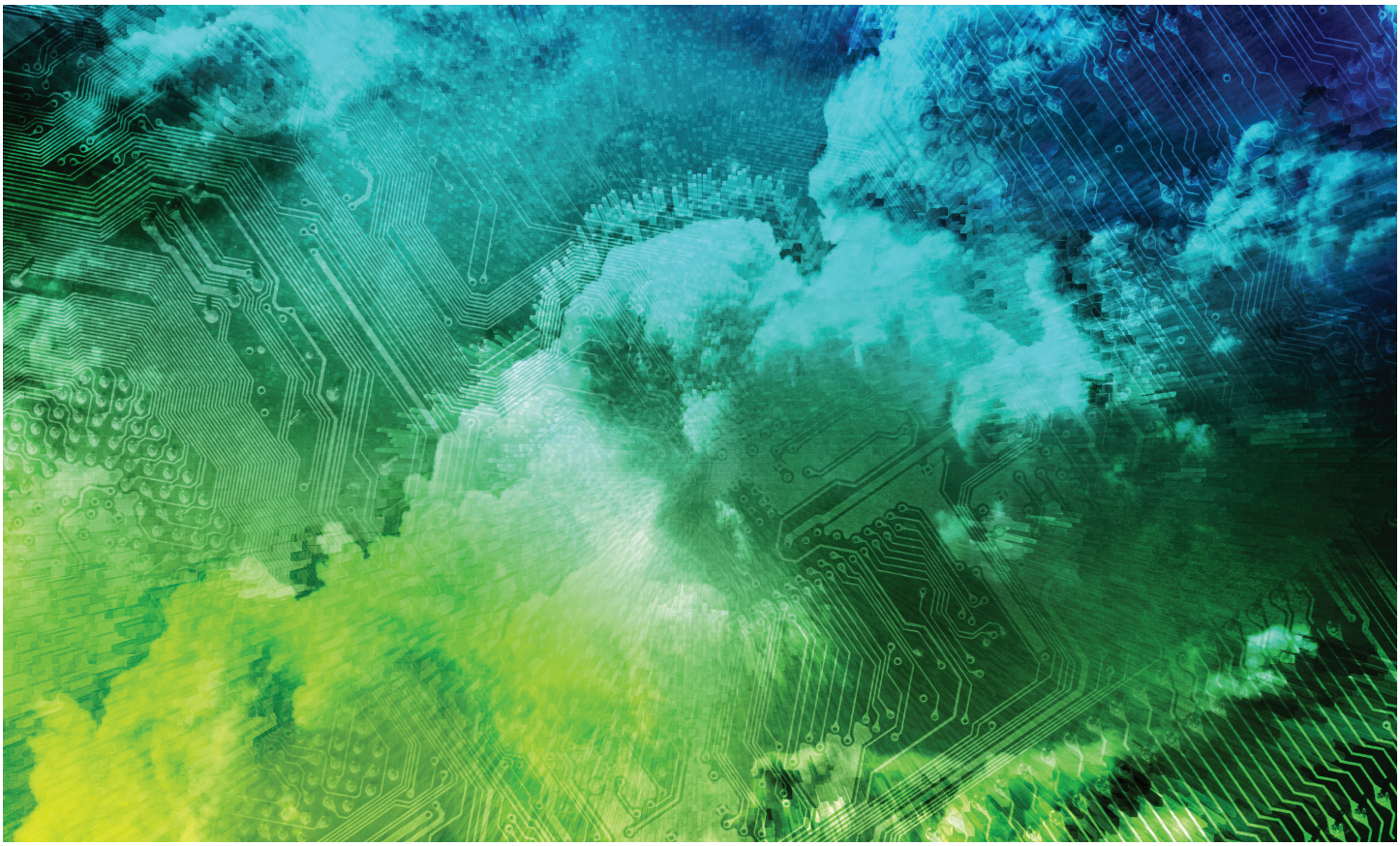

SaaS implementation

Today's off-the-shelf cloud software as a service solutions are increasingly more capable, configurable, and scalable. Our understanding of your unique business realities can help you unlock the potential of those products and use it to your advantage.

Like any company, today, you should have powerful software solutions for enterprise resource planning, customer relationship management, finance, and other key operational functions. Good news is, there are some truly exceptional packages out there with long lists of blue-sky features and benefits. At the same time, your company is unique. And what you need from those products—how they fit with your goals and processes, how they can best serve the requirements of your industry, how they should roll out across your enterprise—that's every bit as unique. Understanding how to make a commercial off-the-shelf SaaS solution fit the realities of your business demands experience and insight not only about the products, but also about your strategic priorities, organizational dynamics, and market context.

