



PegaWorldiNspire

Siemens GBS End-to-end Process Digitalization Powered by Case Management

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Head of Digital Order Management, Siemens



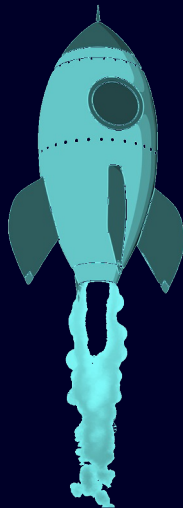


Houston, we have a solution!

From Manual To A Digital Solution



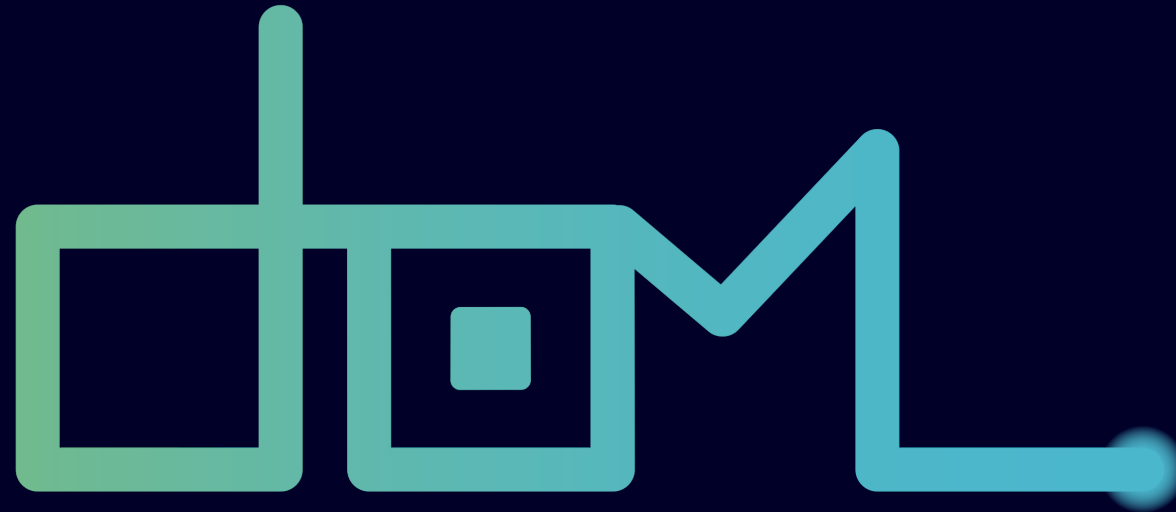
1. No harmonized processes
2. Lack of transparency
3. Missing digitalization and automation in place



Transformation with specific use cases

- Contract management (incl. Installed base)
- Inquiry-Complaint
- Order booking
- Delivery follow up
- Automated billing

