

We're ZF, nice to meet you!

An introduction to the company



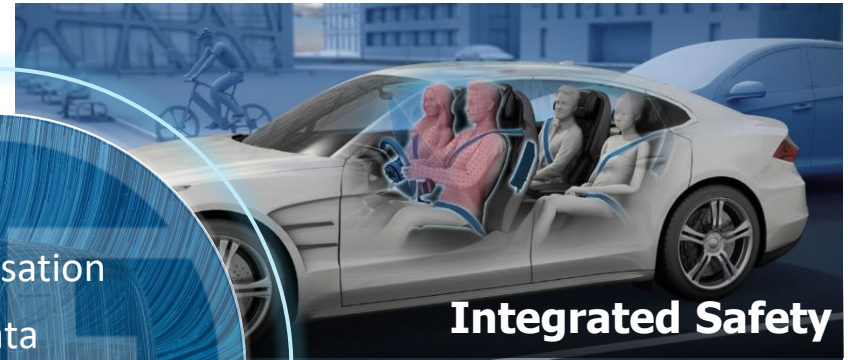


Shaping Next Generation Mobility

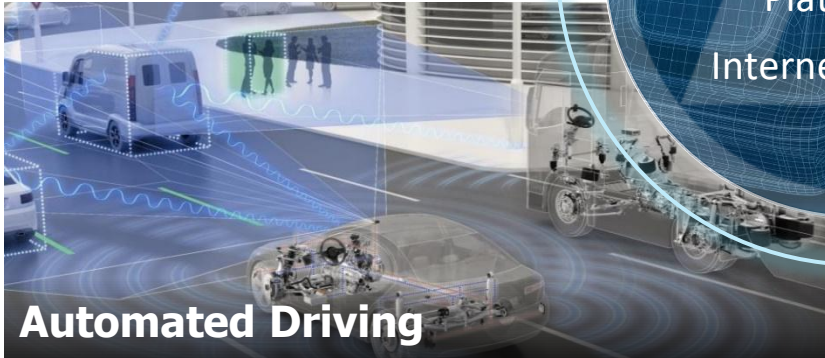
ZF Shaping the Future of Mobility in Four Technology Domains



