

Built for SAP ECC, S/4HANA

IT.MX CUSTOMER PORTAL^{ADD}

NTT DATA Business Solutions





The it.mx customer portal^{ADD} provides a digital layer over existing data and processes in the form of web-based solutions.

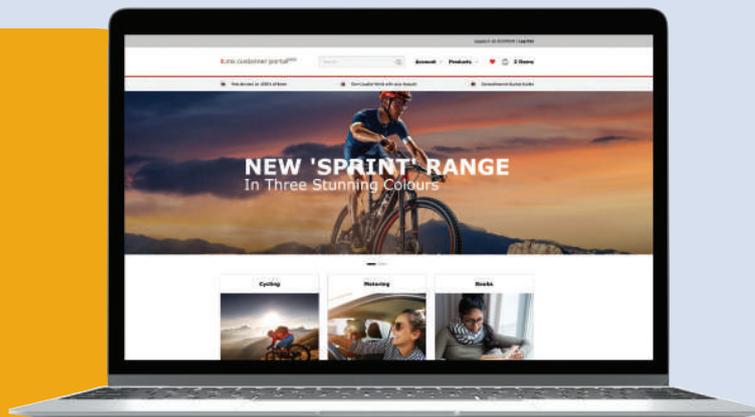
it.mx customer portal^{ADD}

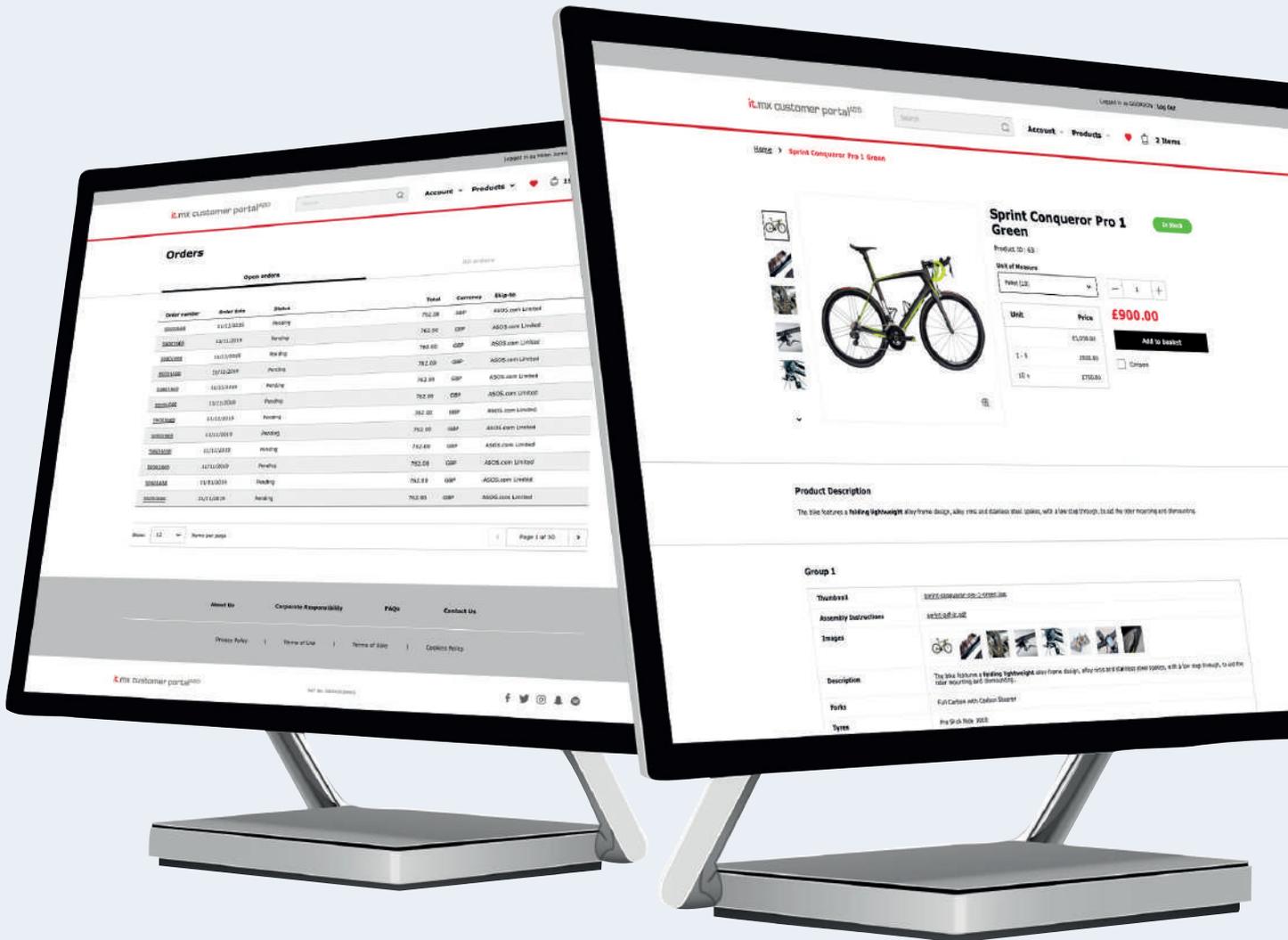
SECURELY EXTENDING THE POWER OF SAP TO DRIVE YOUR ONLINE CUSTOMER FACING STRATEGY