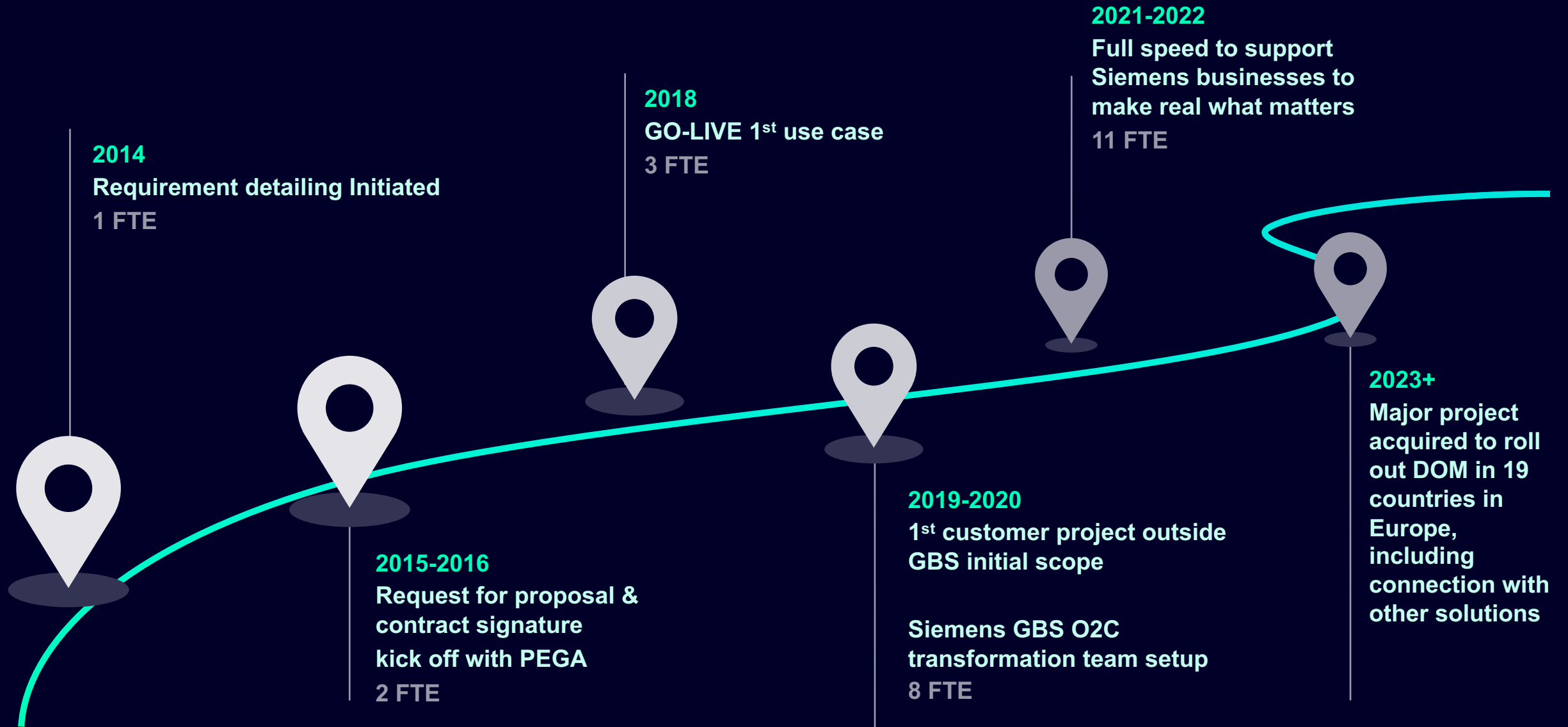
A global solution,
covering exceptions,
scalable.



Digital Order Management

STREAMLINE, DIGITALIZE AND AUTOMATE

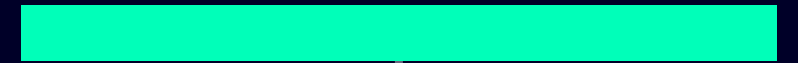
Success is a Journey Not A Destination....



