

EXCEED CUSTOMER EXPECTATIONS WITH OMNI-CHANNEL COMMERCE

SAP hybris Customer Engagement and Commerce Solutions by itelligence

Meeting the Expectations of a New Breed of Buyer

Today's anytime, anywhere buyers are demanding new levels of the customer experience and personalized service from their business suppliers. They want more convenience when buying – under negotiated terms and with the assurance that they will receive what was promised. These same buyers also want a consistent experience that matches the way they purchase personal goods when using a range of mobile devices. Companies that want these buyers' continued business will need to find cost-effective ways to seamlessly provide new sales channels that bridge B2B e-commerce with buyers' standard way of doing business.



OVER 67% of online shoppers abandon their shopping carts before completing a purchase *(Baymard Institute)*



62% of organizations cite customer expectations as the #1 driver for investment in omni-channel initiatives *(Forrester)*



52% decrease in customer support cost after migrating customers to a B2B e-commerce portal *(Forrester)*

Transformative Game Plans

hybris, an SAP company, provides a modern, standards-based framework that is scalable for business growth and expansion.



Descriptive and pictorial electronic product catalogues with easy search and navigation



Current, available and accurately priced inventory



Order management tools



Automation of complex business processes (e.g., pricing, contracts)



Integrate ERP system of record with e-commerce system of reference



Globalization: local regulatory, currency conversion and language support



Sales force integration and productivity

The itelligence Difference

We use the deep experience of industry-leading SAP business process best practices enabled by SAP in-memory, cloud and mobile innovations to ensure better ROI from our customers' critical technology investments. As a result, we help businesses to achieve:

From Product Information Management to Rich Content

Keeping master data in SAP is not a format to engage customers and to optimize commerce. We turn product information into flexible and rich content that can be used in every customer touchpoint.

Consistent Omni-Channel Experience

We ensure convenient, seamless navigation across all available customer shopping channels.

Flexible Offering

Based on individual workshops, we present a flexible and transparent offering that can accommodate the current and future needs of small, medium and large companies.



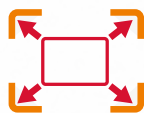
RESULTS



Reduced risk and deployment time with proven process & data integration templates



Cross-device, rich, intuitive user experiences



Sized to fit your requirements



Flexible deployment for on-premise, cloud or hosted options



Higher sales and conversion rates, lower costs