

# GLOBAL SALES SUMMIT

## Connected Society

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PEOPLE



PURPOSE



PASSION

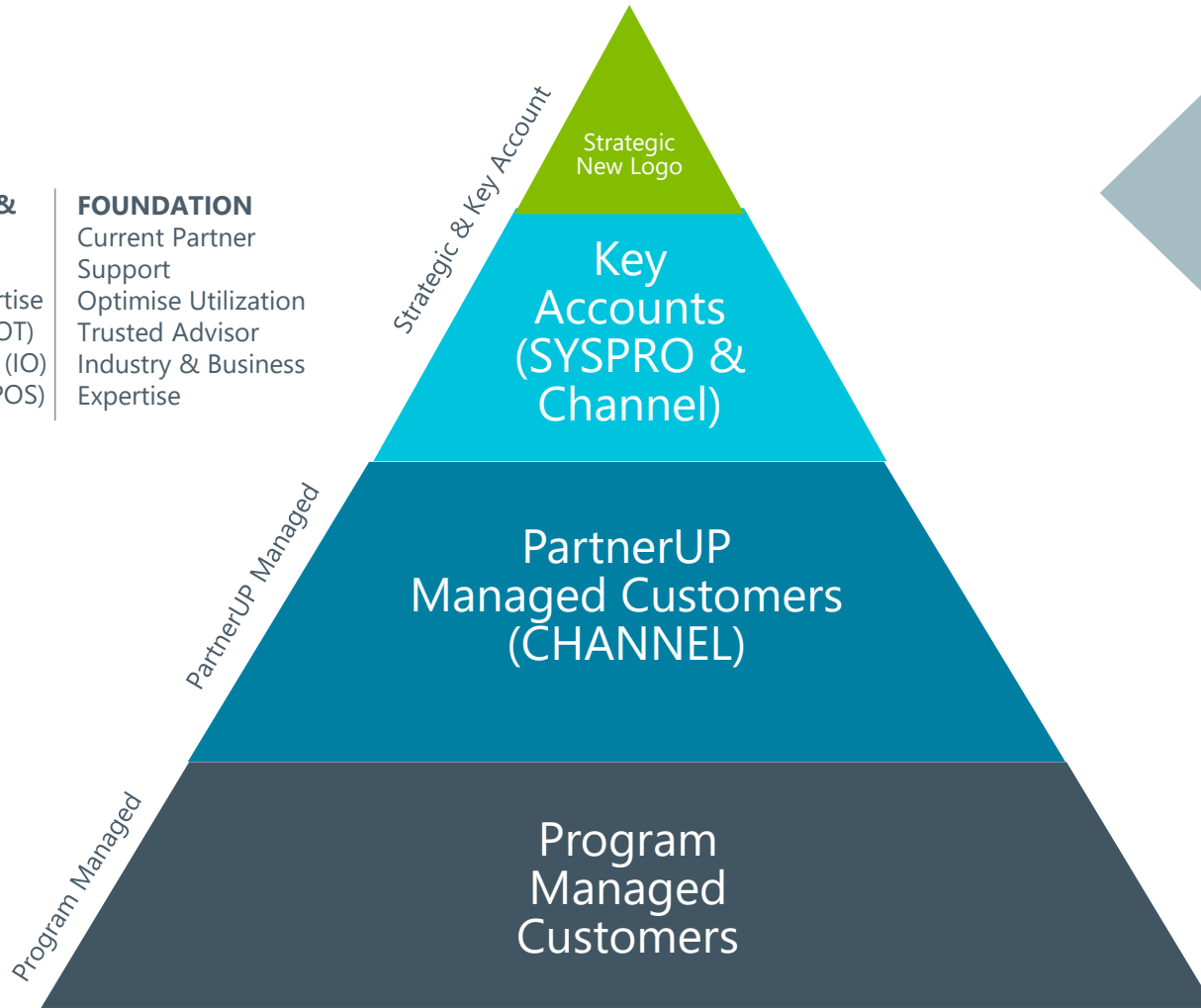
# A Customer Intimacy Model

## VALUE ADD & SOLUTIONS

Leveraging industry Expertise  
Digitisation (IOT)  
Specialisation (IO)  
Technology (POS)

