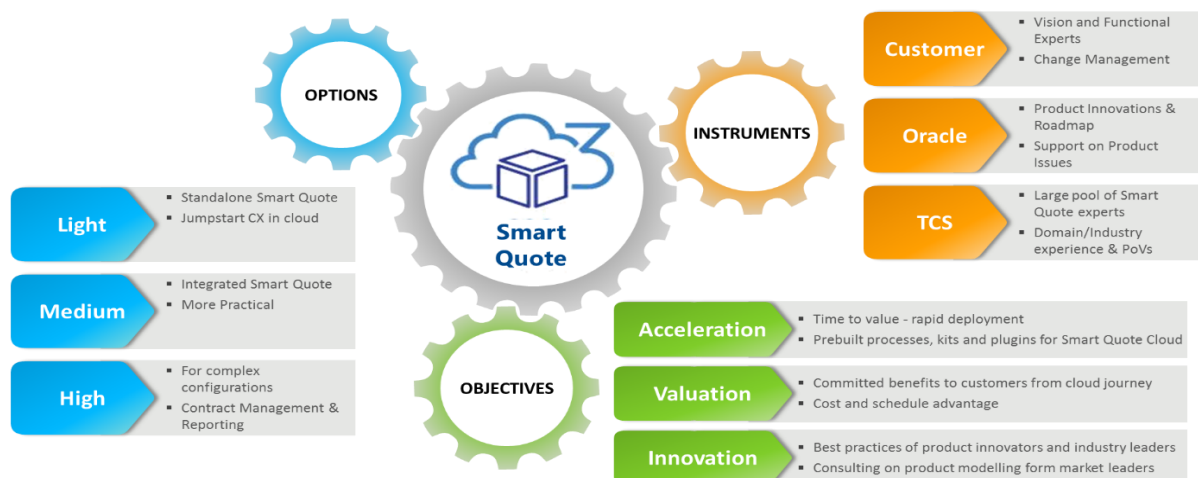
- A bundled CPQ solution suitable for customers new to CX Cloud or looking for CX modernization
- Fixed price and rapid deployment in ~ 8 weeks and more options for flexibility
- Practical and predefined scope fits every industry vertical
- Deployment inclusive of critical CRM and ERP interfaces
- Ideal for customers who know their product catalog but disappointed with legacy CPQ applications like excel and others
- Rapid deployment of CPQ with cost and schedule benefits for customers, enabled and supported by a series of prebuilt CPQ assets

Benefits

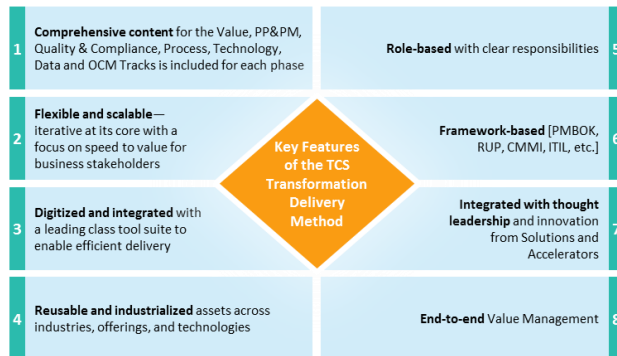
The Smart Quote CPQ offering from TCS deliver the following benefits to customers as part of implementation of most powerful CPQ cloud product:

- Increase in cross sell and upsell opportunities
- Less dropped orders, consistent pricing and zero reconciliation. Improved accuracy in quotes, sales orders and pricing.
- Increased sales effectiveness due to reduction in quote/proposal generation time.
- Accelerate product's time to market
- Enhanced productivity by way of improved user experience
- Optimized deals with predetermined margins
- Standardized products catalog and multi-level automated quote approvals
- Extend CPQ process to partners

SMART QUOTE- Offering Highlights



TCS TDM Methodology



Smart Quote Offering uses TCS Transformation Delivery Method [TDM] and integrated reusable assets provide an enhanced customer experience throughout the transformation lifecycle.

Iterative Implementation delivery approach of TDM is most suitable for CPQ Cloud implementation. This approach focuses on smaller batch sizes where the configure phase is repeated in cycles or iteration

- ❖ *TCS has delivered CPQ Cloud solutions at several global customers, including a 3,000-user setup at a large U.S. manufacturer, where quote times decreased to 20 minutes from 4 days, and on-time delivery of quotes rose to 95%.*
- ❖ *For another customer, TCS reduced the number of physical product models to fewer than 50 from more than 1,000, with 100% mobile-enabled approvals.*

The TCS Advantage

By partnering with TCS, you can leverage the following advantages:

- **Assets and industry specific CX solutions:** *We approach CX engagements with proprietary consulting assets, assessment models, frameworks, pre-built accelerators and industry specific solutions. These have built and refined over the time to help businesses ensure faster time-to-value through a structured and holistic transformation approach.*
- **Centre of excellence:** *Our dedicated Oracle CX center of excellence (CoE) focuses exclusively on designing unique frameworks and solutions for CX programs across different industries.*
- **Domain and technology expertise:** *Our proven track-record in CX technologies across industries and business functions gives us the expertise to deliver repeatable and value-driven solutions. Oracle has recognized us as a specialized partner for Oracle Sales Cloud, CPQ Cloud, and Service Cloud.*
- **Credentials and Oracle partnership:** *Our award winning and analyst accredited Oracle services are a testimony to the value we bring to global businesses. TCS, an Oracle Platinum Partner and Cloud Elite Partner, works jointly with Oracle to build industry specific solutions that address some of your unique and pressing challenges.*

Awards & Recognition



Accolades

- ✓ **Oracle 2017 Specialized Partner of the Year : PaaS/ IaaS Cloud - Global award**
- ✓ **2017 Oracle Excellence Awards - Specialized Partner of the Year : Customer Advocacy - EMEA**
- ✓ **2017 Specialized Partner of the Year : INDIA Regional Partner of the Year**
- ✓ **Integrated Cloud Partner of the Year Award - Oracle UK & Ireland, March 2017**
- ✓ **2016 Oracle Partner Network (OPN) Cloud Program Solution: PaaS Partner of the Year**
- ✓ **Specialized Partner for Applications, India (2016)**

To know more

For more information, please contact: OracleCX.Cloud@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match.

TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

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