The overwhelming desire of your customers to interact with you digitally cannot be denied.

Allow your customers to self-serve online whilst realising significant cost savings in areas like order processing and customer service as an associated benefit. The bar of customer expectancy has never been so high, so providing an online experience which is both modern and highly functional is no longer optional. The it.mx customer portal^{ADD} provides a multitude of features, allied with best practice user experience application to ensure you meet the needs of your customers.

It provides optimised user journeys and clear brand representation, whilst ensuring SAP remains the driving force in the background. Data such as customer specific pricing, financial details and stock information are utilised directly from SAP ERP, whilst processes such as online ordering mirror the processes for order creation already established in the back end to ensure all required elements are completed correctly by the customer. This also ensures that exceptions can be dealt with immediately rather than retrospectively, which would introduce unnecessary manual involvement.





The SAP centric way to deliver customer engagement:

- Simplified online ordering (including quick order facilities).
- Customer specific pricing.
- Multilingual capable.
- Stock availability.
- Access financial information.
- Account management.
- Create retained product lists.
- Product comparison.
- Related products.
- Quote creation.



As an SAP-centric extension, it.mx customer portal^{ADD} utilises the enterprise stability, scalability, security and capability SAP already provides.

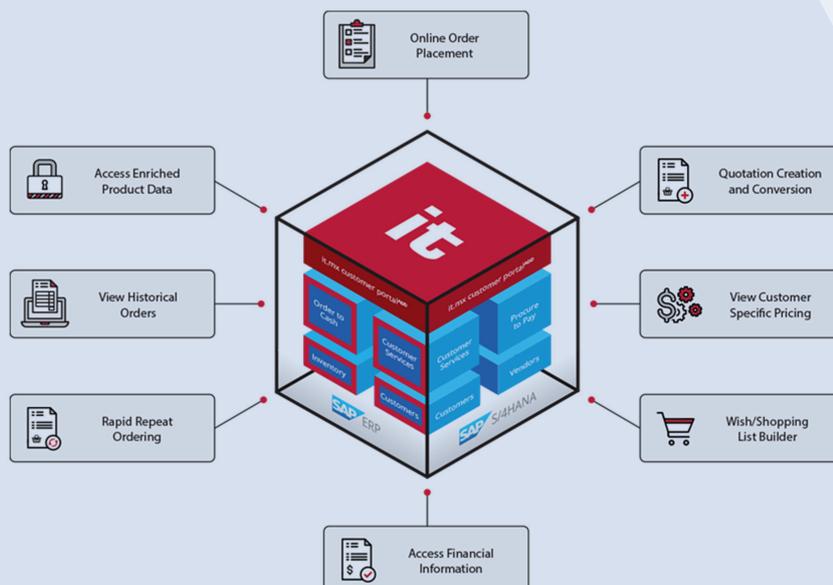
it.mx customer portal^{ADD}

SAP CERTIFIED CUSTOMER ENGAGEMENT – SENSIBLY DELIVERED TO MINIMISE COMPLEXITY

SAP ERP and your customer facing online platform operating in harmony.

Typical eCommerce and digital engagement solutions for SAP have to be integrated with the SAP back end with the exception of it.mx customer portal^{ADD}. With core components delivered inside SAP ERP, it allows your customers to securely interact with your core business processes and realtime data as part of your customer engagement/eCommerce strategies. As an SAP-centric extension, it utilises the enterprise stability, scalability, security and capability SAP already provides. The it.mx customer portal^{ADD} facilitates modern online customer engagement strategies with no significant impacts on infrastructure, headcount or landscape complexity.