## FOUNDATION

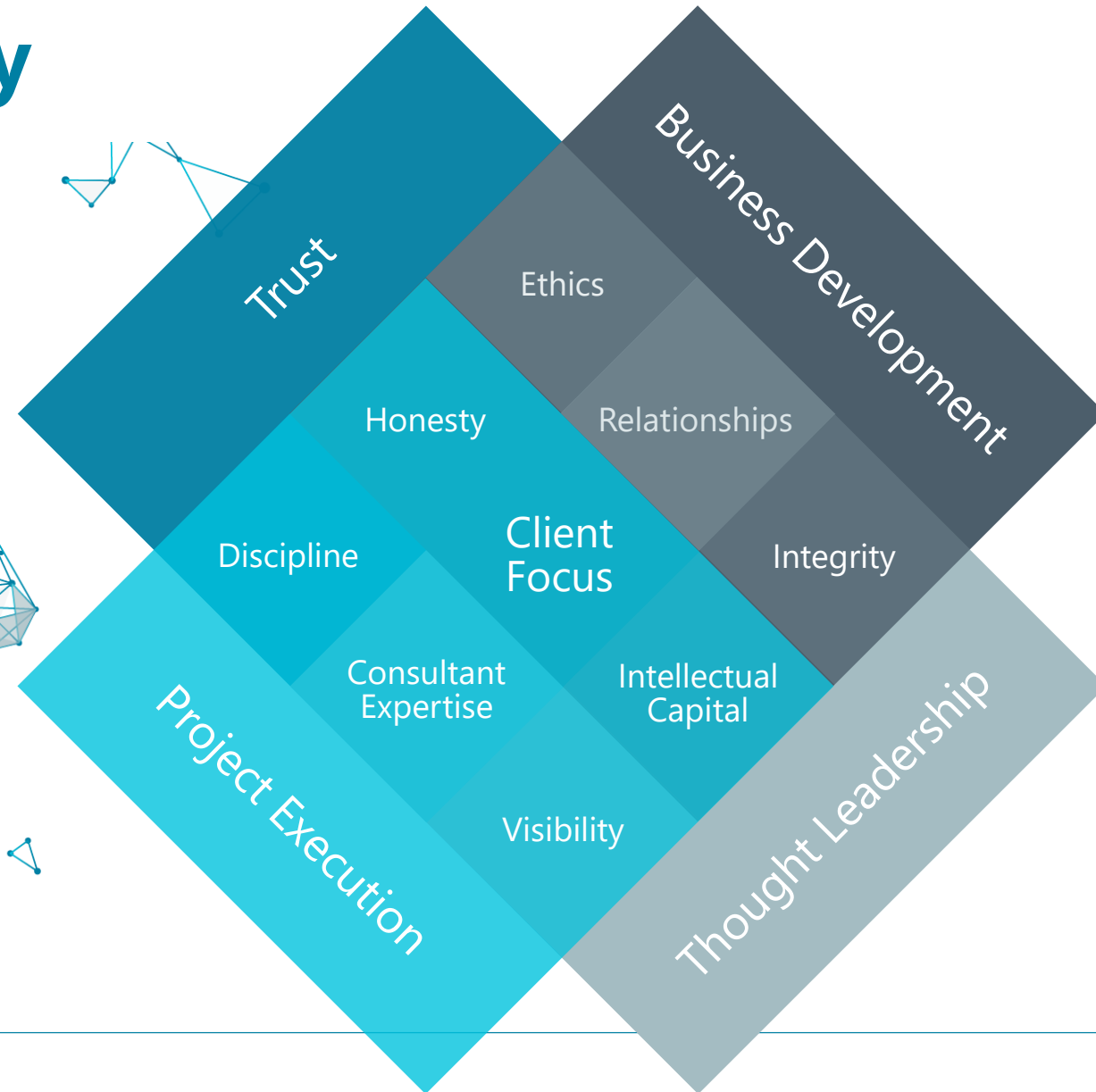
Current Partner Support  
Optimise Utilization  
Trusted Advisor  
Industry & Business Expertise



