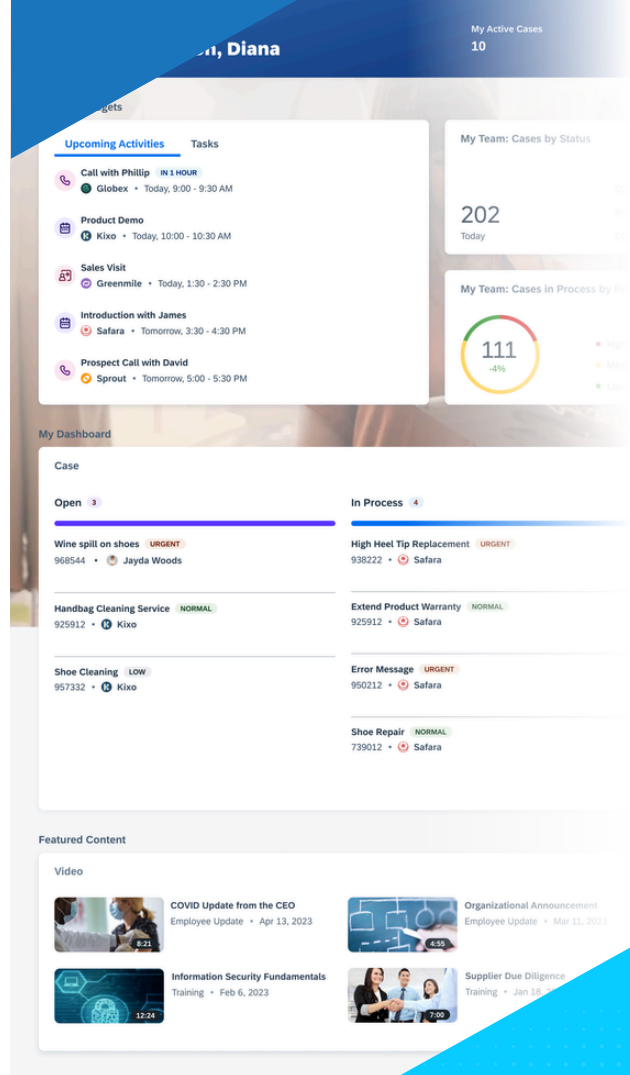


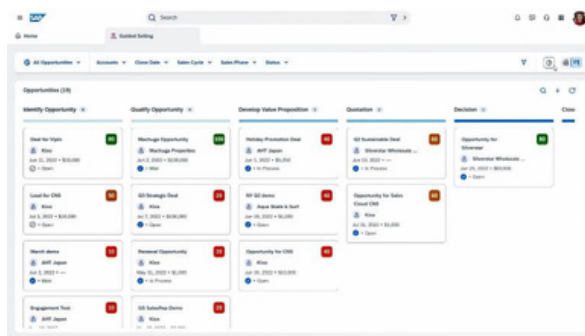
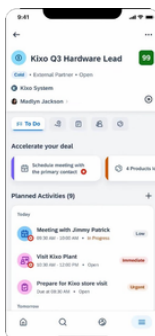
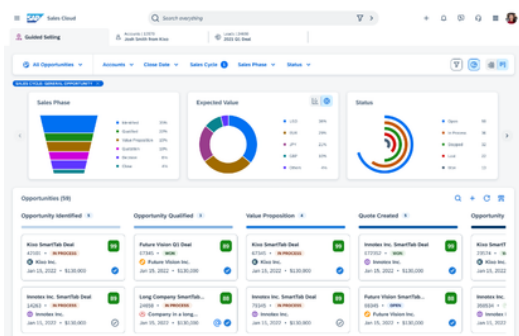


Greater efficiency and customer engagement with SAP CX extensions



Optimize your processes and gain a competitive edge with tailored solutions

Our comprehensive SAP extension services enable full customization and seamless integration of solutions, significantly enhancing operational efficiency, customer engagement, and business process automation. Whether you use SAP Sales Cloud, Service Cloud, SAP Marketing Cloud, or Engagement Cloud, we provide tailored extensions and integrations to meet your unique needs.