That's where Deloitte comes in. Our cloud transformation teams have planned and executed programs for clients across industries and around the globe. We've built dedicated practices around cloud offerings from SAP, Oracle, Salesforce, NetSuite, Workday, and more.

As we orchestrate the selection, deployment, and optimization of your cloud solution, we look again at each process and every person that it impacts—with an eye toward identifying opportunities to help you improve operations, spur innovation, and establish an agile digital culture across your organization. In short, we can help you get off-the-charts value from your off-the-shelf solutions.

Named

"A global leader in SAP Services based on strategy and current offering."

— Forrester[1]

Deloitte can deliver the whole package

Chances are good that there's a cloud software as a service solution on the market today that will serve your core back-office needs. Many of those products offer the potential not just to move your data and processes to cloud, but also to positively, relentlessly transform your way of doing business.

When it comes to serving key functions such as accounting, human resources, administration, and supply chain management, the selection and implementation of cloud software solutions can be a major differentiator for your company. It's vital that it be a *positive* differentiator. If you start with the wrong product, you may wind up spending more time and money customizing and deploying it than you would have spent building it from scratch.

That's why we look at your business first and guide you to a solution based on the specifics of your needs, your structure, your overall cloud and legacy software environment, and other key factors. We bring in experience from our worldwide network of business consultants to help identify key opportunities and risks. We employ specialized teams with deep experience with leading SaaS vendors to orchestrate and integrate your implementation.

Deloitte can help deliver the savings, scalability, security, and agility that inspired your cloud journey in the first place.

Our cloud SaaS implementation offering is provided across four key capabilities

Enterprise resource planning
Operating model, business process, and technology design / implementation to support the adoption of cloud SAP, Oracle Cloud, NetSuite, or Workday financial and supply chain solutions.

Customer relationship management
Operating model and technology design / implementation to support the adoption of off-premise Salesforce or Oracle customer cloud solutions.

Human resources transformation
Human capital business model and technology design / implementation services to support the adoption of cloud technologies such as Workday, SAP, or Oracle Cloud.

Other SaaS domains
Business process and technology design and implementation to support the adoption of enterprise cloud applications across a wide set of functions including e-commerce, content management, billing, and more.

The you^5 advantage

The value you derive from cloud depends on five factors. The first two—your **project parameters** and the **technology**—are givens. True transformation comes when your advisor has deep understanding of the other three—your **business**, **industry**, and **cultural dynamics**. Deloitte applies that understanding relentlessly to create exponential value at every turn and address the key issues that motivate your stakeholders.

"Our legacy systems are a drain on our time and resources to manage. It's time to move those to the cloud—and we need to make sure we're choosing the right solution."

— Business executive

"Every time we implement new software we run into issues that tax our IT resources. I want to know what to expect so that we can get up and running on schedule."

— Technology executive

"We're talking about putting our most valuable and sensitive data on the cloud. Are we exposing ourselves to breaches that would harm our brand or violate regulations?"

— Risk executive

Charging into new markets

Deloitte digs deep into Salesforce.com to help global financial services firm grow

How to maintain the high-touch, service-led reputation that your business is built on, when your biggest growth opportunities are with small- to midsized clients? That was the business challenge brought to us by one of the world's largest financial institutions. Digging deep into the capabilities of Salesforce and Salesforce Marketing Cloud, we built a suite of sales and marketing automation capabilities that enabled sales team members to multiply the leads they could individually cultivate. We knew that success here required more than technical chops—it demanded consistent adoption and engagement across the client's sales team. So we led a global effort to speed the pace of adoption, innovation, and collaboration. The results? Increased win rate, leads worked, and charge volume. Improved brand consistency and net promoter score. And reduced customer acquisition cost.

Get to the future **Faster**

Deloitte amplifies value through your SaaS implementation

01

Our technology-agnostic approach combined with our strong SaaS vendor relationships mean we can provide detailed insight and objective guidance.

02

We have dedicated practices for every major enterprise solution on the market, staffed by advisors and engineers with significant downstream vendor experience.

03

Our breadth and depth of technical, industry, and business knowledge enable us to orchestrate solutions that solve challenges faster and help you outpace change.

04

If clients no longer wish to manage their own technology infrastructures or cloud environments, we can migrate them to cloud managed services platforms.

SaaS implementation is one component of Deloitte's end-to-end cloud services. For more insights and information across the cloud journey, please visit **deloitte.com/us/cloud**.

Named

"The largest Workday services provider based on headcount."

— Gartner[2]

Get in touch

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Footnotes:
1 Source: Forrester Research, Forrester Wave™: Services Providers for Next-Generation SAP Products, Q1 2016, Liz Herbert, March 17, 2016.
2 Source: Gartner, Market Guide for Workday Service Providers, Susan Tan, Frances Karamouzis, Dean Blackmore, 19 November, 2015.

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