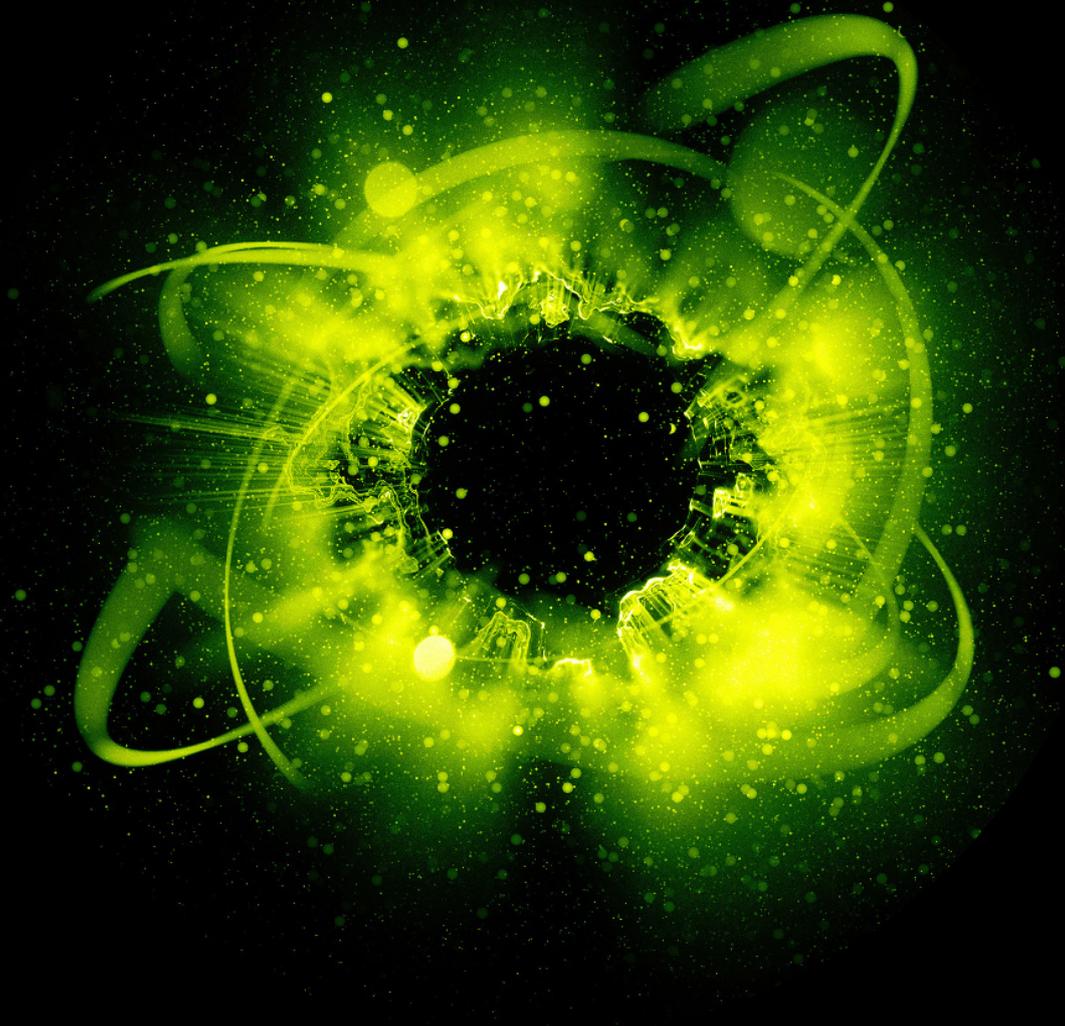


Deloitte.
Digital



Deloitte Cloud4M for Chemicals
Accelerating transformation
for chemical companies



MAKING AN
IMPACT THAT
MATTERS
since 1845



Get ahead of the digital competition with a customer-centric approach

The complexity of the chemical industry requires deep capabilities in key areas, such as selling product samples, data science, and advanced collaboration technologies (e.g. portals). Many IT organizations are not ready to embrace the opportunities of the digitalization of sales and services within the chemicals and specialty materials industry.

Meet Deloitte Cloud4M for Chemicals, Deloitte's pre-configured multi-cloud solution. Deloitte's depth of industry experience brings adapted business

processes and data science capabilities to the specific needs of the chemical industry to Deloitte Cloud4M for Chemicals. Our design-led implementation approach drives customer-centricity and an iterative way to prove value and scale quickly.

Accelerating the digital transformation

This pre-configured cloud solution with a data model fit for a chemicals producer, gives you a single view of customers, partners, and discussed products. With pre-built back office integration, you can surface supply chain, financial, and other data to provide seamless experiences. Deloitte Cloud4M for Chemicals integrates

selected collaborators from the Salesforce ecosystem to provide the depth of functionality needed. By providing predefined Salesforce solutions for the key business objectives Deloitte Cloud4M for Chemicals marks the perfect jump-start for a fast implementation delivering instant business value.