Types of SAP CX Product Extensions

With flexible packages tailored to project complexity, we offer three implementation options. Each expands your SAP CX system with functionalities beyond the standard.



Basic

Ideal for companies that need simple SAP CX system extensions, including process automation and basic integrations. In this case, implementation is quick and less complex, and the scope of work includes solutions such as:

Example

Integration with the GUS API – Automatic completion of customer data in the SAP Sales/Service Cloud system.

Implementation time:
1-2 weeks



Medium

For companies that need more advanced features and integrations, the Medium package covers more complex implementations. This solution is designed for organizations that need to extend SAP CX with additional features, such as:

Example

A simple **AI-powered application** for analyzing phone call content in the SAP Sales/Service Cloud system.

Implementation time:
2-3 weeks



Enterprise

The most comprehensive solution, featuring extensive integration and customization of SAP CX systems. Ideal for companies requiring full process automation and integration with third-party systems.

Example

Integration with third-party systems - such as **e-commerce** platforms without a predefined SAP connector.

Implementation time:
4-6 weeks



Any extension or integration of your system

Implementation time and cost: depending on the complexity and scope of the integration, priced on a case-by-case basis.

Benefits for Your Business

Faster completion of tasks

By automating processes, you'll save time and speed up task completion by up to 40%.

Better integration between systems

Data integration eliminates silos, enabling better information management and faster decision-making.

Greater customer engagement

By personalizing communication with customers, their engagement will increase by 30%.

Higher conversion rates and customer loyalty

Automating sales processes improves conversion rates and boosts customer loyalty.

Compliance with regulations

With our solutions, you can more easily maintain compliance with legal regulations while minimizing the risk of errors.

Saves time and resources

System automation and integration will save up to 35% of the time that was previously spent on manual data management.

Our offerings

Comprehensive support at every stage of implementation

- ✓ **Workshops and Needs Assessment**
We start by gaining a detailed understanding of your needs so that we can deliver a solution that is fully tailored to your organization.
- ✓ **Design and Solution Concept**
Based on the information gathered, we will prepare a detailed implementation plan that will take into account both functionalities and integrations with third-party systems.
- ✓ **Development and Implementation**
Our team of experts will develop and implement solutions in accordance with the agreed-upon concept, ensuring the highest quality and full compliance with your requirements.
- ✓ **Training and Educational Materials**
We will provide appropriate training for your employees or supply materials to help them make the most of the new features.
- ✓ **Support and UAT Testing**
We will support you during the UAT testing phase, helping to ensure a smooth implementation and resolve any issues that may arise.
- ✓ **Launch and Post-Implementation Support**
After implementation, we provide technical support to ensure that the solution operates flawlessly and is fully operational.

Apollogic implemented an extension for us to create sales schedules in SAP Sales Cloud. This allowed us to automate the process, which simplified it and reduced the time sales representatives spent manually creating schedules in the system.

Sales Manager, manufacturing company in the wood industry

Why Apollogic?

- ✓ **Official SAP Partner**

As an authorized SAP partner, we have the expertise and experience necessary to implement, maintain, and integrate SAP Customer Experience products.

- ✓ **An experienced team**

Our team of experts holds SAP certifications, ensuring the high quality of our projects.

- ✓ **A comprehensive approach**

We offer a full range of services – from needs analysis, through design and implementation, to support and training, tailored to the specific requirements of your industry.

- ✓ **Integration with other systems**

We specialise in integrating SAP systems with external platforms, which improves communication and collaboration within the organisation.

- ✓ **Innovative solutions**

We implement cutting-edge technologies, such as SAP BTP, AI and SAP Joule, to give your business a competitive edge and enable it to fully harness the potential of real-time data. Thanks to these solutions, your processes become smarter, more automated and more scalable.

By choosing Apollogic, you gain a partner who will help you realise the full potential of SAP Customer Experience solutions, tailored to your business needs.

Ask us for more details!

Would you like to find out more or discuss the details of the implementation? Please get in touch!