



Process Re-engineering + Technology Solutions + Committed People = **Business Transformation**

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CRM

- Business Planning & Forecasting
- Proposals & Quotations
- Account Management
- Lead Management
- Opportunity Management
- Entitlement
- Service Contracts
- Market Project Management
- Customer Service - Account Mgt
- Technical Services
- Emergency Recovery
- Customer Order Servicing
- Supply & Demand
- Logistics
- Supply Management
- Corporate Finance
- Cost Accounting: Products, Serv.
- Integration
- Quality
- Solution Commercialization
- NPI-Operations Readiness
- Time to Market
- Life Cycle Services
- NPI- Service Readiness
- Training & Documentation Services
- Configuration & Test
- Installation
- Software Configuration Services
- Software Delivery
- Repair Services
- IS Technical Architecture
- Human Resources

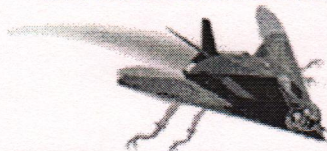
COH

Sol. Comm

Fulfillment

Sup.

Process
Communications



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**Process
Glossary**

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