Actual – May.2023

34

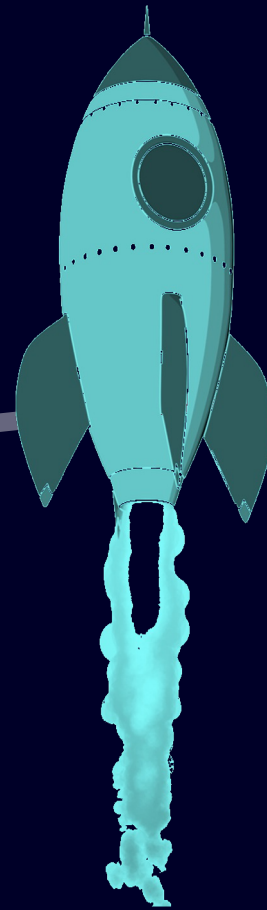
Countries



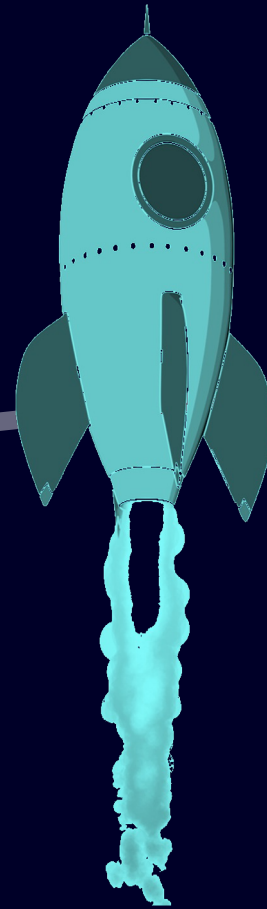
Planned

3

Countries



Planned
500K
Cases



Actuals FY 2022

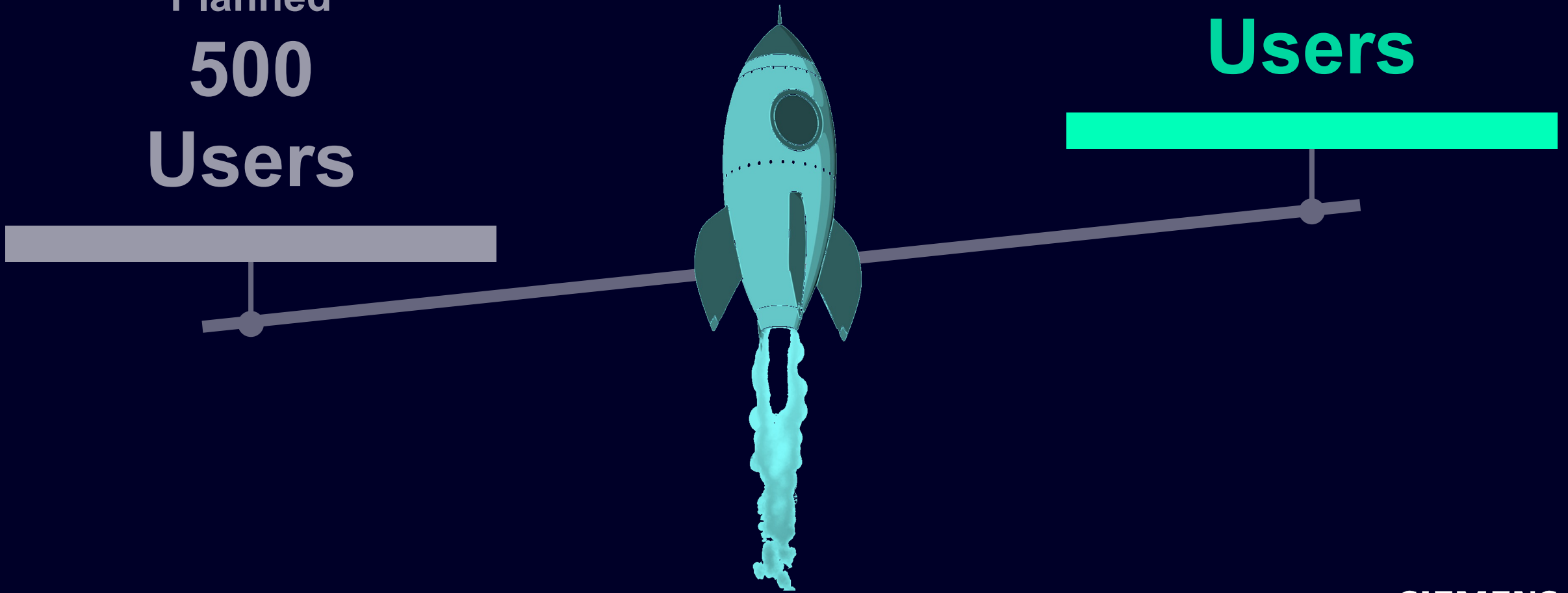
2.2 Mio
Cases



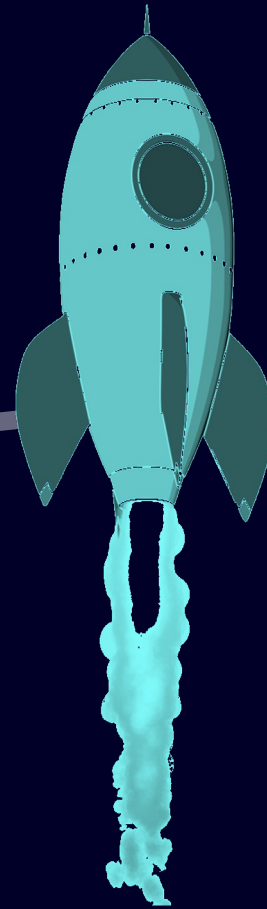
Planned
500
Users

Actual – May.2023

