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**

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<tr>
<th>CRM</th>
<th>Pre-Sales</th>
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<tbody>
<tr>
<td>Requesting Team</td>
<td>Quotations</td>
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<tr>
<td>Billing/ Invoice</td>
<td>Opportunity</td>
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<td>ERP *</td>
<td>Leads</td>
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<td>Contract/Customer Updates</td>
<td>Business Approval</td>
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<td>Clause Repository</td>
<td>Risk Control</td>
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<td>Approved</td>
<td>Sent to Customer</td>
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<td>Customer Review &amp; Redlining</td>
<td>Compliance</td>
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**About Us**
Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as “Born Digital . Born Agile”, our capabilities span across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering, risk, manufacturing, automotive and travel/transportation/hospitality.
Headquartered in Bangalore, India, Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

business@happiestminds.com