- Real time information
- Reduced risk
- Reduced ongoing cost
- Reduced support
- Reduced complication

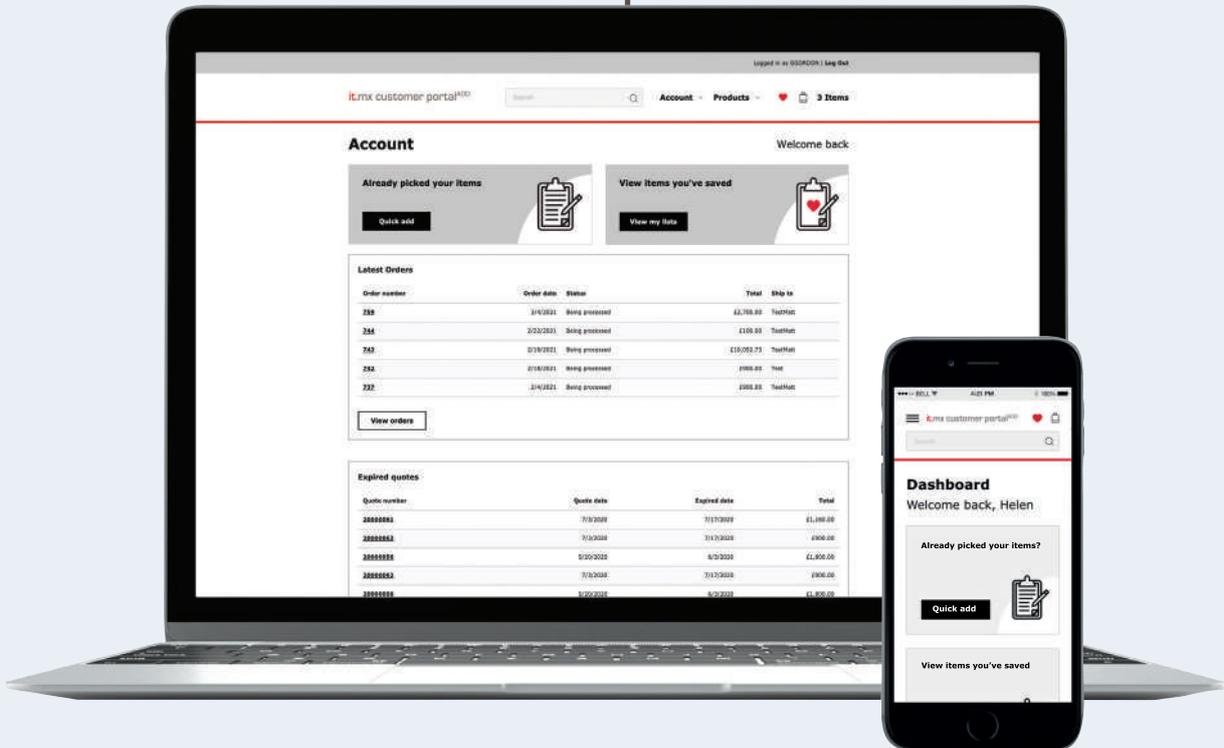


Netweaver

SAP Master Data

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SAP Configured
Business Processes