5.157
Users



Planned
6
Resources

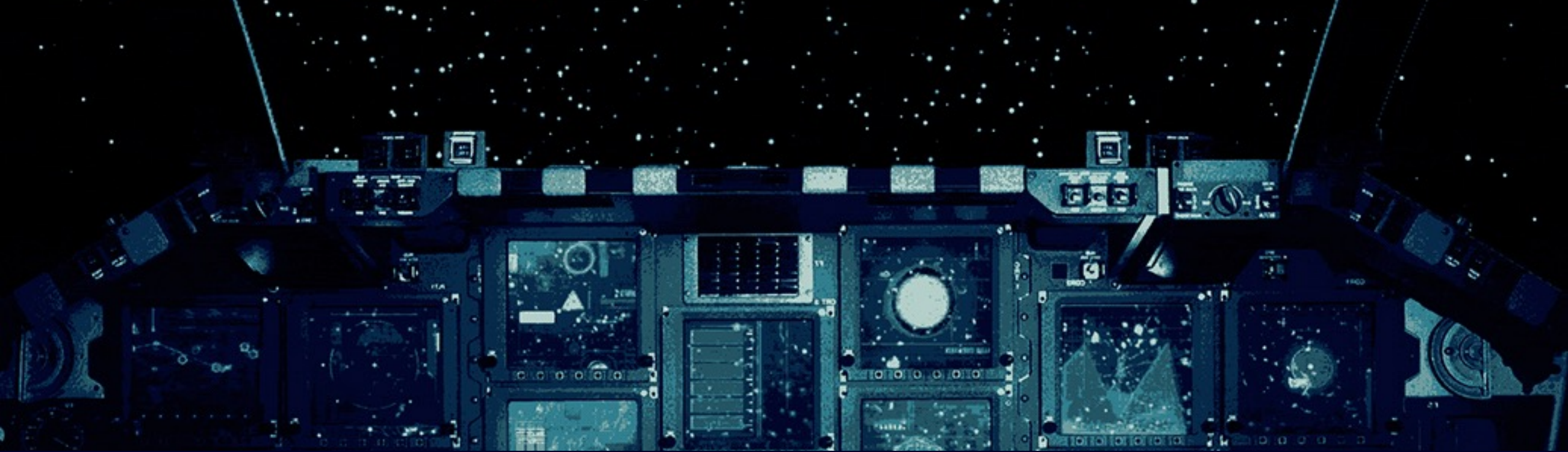


Actual – May.2023

32

Resources





How did we do that?



“Roll out new products, regions, or channels without copying or rewriting your application.”

PEGA



AMBITION



RESILIENCE



REUSABILITY



Where we are today?

We made it!



