

# INFOSYS OFFERINGS IN ORACLE CX SALES CLOUD



ORACLE®

**Diamond  
Partner**  
Cloud Elite

**Infosys®**  
Navigate your next



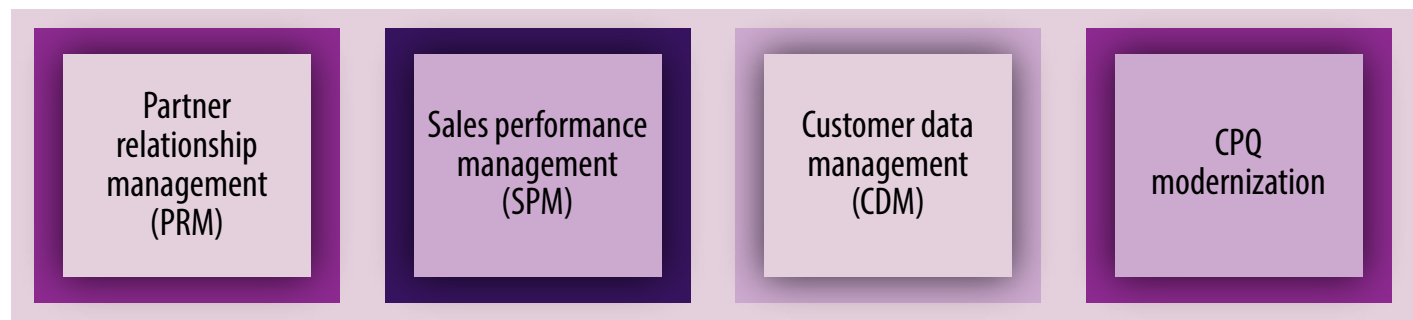
Leading enterprises are now seeking effective ways of leveraging cloud technology to develop strategic advantages and ensure organizational success. They are looking for new platforms that will give them the opportunity to make a sea change in productivity while riding the wave of critical and cost-effective growth initiatives.





The Infosys offerings in Oracle Sales Cloud (OSC) have a fixed scope and price, and empower clients to take on a more inclusive and strategic role in today's world of business and economic uncertainties. Infosys focuses on delivering measurable business value to its clients through its proven best practices, approach, and change levers, so as to efficiently run a small or large portion of their business.

**Our cloud offerings can help your enterprise:**

- Simplify and streamline business processes to take effective strategic decisions
- Achieve low total cost of ownership (TCO) through minimal investments (OPEX vs. CAPEX)
- Get quicker implementations and faster time-to-market

## Infosys Sales Cloud transformation pillars



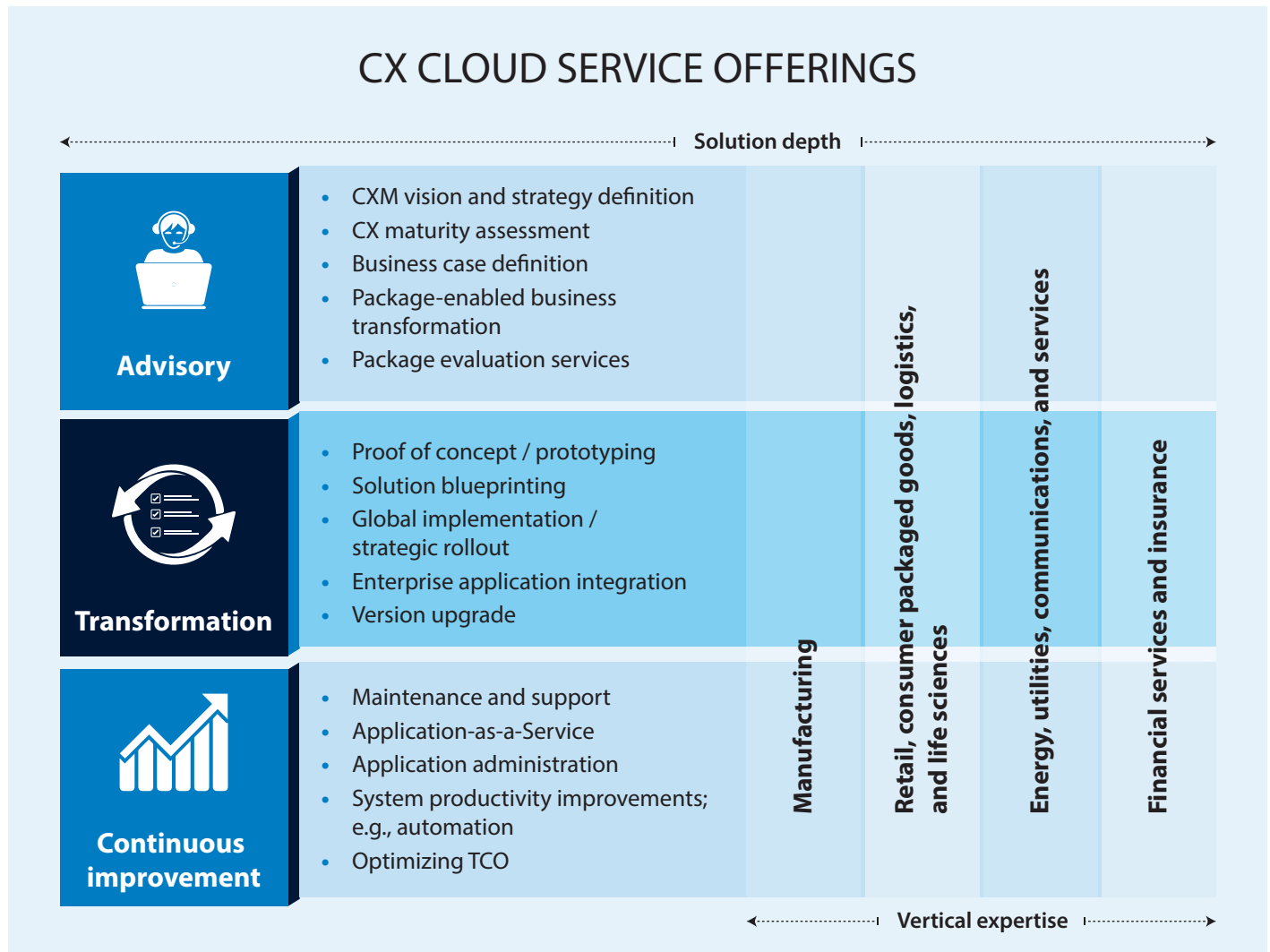
 PRM	 CDM	 Sales Force Automation	 SPM
<ul style="list-style-type: none"> <li>• Register and on-board partners</li> <li>• Channel managers can manage partner performance using programs, tiers, and dashboards</li> <li>• Deal registration, lead and opportunity management</li> <li>• Manage marketing development funds, claims, and budgets</li> <li>• Partners can manage own leads and opportunities using self-service portal</li> </ul>	<ul style="list-style-type: none"> <li>• Model trading community architecture</li> <li>• Enable real time / batch mode duplicate identification</li> <li>• Enrich accounts with D&amp;B integration</li> <li>• Verify and standardize addresses in real time and batch mode</li> <li>• Resolve duplicates using merge and link</li> </ul>	<ul style="list-style-type: none"> <li>• Manage prospects and accounts</li> <li>• Qualify, rank, and convert leads</li> <li>• Manage business plans and assessments</li> <li>• Automate assignment of leads and opportunities using Territory Management</li> <li>• Build a highly collaborative workforce using Oracle Social network</li> <li>• Access critical data on-the-go using mobile apps or Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Complete suite of products to mentor, motivate, and manage sales performance</li> <li>• Model complex yet balanced territories</li> <li>• Set quotas on territories using top-down approach</li> <li>• Model complex incentive plans aligned to your business strategy</li> <li>• Collect, calculate, verify, and pay incentives</li> </ul>