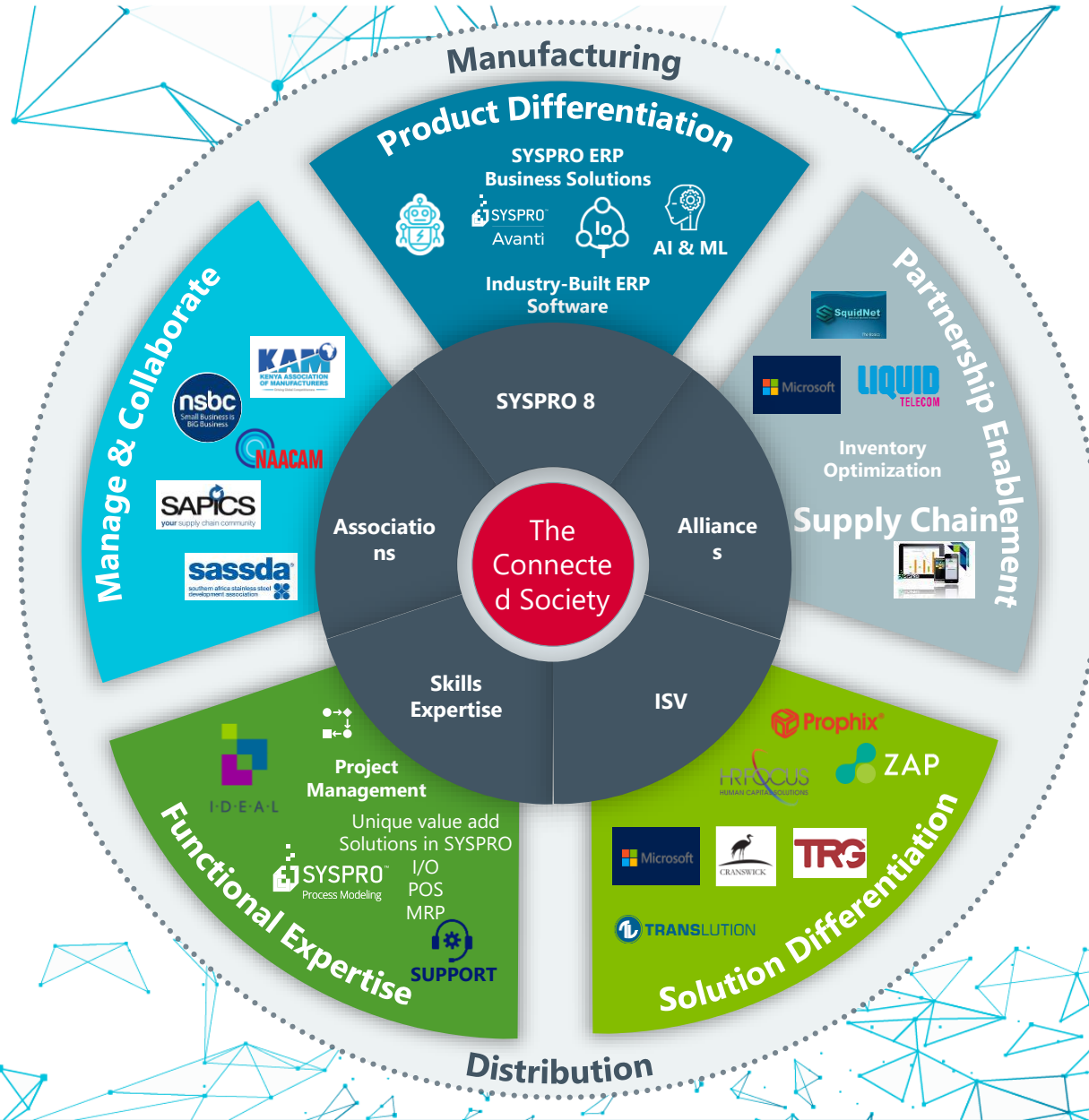
# The Problem Statement

- Not adding Value to our Key Customer –Trusted Advisor
- To many touch points and unstructured
- Collaboration framework of like-minded organisations
- Partners not investing in sales
- New Technology & Technical expertise i.e. A.I, IO, Cloud
- Niche Skills set and collaboration
- Eco-system becomes a conduit for the connected society
- Marketing need expertise out in the media to be thought leaders e.g.  
supply chain expert