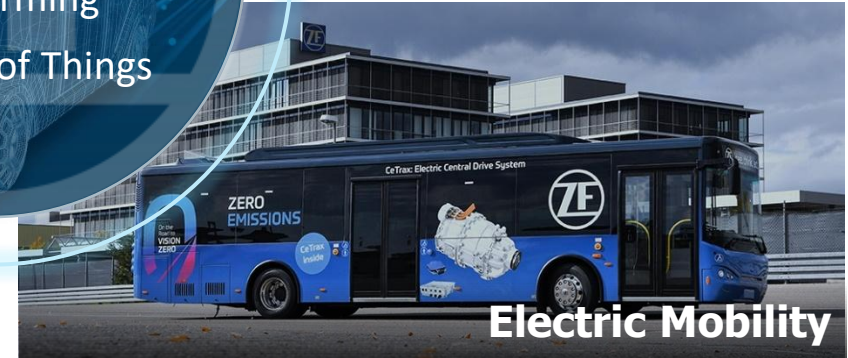
Vehicle Motion Control



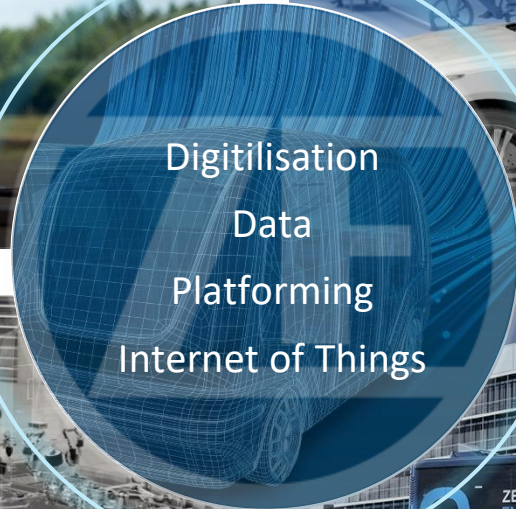
Integrated Safety



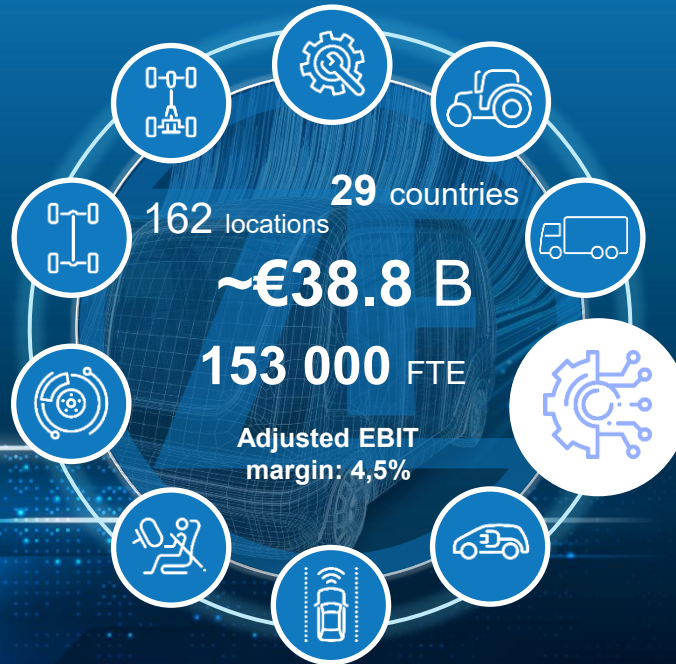
Automated Driving



Electric Mobility



Introducing ZF's Division B - Aftermarket



Digital Fleet Solutions



Leveraging ZF's global position to develop Digital Fleet Solutions

600+ People worldwide

4 Dedicated R&D sites:
Teper (BE), Alès (FR),
Dublin (IRL) and India

2000 Customers

see. think. act.
300 000+ Connected vehicles

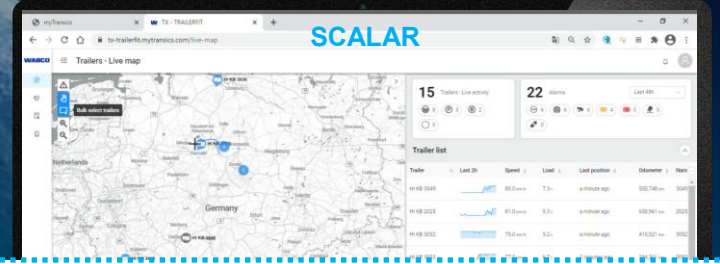


Your One-Stop-Shop Digital Partner to help you transition



360°

IoT



Complex Offering – why integration is needed



Complex Offer Components

Complex offerings include structured products, bundles, compatibility rules, and dynamic pricing managed in ERP systems.

Sales Team Challenges

Sales teams struggle without CRM integration, relying on manual tools causing errors and outdated quotes.

Impact of Lack of Integration

Lack of integration leads to operational inefficiency, reduced credibility, and limits organizational growth potential.

Benefits of CRM-ERP Integration

Integrated CRM and ERP systems manage complexity, ensure accuracy, and convert complexity into competitive advantage.

Operational Impact



Manual Quote Creation

Sales teams create quotes manually using Excel, Word, or PowerPoint, causing operational inefficiencies and outdated data.

Inefficient Order Processing

Order information must be manually re-entered into ERP systems, introducing errors and slowing down the process.

