

FLASH ENTERPRISE MATURITY ASSESSMENT



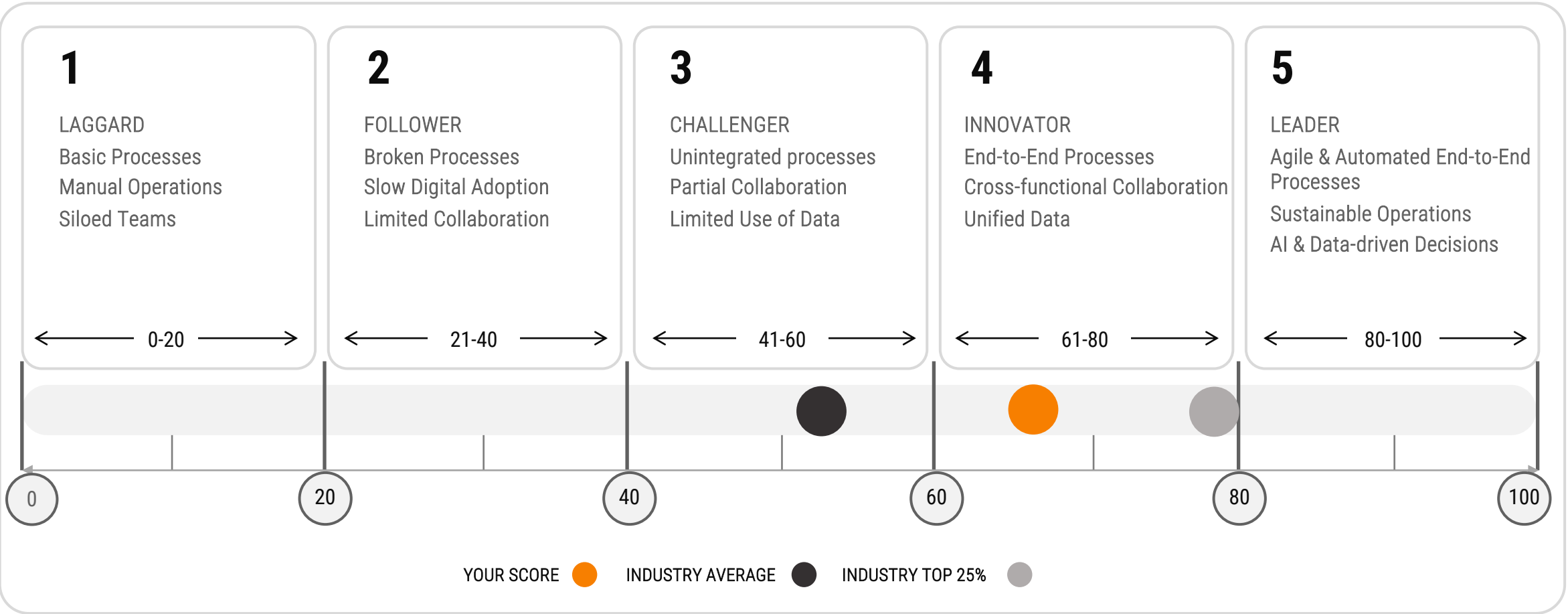
[COMPANY] FLASH ENTERPRISE ASSESSMENT OVERALL SCORE

YOUR SCORE: 67

INDUSTRY AVERAGE: 54

INDUSTRY TOP 25%: 79

Overall score is weighted by priority of business capabilities



[COMPANY] STRENGTHS AND OPPORTUNITIES

Creating value that transcends product offerings is critical for companies to build trust and loyalty among consumers. Key to this are the following:

Embrace the changing consumer

86% of profitable growth companies invest in technology and data to engage with consumers and employees and provide a personalized experience that matches their values.*

Drive value through supply chain

90% of profitable growth companies (nearly 2X more than all other companies) are investing in supply chain operational excellence for customer retention and logistics optimization to create efficiencies and meet traceability requirements.*

Focus on omnichannel

81% of consumers are willing to pay more for an experience that elevates shopping through a multifaceted brand approach, and companies see greater engagement, improved fulfillment and increased sales.**

Create a frictionless experience

Both online and in-store, 76% of consumers will switch companies if they can't shop seamlessly, quickly and easily.*** Offering data-informed and digital technology-supported options across discovery, purchase, delivery and customer service is critical to maintaining loyalty.