# Customer Intimacy



# The Connected Society



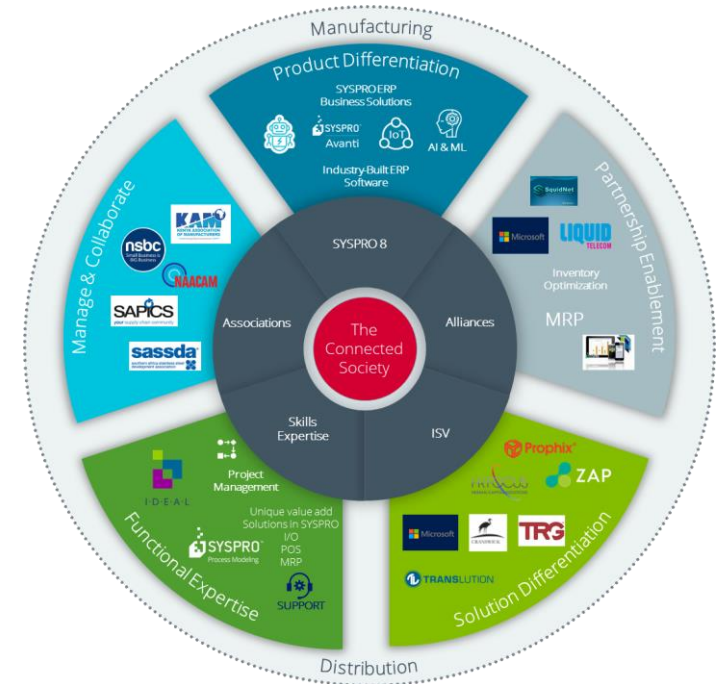
**SYSPRO**  
 “The trusted solutions advisor”





# Introducing the Connected Society

SYSPRO Corporate	SYSPRO Africa Region	
G4G Strategy	Go-To-Market	
Sales	Channel	KA & Strategic Accounts
	Pre-Sales	
Professional Services	Solution Consulting	
	Support Consulting	
	Call Centre	
	Education & Training	
	Marketing	
Ancillary Management	Solution Engineering	
	Finance & Operations	
	Human Resources	



# Solutions Strategy

**To simplify the core business process  
of Manufacturing and Distribution companies**

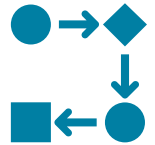
**How**

- Understanding market needs and opportunities for innovation and value-to-customer
- Packaging and managing solution set from conception to adoption
- Enabling Sales to communicate the solution
- Interfacing with customers and industry leaders

**Why**

- Bring value to our customers
- Drive customer intimacy
- Grow and mature the channel
- Support sales

# Solutions Scope



## Product & improvement

- Product suggestions
- Roadmap
- Adoption



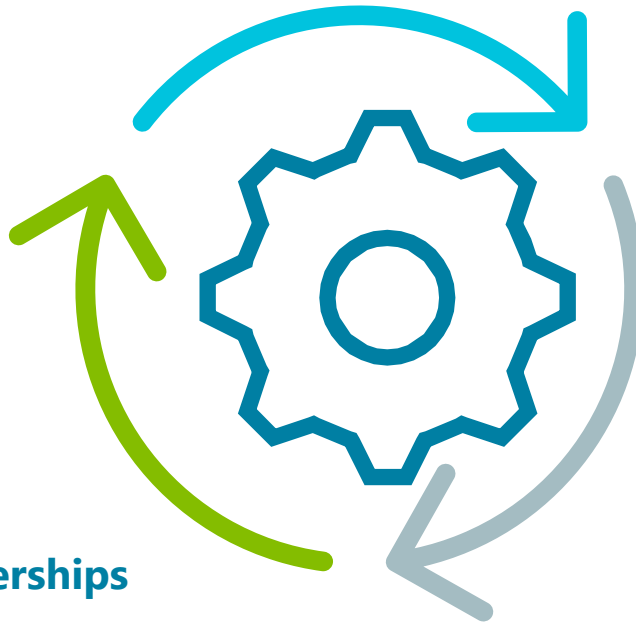
## Solution offerings & adoption

- Packages
- Measurement & ROI



## Industry relationships & partnerships

- ISV's, partnerships & associations
- Programs



## Customer and market insights

- Customer sessions
- Competitor analysis



## Product messaging

- Solution content
- Top Ups and Step Ups



## Sales enablement

- Demonstration platform
- Sales content



# Partner Framework Africa



**Solution Partners**



**Build Partner**



**Advisory Partner**



**ISV Partner**



**Technology Partner**



**Associations**

# Summary

- Working and winning together
- Build high customer intimacy in Key Accounts
- Focus on deals in our TMS

In closing we need to continue to be customer first





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