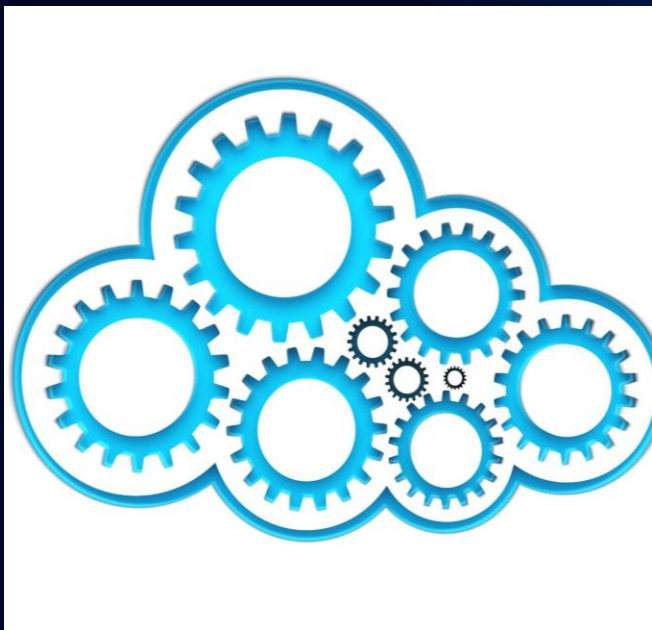
Limited Visibility

Lack of a single source of truth restricts management's insight into actual sales versus discussions.

Operational Scalability Challenges

Manual, inconsistent processes constrain scalability and increase dependence on individual knowledge.

Forecasting Impact



Data Challenges in Forecasting

Inaccurate forecasts stem from incomplete data and informal quotes in CRM, reducing pipeline credibility.

Finance and Revenue Forecasting Issues

Finance teams struggle with unreliable revenue forecasts due to missing real pricing and discount details.

Supply Chain Visibility Problems

Disconnected CRM and ERP systems limit early demand visibility, risking stock shortages and excess inventory.

Benefits of Integrated Systems

Integrating CRM and ERP aligns commercial intent with operations, enabling proactive and reliable forecasting.

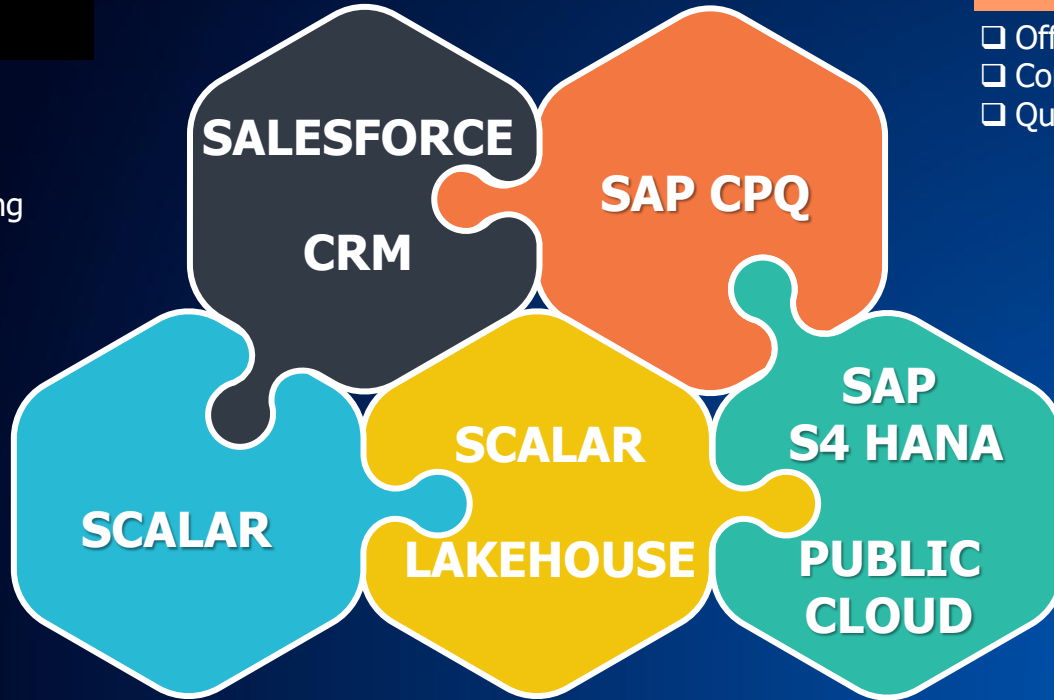
SCALAR Ecosystem

Salesforce

- Lead
- Business Partner
- Opportunity
- SCALAR Activation
- Project mgmt.
- Case Handling