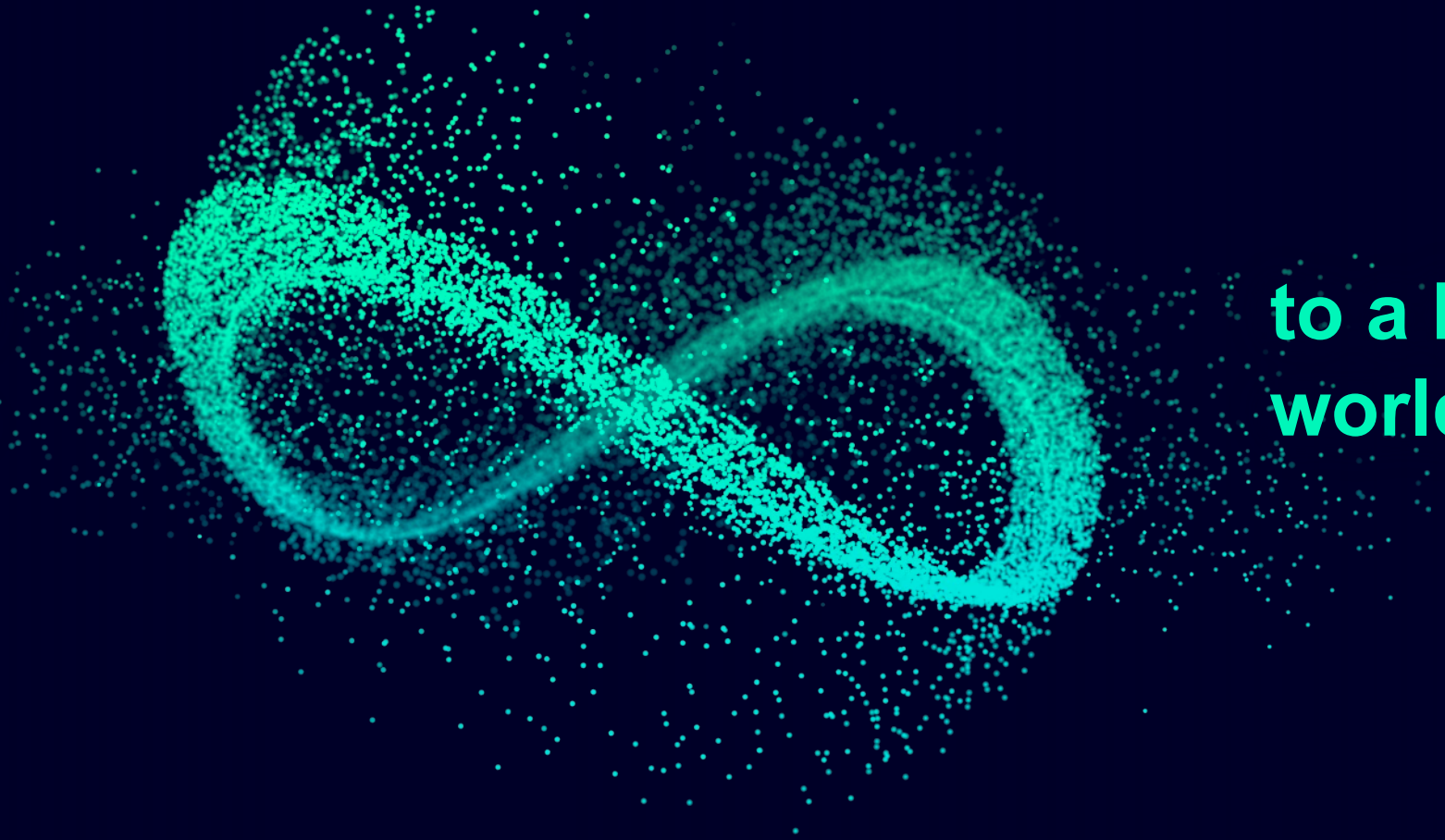
Delivering out of several locations, with **2 main hubs** (Portugal and India)

A **motivated team** with a lot to learn and improve

Supporting **243 different teams** with a digital and scalable solution **Powered by Pega Case Management**

**Connecting the
digitalization...**

**to a better
world!**








THE FOREST OF GBS - DOM Community -

Green DOM- Green Digital Order Management. The aim of the green Digital Order Management is to involve ourself and our customer in the plantation of the tree. The project is to be part of the solution for the deforestation and the CO 2 reduction.

 10307

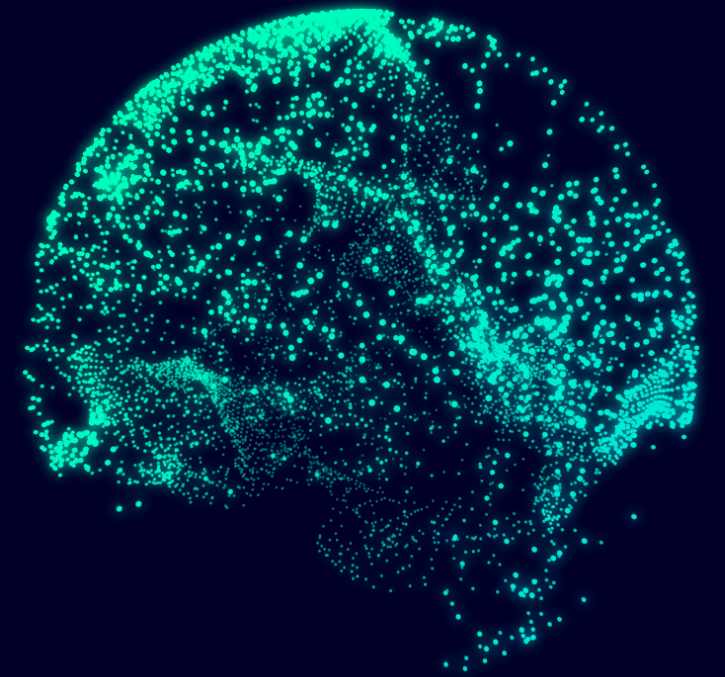
 2828.45 t CO2

 Portugal

 Company

Share

We will keep
#DOMINATING





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