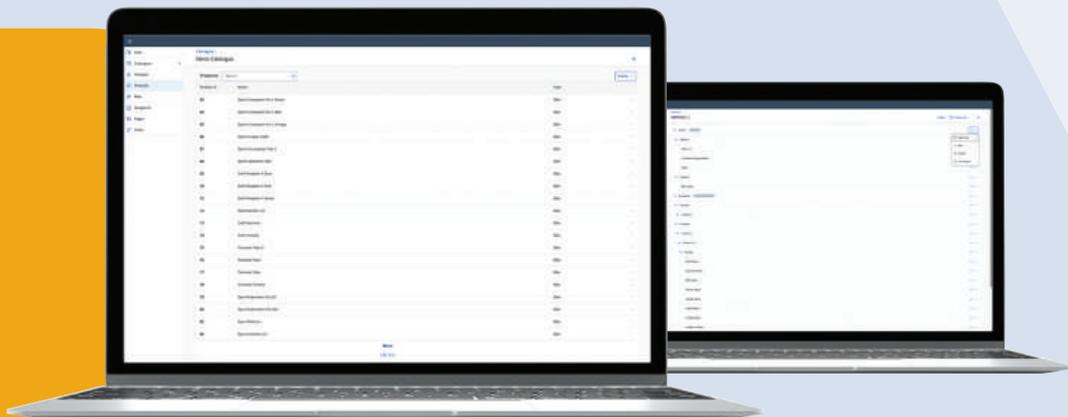


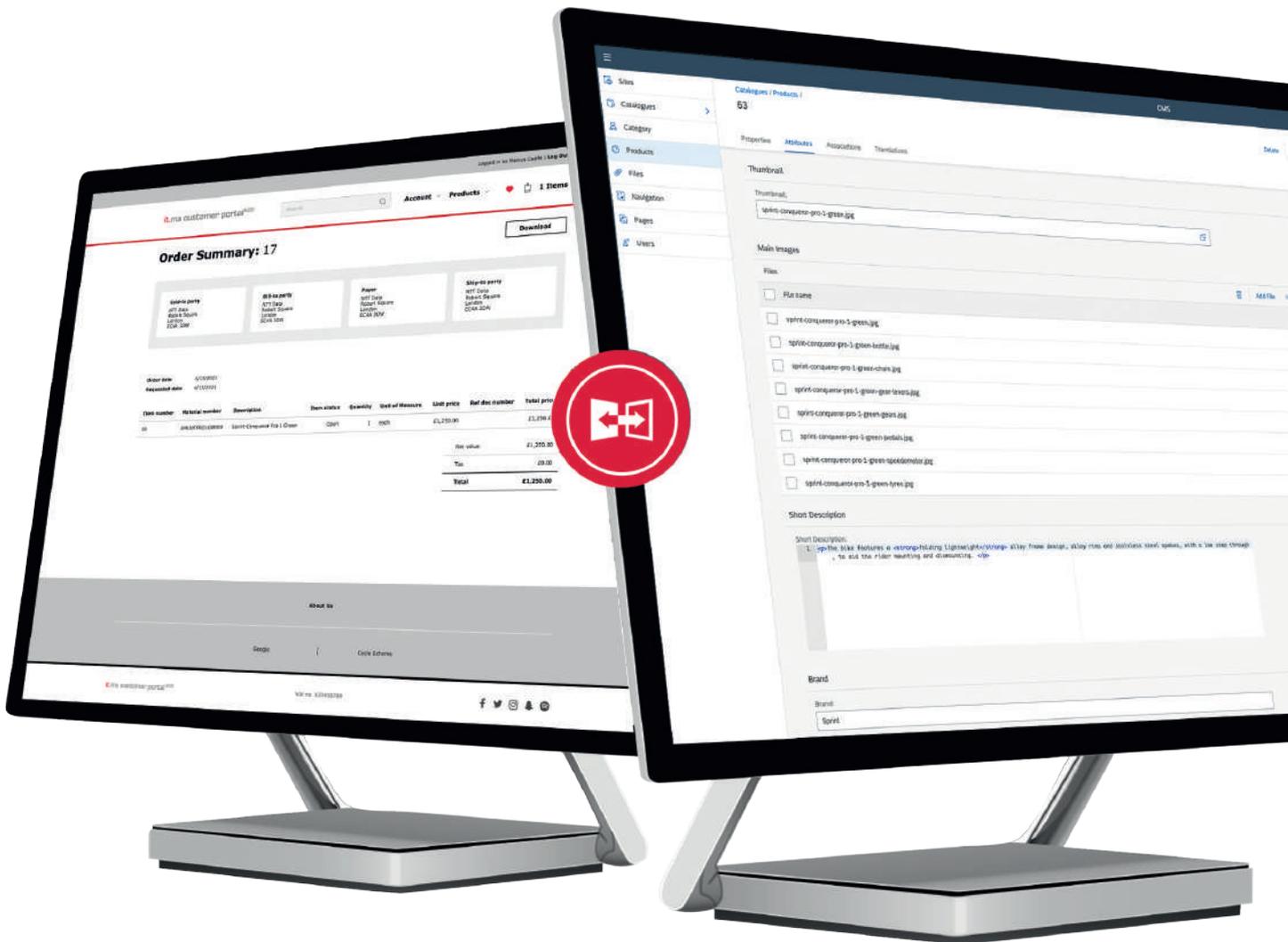
Completely aligned to your digital transformation strategy to support the way in which you want to communicate with your customers.

it.mx customer portal^{ADD}

MANAGE YOUR WEB CONTENT IN REAL-TIME COMMUNICATION WITH SAP MASTER DATA

The it.mx customer portal^{ADD} is delivered with a comprehensive system from which to control product information, enabling you to manage your web content alongside your SAP Master Data in real-time, in a single data repository. The Content Management System is still delivered within the SAP landscape, providing an intuitive location from which to manage enriched content for the web such as long marketing descriptions, associated documentation, related products, video and imagery. The system also provides for category management, multiple catalogues, multiple languages and ultimately facilitates rapid changes to web content, with no technical input required.





The it.mx CMS^{ADD} comes with a substantial set of functionality including:

- Category management.
- Definable attributes.
- User approval.
- Catalogue management.
- Multilingual capable.
- Static Content Management.
- Product association.



Find out how our **it.mx customer portal^{ADD}** can improve your online revenues, increase loyalty and accelerate growth, whilst reducing administrative costs.

We Transform. SAP® Solutions into Value

Digital transformation helps companies reach their full potential – if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people.

www.nttdata-solutions.com

Want to know more?
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