

# 'How to' improve the *Quote to Cash* Process

Presented by:

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# Quote to Cash Process

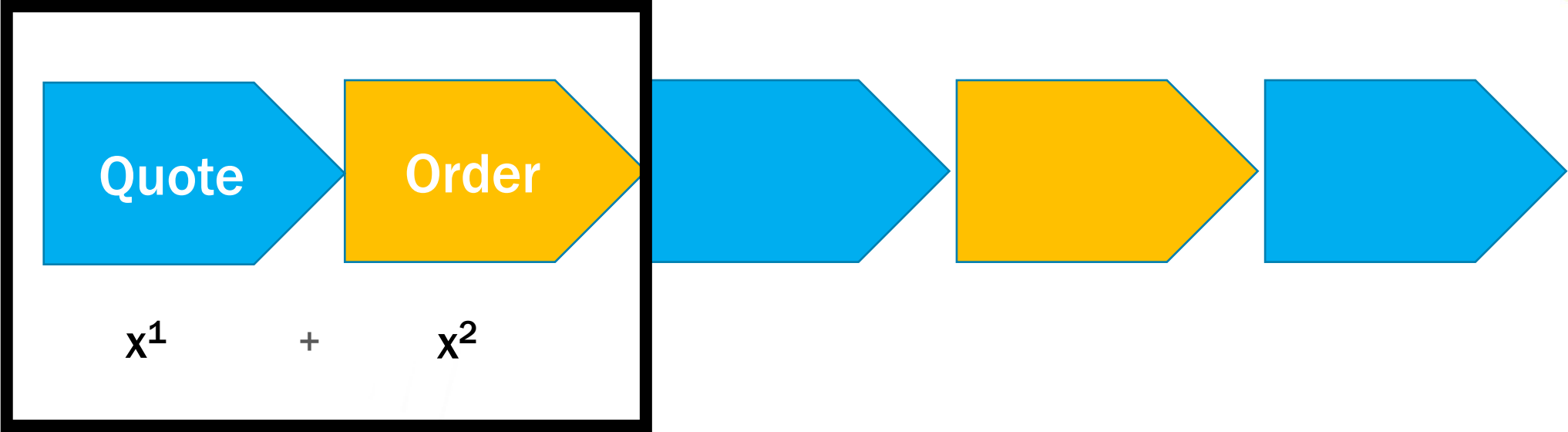


$$X^1 + X^2 + X^3 + X^4 + X^5$$

**Key Performance Indicator**

Quote to Cash Cycle

# iQuote™ Solution Focus: Quote to Order



**By reducing the time required for components of the Quote to Cash Process, the Quote to Cash Cycle is reduced.**

# Sales Quote Challenges

- **Improving Quote turnaround time**
- Real-time, accurate pricing
- Requires input from multiple people within organization
- Finished product configuration revisions
- Connectivity between quoting tool and QAD EA
- Obtaining required approvals
- Quote standardization
- Quote visibility



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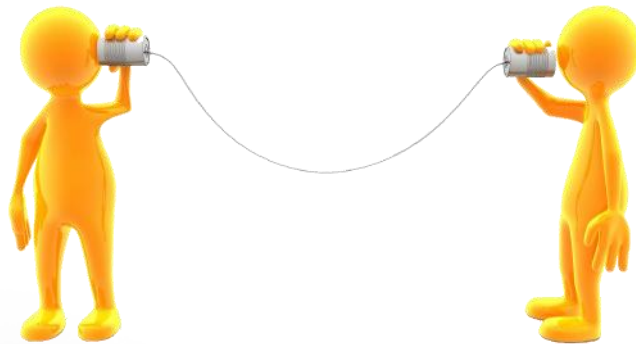
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# Process Digitization™ Methodology

- Leveraging 21<sup>st</sup> Century Technology to facilitate the 3 C's
  - ✓ *Communication*
  - ✓ *Collaboration*
  - ✓ *Connectivity*



**More specifically...**

**Connecting People and Processes**

**via the Cloud, Mobile Devices, Social Media**

**with Approval Routing and Workflow Technology**



# Supporting Research

Data collected by Aberdeen indicate that **Best in Class** businesses are digitizing their business for the following reasons:

- 46% to **promote collaboration** between business processes and business units
- 29% to manage cases based on goals rather than rigid processes
- 29% to create **more intelligent workflows**
- 21% to remap and **re-engineer business processes** to be more efficient
- 21% to decrease response times to internal and external events
- 17% to **digitize processes**

# Results achieved by our Clients

- ✓ Global process standardization
- ✓ Reduced process cycle time/costs
- ✓ Improved process visibility/tracking
- ✓ Elimination of redundant data entry
- ✓ Reduced auditing costs
- ✓ Improved process controls
- ✓ Elimination of paper forms



## Reduction in Cycle Time

*“The iQuote platform enables us to connect to QAD EA and other external pricing tools which helped us reduce our quote time to a couple of days!”*





# Improved Pricing Control

***“With iQuote we finally have control over pricing for our sales quoting...We have reduced our sales turnaround time from weeks to days...”***





**Sean Brown**

**Senior Business Process Analyst**

**iQuote 2.0™**



## □ Evolution of **iQuote™** at former Employer (large QAD User)

- Beginnings of iQuote
- Globalizations and Standardizations across all business units
- Increased communications and efficiencies in a disperse multi-language environment

## □ Evolution of **iQuote 2.0™** at Somero Enterprises

- The redesign
  - Real – Time quoting over mobile devices
  - Real time quoting right in front of the customer...

# Objectives

➤ **Real-time, accurate quoting anytime/anywhere**

- 100% Web-based
- **Real-time integrated with QAD EA**

- **Standardization**

- A well defined and systematized work flow for pricing approval process
- Use of quote templates
- Shared Data sets
- Standard definitions and processes

➤ **Improve user functionalities**

- Visibility of all active quote / pricing for the customer
- Automatic conversion of quotes to QAD Sales Orders
- Automatic Calculation of Taxes
- **Customer signature capture on quotes**



# Why iQuote™?

- ✓ Improved Pricing Controls
- ✓ Integrated with QAD
- ✓ Configurable rules/Approval routing
- ✓ Cost Effective
- ✓ Quick implementation
- ✓ **Ease of use**
- ✓ Ease of support
- ✓ Highly Customizable



# Implementation Timeline & Challenges

## ○ Implementation timeline ?

- ✓ WOC Example – We took iQuote live at one of Las Vegas’s biggest conventions called World of Concrete... We not only took it live there, but produced a record number of quotes at the convention.... It was so easy to learn, the salespeople were learning how to use iQuote while talking to the Customer....
- ✓ **In addition, by allowing the Customer to see the quote in real-time and then capturing their signature (commitment), we sold more products than previous years at the conference!**

## ○ Team size : 3 Somero members, 1 ISSG member

## ○ Challenges

- Hard deadline of 2.5 months to implement and go Live, which ISS Group beat!



# Benefits

- ✓ Quote accuracy
- ✓ Capturing Customer commitment (signature) in real-time
- ✓ Improved quote turnaround
- ✓ Improved pricing control
- ✓ Process standardization
- ✓ Improved quote visibility



# Demonstration

**iQuote 2.0™**



# Copy of Presentation

A download of this presentation is available on the ISS Group Blog page at:

[www.issgroup.com/news](http://www.issgroup.com/news)

# Questions?

Contact Andy Weinstein at:

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**Thank You!**