CUSTOMER JOURNEY ROADMAP

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|  | High-level planning and preparation are done at the outset of a project. As a consultant, you may gather a client’s business and technical input information. Gathering information doesn’t have to be complicated; however, the information you collect must be accurate and precise. Using the provided scenario, you can find the pertinent information.  Projects may be complex and involve several stakeholders, each of whom has different roles and responsibilities.    Businesses exist in a dynamic environment that directly influences how they operate and whether they will achieve their objectives. Business environments are composed of numerous organizations and forces that affect operations. For example, the environment includes political, legal, economic, and technological factors.  Implementation has different starting points for each individual client. For example, client A may be new to SAP, while client B may still use a legacy SAP system, and client C may have a mature SAP landscape that you need to prepare to simplify and transform.    The project team must be brought on board, trained, and begin transition preparation and planning.    Use this template to outline your Customer Journey Roadmap Plan. We have completed the OVERVIEW section for you as an example. You will use elements of this plan in your customer presentation slide deck. |

# Overview (Example)

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|  | Briefly describe the goals and scope of the project. |

RenewAgra is acutely aware of the fact that its three businesses use widely divergent data management systems. CropCo has been using a relatively outdated system for many years. TransCrop has a large logistical network supporting interconnectedness between distant employees. EnvoData has the most advanced systems in the company, with a full SAP S/4Hana suite, SAP Analytics on-premise solution, and an SAP Fiori UX. The project is intended to address the issue of interconnectedness and modernization of the three businesses.

Immediate goals:

* Replace CropCo Excel data management with a solution that provides access for all three businesses.
* Integrate data management across the entire company so there is a “single source of truth.”
* Provide a secure means for CropCo engineers to share data

Long-term goals:

* Maintain high quality global data in a single user interface for internal services and external customers.
* Provide a fully mobile data access and analytics platform enabling the company and its customers to access and track data in real-time.
* Explore the use of drones for land analysis, local IoT connection, predictive analytics, and access to real-time conditions.

## Business and Technical Requirements (Complete Task 1 Activities.)

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|  | Summarize business and technical requirements. Consider business processes, technology tools and applications, as-is and to-be states, and the questions you will ask. |

* Learner input – begin your work here.

## Stakeholders and Partners (Complete Task 2 Activities.)

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|  | Stakeholder analysis can help gain the knowledge and support of key organizational players, achieve alignment among stakeholders on goals and plans, and address potential problem issues early in the project. You may categorize stakeholders in terms of their influence, interest, and level of participation in your project. Look for the needs and potential problem areas of different stakeholders. An SAP Partner can help by sharing expert advice on managing various project issues. You can locate partners using the SAP Partner Finder. |

* Learner input – begin your work here.

## Business Environment (Complete Task 3 Activities.)

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|  | Early in the customer engagement process, you will consider the environment in which the business operates. For example, is the business environment highly regulated, or does the US Federal Drug Administration (FDA) exert significant control over the products? Do they operate in an environment with little oversight? You might also focus on legal compliance in a highly regulated environment. |

* Learner input – begin your work here.

## SAP Products and Solutions (Complete Task 4 Activities.)

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|  | A customer will typically have one or more requirements. Some of the most common requirements are related to the client’s need to buy, sell, ship, hire and pay. During customer engagement, the consultant’s task is determining the main requirements and the capabilities needed for solutions. It is important that these solutions provide business value for the client. You may be able to find an existing solution in the SAP Cloud Appliance Library. The SAP Cloud Appliance Library allows you to set up a demo environment for an SAP product. |

* Learner input – begin your work here.

## SAP Team Training Strategies (Complete Task 5 Activities.)

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|  | Team members will need training, especially on new products. For example, team members may need to complete certifications for SAP products they will use on the project. The project training strategy provides team members with a learning path for acquiring the skills and knowledge needed to complete the project successfully. |

* Learner input – begin your work here.