Meet Deloitte Cloud4M for Chemicals, Deloitte's pre-configured multi-cloud solution.

Finding the right mix with the Deloitte Cloud4M for Chemicals solution on Salesforce



Sales & Service Cloud

- Sales processes adapted for chemicals with account planning, visit management and competitor insights

- Easy sampling process with easy internal and external warehouse integration
- Preconfigured global reporting incl. UoM



Community Cloud

- Easy and seamless access to product portfolio
- Integration with Sales + Service modules for 360° view on customers

- Ability to subscribe to product information and related documents to stay up to date with future changes



Commerce Cloud

- End-to-end sales cycle from sampling to commercial orders
- Easy interaction via digital channels with advanced notification center engine

- Seamless integration with Sales + Service processes for efficient combination of digital channel with human interaction



Deloitte's integrated solution supports the end-to-end customer engagement process from lead generation to opportunity, quotation management, and orders.

How to become customer centric

For chemical companies, achieving digital transformation requires a major shift from product to customer focus.

Deloitte Cloud4M for Chemicals is designed with the customer at its heart, making it easier for organizations to orchestrate great customer experiences. The design-led implementation approach includes user research that supports the development of relevant personas and user journeys across the experience. Deloitte's integrated

solution supports the end-to-end customer engagement process from lead generation to opportunity, quotation management, and orders.

The solution helps you create new products and services in order to capitalize on opportunities to improve existing products or create new ones. With greater transparency across the supply chain, you will be in a better position to harness customer data to gauge demand, support supply chain collaboration, and improve planning.

Creating great experiences across the journey – from a single platform



Imagine

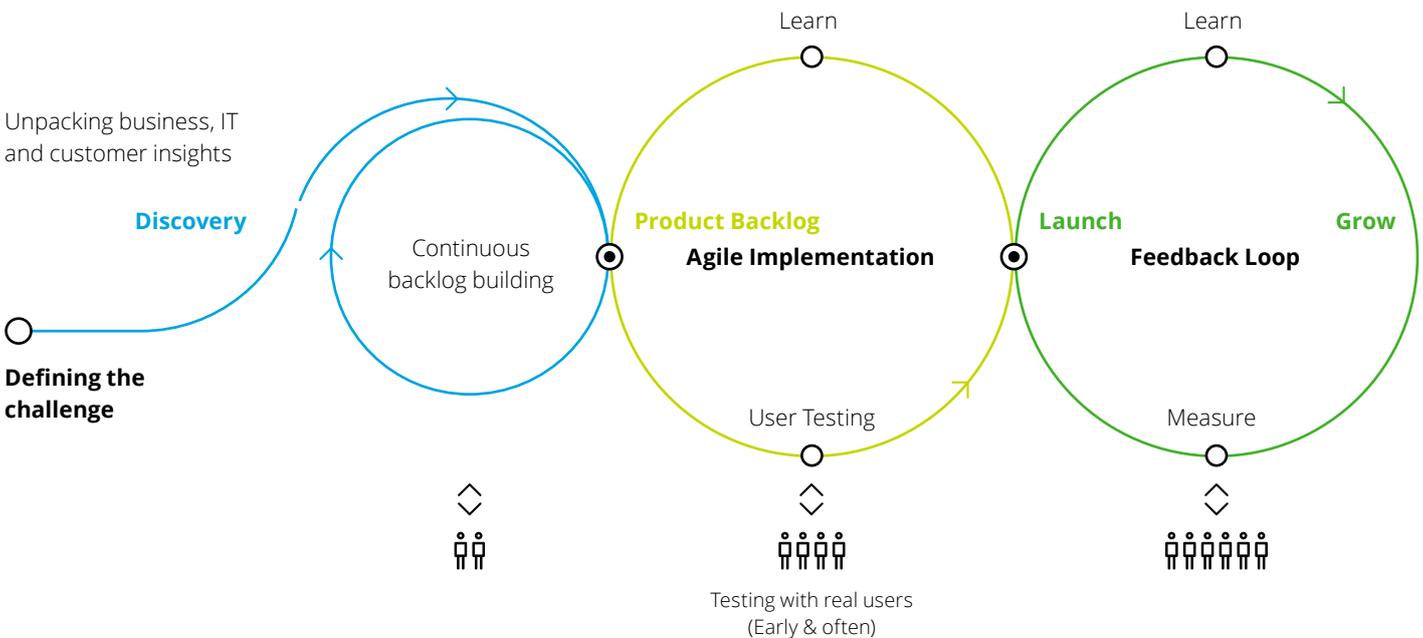
Envision the future customer experience.

Deliver

Use Deloitte Cloud4M for Chemicals for a fast and iterative shaping of your future.

Run

Based on user feedback, continuously improve the system and integrate into your existing backend.



Discovery
3 weeks

Implementation & Training
10 weeks

Roll out and Improve System
Part of subsequent project phase

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