*Deloitte, 2023; ** CapGemini, 2017; ***McKinsey, 2021

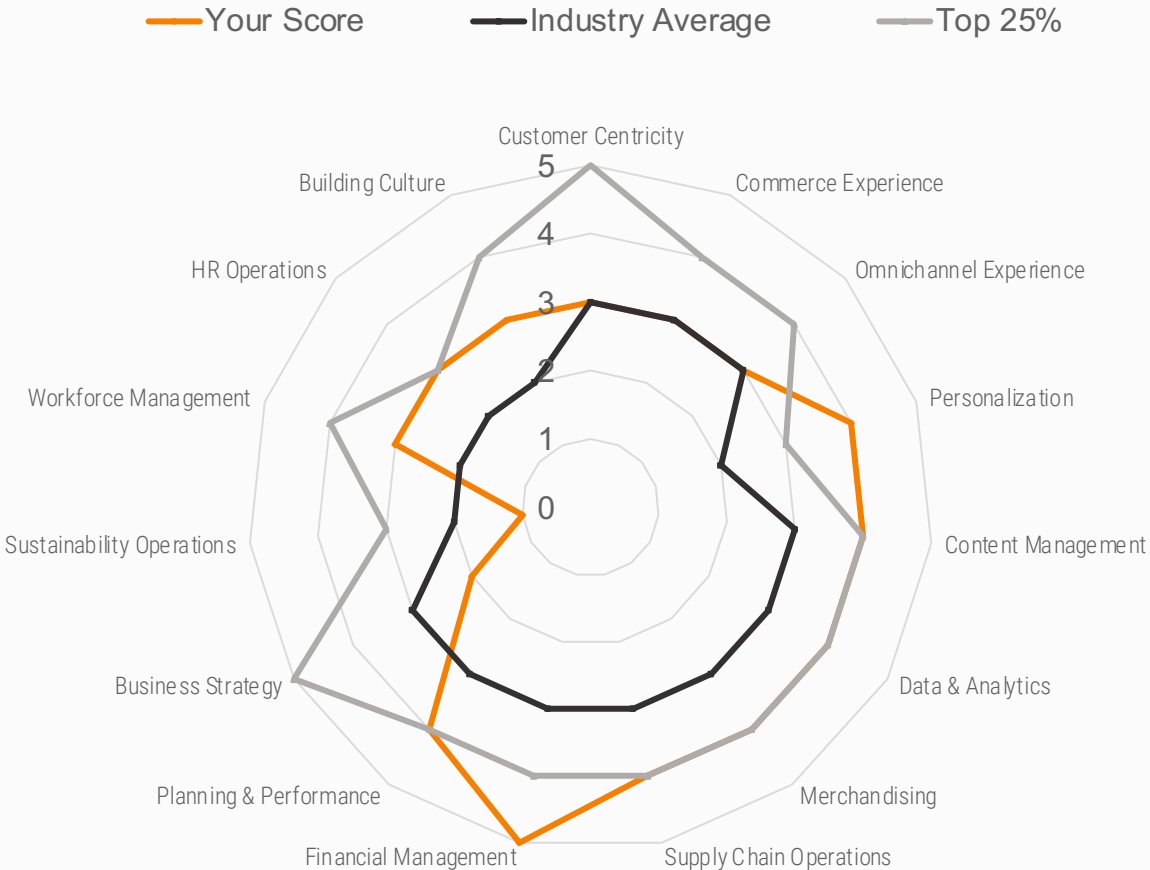
Strengths

- Supply Chain Operations
- Planning & Performance
- Personalization
- Merchandising
- Data & Analytics
- Content Management
- Financial Management

Opportunities

- Sustainability Operations
- Business Strategy

Your Score vs. Industry Average vs. Industry Top 25%







[COMPANY] RESULTS SUMMARY AND BENCHMARKS

Click a category to receive a download of best practices

Each question is scored on a 1-5 scale

Legend:

-  IF YOU SCORE 5
-  IF YOU SCORE 3-4
-  IF YOU SCORE 1-2
-  IF YOU SCORE 0

	CATEGORIES	YOUR SCORE	INDUSTRY AVERAGE	INDUSTRY TOP 25%
Customer Experience	Customer Centricity	3	3	5
	Commerce Experience	3	3	4
	Omnichannel Experience	3	3	4
	Personalization	4	2	3
	Content Management	4	3	4
Management & Operations	Data & Analytics	4	3	4
	Merchandising	4	3	4
	Supply Chain Operations	4	3	4
	Financial Management	5	3	4
	Planning & Performance	4	3	4
Organization & Culture	Business Strategy	2	3	5
	Sustainability Operations	1	2	3
	Workforce Management	3	2	4
	HR Operations	3	2	3
	Building Culture	3	2	4

Click here to download all best practices

NEXT STEPS



[Connect with an expert](#)

to review the results with you, and dive deeper into best practices.

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to let us know what you liked about the survey and what you feel we could do better.

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Email flash@sap.com with any questions.

METHODOLOGY

The FLASH Enterprise Maturity Assessment and performance benchmarks are provided by SAP, a global leader in enterprise cloud technology supporting 87% of total global commerce.

Company scores from the FLASH Assessment are collected, protected and analyzed using SAP's Value Lifecycle Management (VLM) technology. [VLM](#) provides companies with tools, such as benchmarking surveys and business cases, to identify the financial and strategic value of their digital transformation initiatives.

How is scoring calculated?

- Company scores are calculated by users selecting a minimum of 1 and maximum of 5 answers for each question.
- Answers feature company capabilities which are primarily ranked in order from least to most maturity.
- Each question is weighted by level of significance it has in driving a company's business, based on SAP industry expertise; all weights add up to 100%.
- Responses with "None of these apply" equal zero.
- Results are aggregated and anonymized in comparison benchmarking to protect company privacy.

For questions or inquiries, email flash@sap.com.