



Keneos Customer Lifecycle Management



From knowledge to solutions

“CLM: optimizing customer interaction”



Keneos: 100% SAP

SAP CLM: a Keneos core business

Delivering CLM success for your business



**200 SAP
consultants**

**Covering
Belgium,
Luxembourg,
France,
Switzerland**

**Multilingual,
multicultural**

70% senior level

**CLM
by Keneos**

**15 CLM
consultants**

**Focus on
customer**

**Covering
the full scope of
CLM**

**CRM
and beyond**

**For customers
across industry
sectors**

Public Sector

Manufacturing

Pharma

And many others

Your questions...

*“we did the technical CRM **upgrade**, now we’d like to **discover its potential** in the functional CRM”*

*“we’re running SAP in other areas,
but we’d like to **extend SAP to CRM...**
what’s in the box?
Where should we start?
Is it necessary for our Business?”*



*“we’ve got the SAP CRM basics,
but we need to **improve our user acceptance,
our functional scope, ROI
and CRM analytics**”*

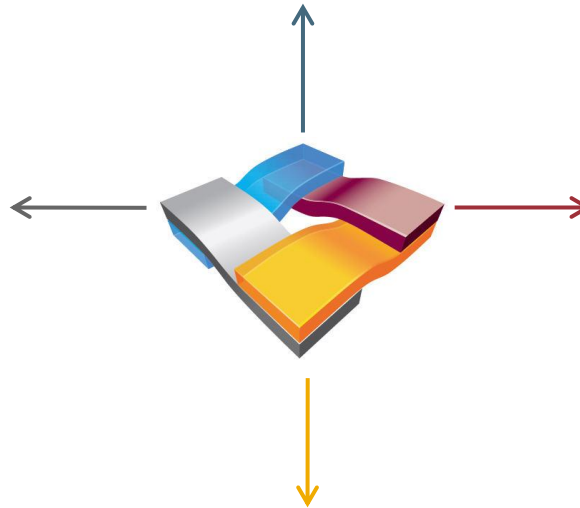
*“we’re looking for a **single partner**
to help up us with **strategy, projects and support.**
And not just in CRM,
but **right across the SAP spectrum**”*

... Our answers

CLM Solution Projects

SAP CLM projects, ranging from SFA, CIC, Service Management through to talent, internet Sales and analytics

Business Consulting
CRM Road Map,
Process consulting,
User performance,
Client project management



CRM Product Portfolio,
CRM Road Map, Workshop
Quick Wins,
CRM Accelerators,
CRM Dashboard

CRM Consulting and Support

Ad-hoc functional expert consulting, production support,
with low-cost off-shore development

A full coverage of SAP CLM at your service

Functional CRM

CRM Sales,
CRM Marketing,
CRM Services,
360C CRM

CRM Analytics

Using SAP BI and
CRM Analytics,
delivered through the
corporate intranet

CRM Business

Change
Management,
CRM Performance,
CRM Planning,
CRM Process
Integration

Keneos CRM Maximize

Helping companies
maximize
what they now have
“in the box”
with CRM

User Performance

(SAP UI Productivity,
integrated user
training, user help,
process and Data
Quality)

Multi Channel

Mobile CRM, Internet
Sales, Call Center
CRM, SOA and
Web CRM

Spotlight: our CLM clients



AGC








Coca-Cola

infrax

inopolis®

Spotlight: our CLM clients

 <p>Belgacom ICT</p>	<p>SAP CRM 7.0</p> <ul style="list-style-type: none"> - Order to Cash Flow - Implementation of Service and project management solution - Quote Management System - Analyzing and writing of the blueprint for a solution integrating CRM – R/3 – cProject 		<p>SAP CRM 7.0 Implementation</p> <ul style="list-style-type: none"> - Roadmap definition - General Business Analysis - Process Definition
	<p>SAP CRM 2007</p> <ul style="list-style-type: none"> - Upgrade from CRM 4.0 to CRM 2007 - Help Desk support and monitoring 		<p>Business Process improvement</p> <ul style="list-style-type: none"> - User Management Study for the future CRM System - Application Architecture Definition - Business role scope definition - Central User Management with Electronic Identity Card identification
	<p>SAP CRM 5.0 (IS-Utilities)</p> <ul style="list-style-type: none"> - Implementation of Contact & Complaint Management solution - Grant Management – Energy saving Bonus Management - Business process improvement - Business Role definition & Business Analyst 		

Your contacts for questions, remarks, next steps...

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Thank you!