## Service offerings

Infosys has a portfolio of solutions around Sales Cloud, spanning all industries and various critical business cycles. Our service offerings follow a rapid implementation approach that takes 12 to 24 weeks for a standard out-of-the-box implementation. The offerings deliver tangible business outcomes, solve critical problems, and help enterprises transform their businesses.



## CX CLOUD SERVICE OFFERINGS



## INFOSYS KEY DIFFERENTIATORS



### Execution excellence

- Infosys CX – rapid implementation workbench
- Infosys flexible delivery model
- Hybrid agile methodology



### Center of Excellence

- 500+ certified consultants
- Rigorous training at Infosys University
- Subject matter experts
- Infosys-developed training material for Oracle competency



### CX Rapid Start

- Fixed price and fixed scope offerings
- PaaS integration solutions
- Marketplace functional capabilities
- Marketplace technical capabilities







### Automation

- Smart data services
- Test automation
- Oracle Sales Cloud Migration Utility
- Infosys CX Automation platform





# Infosys solutions on Oracle Marketplace

 <b>Infosys sales effectiveness (ISE)</b>	 <b>Data migration solution</b>	 <b>Gamification solution</b>	 <b>Partner program management</b>
<ul style="list-style-type: none"> <li>Automate operational decisions like assignments, eligibility checks, team building, or resource validation</li> <li>Create business rules and send real-time notifications based on business rule violations</li> <li>✓ <b>Enhance and accelerate the forecast process</b></li> <li>✓ <b>Boost sales performance by improving the overall sales effectiveness</b></li> </ul>	<ul style="list-style-type: none"> <li>Our solution provides a simple and unified approach to migrate or integrate data over any distance, regardless of the server platform or storage vendor</li> <li>This preconfigured solution migrates key sales objects from Siebel to OSC</li> <li>✓ <b>30% reduction in effort for data extraction and migration</b></li> <li>✓ <b>Minimize the as-is analysis and to-be analysis cycles related to data migration</b></li> </ul>	<ul style="list-style-type: none"> <li>The solution allows gamification of the entire sales cycle, splitting it into missions and objectives, in order to boost the productivity of the sales team</li> <li>Create manageable missions for the sales team, wherein the sales representatives win badges, recognitions, and awards while progressing towards their sales goals</li> <li>✓ <b>Increased engagement level and sales performance of the sales team</b></li> <li>✓ <b>Improved insights from account and behavioral data</b></li> </ul>	<ul style="list-style-type: none"> <li>A bolt-on PaaS solution that complements and significantly enhances Oracle Sales Cloud PRM</li> <li>The solution implements partner programs, tier levels, and specializations, alongside evaluating the partners' tier levels periodically</li> <li>✓ <b>Stronger and differentiated partner network</b></li> <li>✓ <b>Higher revenue from the partner channel, achieved through a focus on high-value partners</b></li> </ul>



## Customer showcase

### For a global leader in enterprise communication systems

- We simplified complex processes, resulting in a 22 percent improvement in productivity
- Developed a program management app that tightly integrates with OSC PRM
- Improved user experience for partners by providing them a common platform

### For a worldwide leader in telecommunications based out of the US

- We configured Oracle Incentive Compensation (OIC) to replace both Xactly and the legacy system
- Set up compensation plans for the new and existing business
- Reduced manual interventions in the application, improving productivity by 26 percent

### For a leader in international commercial debt collection

- We implemented Oracle Sales Cloud using the Infosys RapidStart offering in a phased manner
- Performed a pilot implementation in three countries followed by complete solution rollout in 30 countries
- Ensured accurate forecasting and pipeline management, increasing the sales productivity by 13 percent



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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