SCALAR

- Customer application
- Manage subscriptions
- Billing Entities



SAP CPQ

- Offer
- Contract
- Quote
- Hardware
- Subscription
- Service

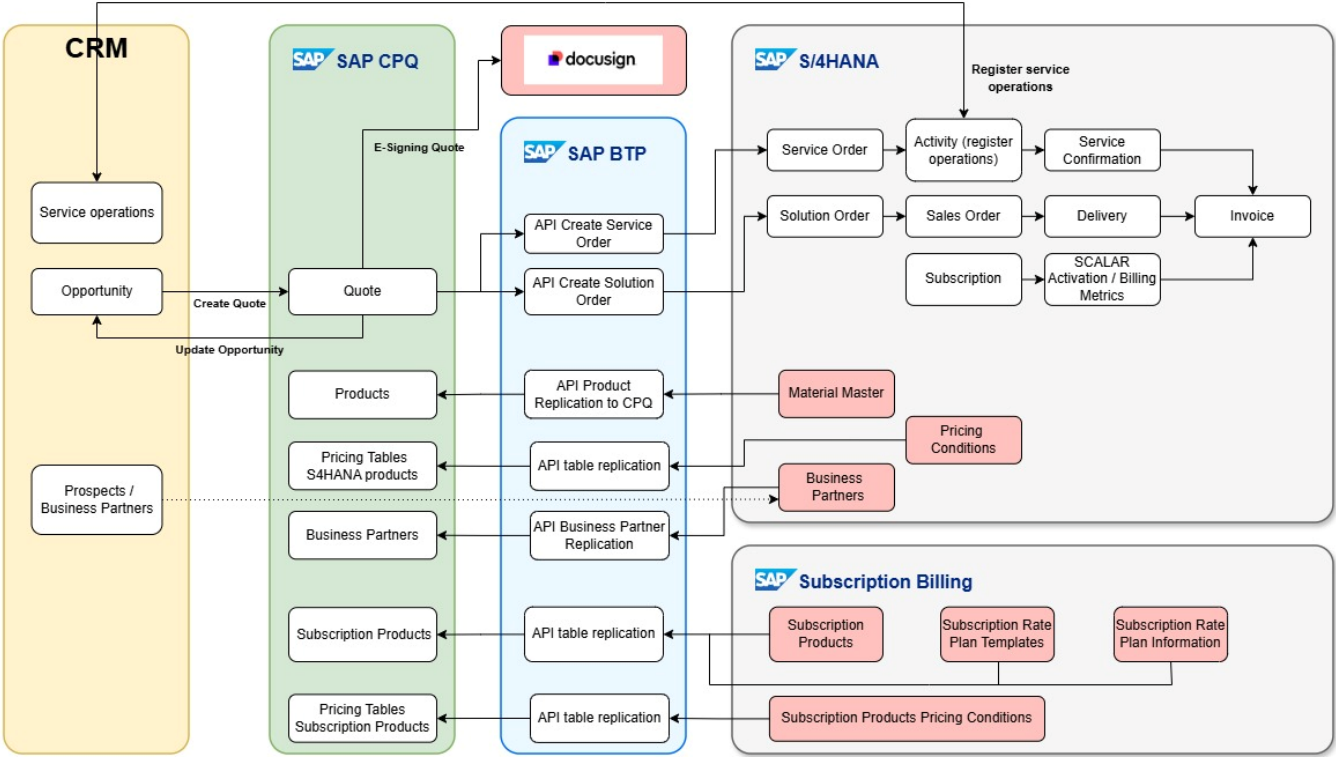
SAP S4 HANA

- Delivery
- Service Order
- Subscription
- Invoicing

LAKEHOUSE

- Reporting
- Billing Metrics
- Interfacing

Main data flows & system architecture



Lessons Learned



Focus on Transformation

Freeing up resources to focus fully reduces risks from running many critical initiatives simultaneously.

Manage Dependencies and Capacity

Insufficient capacity increases complexity and pressures timelines due to harder dependency management.

Early Integration Assessment

Thorough early assessment of interfaces and data integration prevents rework and ensures quality.

Change management is critical

Even the best-designed solution fails without user adoption