Customer Contract Management for Leading Global Commercial Vehicle Manufacturer

**BUSINESS REQUIREMENTS**
- Increase efficiency and control of contract documents
- Pricing accountability and relevance based on input fluctuations
- Improve contracts execution turnaround time

**OUR SOLUTIONS**
- Translation of the existing Service Agreement process
- Developed improved business Service agreement process
- Integration framework definition to consolidate disparate systems

**TOOLS/TECHNOLOGIES**
- Salesforce.com Sales Cloud
- Data Loader.io, Digital Signature
- SAP ECC 6.0 - SD and MM Module

**BUSINESS IMPACT**
- 20% Increased Revenue from Service Warranty Sales
- Contract processing cycle time reduction from 30 days to 3.
- Reduced carbon footprint

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**Our solution approach**

**CRM**
- Customer
- Contract/Customer Updates

**Content Management system**
- Requesting Team
- Clause Repository
- Base Template

**ERP**
- Contract released
- Draft Contract Quote
- Business Approval
- Risk Control

**Content**
- Quotations
- Opportunity
- Pre-Sales

**Legal**
- Compliance

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**About Us**
Happiest Minds enables leading organizations for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies: big data analytics, internet of things, mobility, cloud, security, unified communications, etc. Happiest Minds offers domain-centric solutions applying skills, IP assets and functional expertise in Digital Product Engineering, Infrastructure Management and Security. These services have applicability across industry sectors such as retail, consumer packaged goods, e-commerce, banking, insurance, Hi-tech, engineering R&D, manufacturing, automotive and travel/hospitality.

Headquartered in Bangalore, India, Happiest Minds has operations in the US, UK, Singapore, Australia and has secured $ 52.5 million Series-A funding. Its investors are JPMorgan Private Equity Group, Intel Capital and Ashok Soota.

For more information visit [www.happiestminds.com](http://www.happiestminds.com). Write to us at business@happiestminds.com

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