EXPEDIENCE
Software

Global Bid Teams Simplify Complex Data with Expedience

itelligence NTT DATA Business Solutions

For more than 30 years, as an SAP Global Platinum Partner, itelligence has helped companies optimize and enhance their IT environments. Today, this German IT leader owned by NTT DATA Japan increasingly serves clients' digital transformation in the cloud.

The Challenge

The Global Managed Services Solution Design and other proposal teams generate several 100 proposals a year with an order value of 100,000 euros up to 2-digit million euro amounts. itelligence expects both the size and the complexity of the offers to increase as they pursue larger enterprise opportunities as part of NTT DATA.

A key challenge in the proposal process was incorporating extensive data from a sophisticated MS Excel-based pricing tool for Managed Cloud offerings into their MS Word proposals while maintaining careful and consistent formatting throughout.

This internal tool is central to the bid process because it calculates client-specific Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) for offerings that might include 50 or even more different system landscapes managed through an in-house or cloud-based data center.

In addition, the itelligence bid team produces proposals in both English and German and needed a solution that would support the delivery of high-quality proposals in both languages as well as content development and content management in multiple languages.

The Solution

Expedience delivered an automated proposal solution that integrated fully with the bid team's internal calculation tool. The team no longer loses time by manually entering, checking, and rechecking figures from the calculation tool. Now, data is automatically inserted into the proposal, with the client-specific MS Excel information and pricing tables created through Expedience without any additional manual effort.

"Based on our success, our Application Management and U.S. colleagues also are deploying Expedience."

–Detlev Heumann, Head, Global Managed Services Solution Design and Costing, EMEA, itelligence

Company

itelligence AG

Industry

Software & Technology

Critical Issues

- Integrating Complex Excel Data
- Increasing Scalability/Flexibility
- Maintaining/Updating Content
- Supporting Multiple Languages

Solutions

- Content Management
- Automated Proposals
- Custom Integration
- Styles Management

Impact

The Expedience solution has enabled itelligence to create more accurate proposals faster than ever, allowing itelligence to compete more effectively for new business.

itelligence now enjoys a tailored proposal solution that supports their growth objectives and can scale with the business.

The success of Expedience has resulted in additional global rollouts of the solution. Expansion of the Expedience tools to Asia Pacific is expected.

Although the resulting automated template creates lengthy and complex documents, the tool itself is simple enough to be used by the presales team. itelligence's proposal team, which manages the Expedience tools, has now received many new requests from all business units involved to implement template or functional enhancements, requests with which the proposal team is both able and happy to comply.

"Before we would have had to build a new template, but these things are now easy to do because of the automation," says Detlev Heumann, Head of Global Managed Services Solution Design and Costing at itelligence.

Heumann says that his colleagues in Application Management don't require the Excel integration his team needed, but they still wanted the ease-of-use and flexibility the Expedience template offers. The U.S. operating unit of itelligence also is developing their own Expedience template.

"We have already expanded our templates since we started using Expedience and will continue this way. Examples of this are the extension of the Managed Cloud Templates for Remote Administration or Public Cloud offerings. "The possibilities are endless."

Expedience Software

Expedience Software, founded by pioneers in proposal automation, operates where proposal professionals already work – in Microsoft® Word. Its solutions drive better proposal quality while accelerating the speed and effectiveness of proposal teams around the world. Expedience serves hundreds of companies in the financial and asset management, healthcare, legal, manufacturing, and technology industries.

The company's rapidly growing footprint extends to customers throughout the U.S., Canada, UK, Germany, the Netherlands, Australia, and New Zealand. Named one of the 20 Most Promising Sales Tech Solution Providers for 2019 by CIOReview and 50 Innovative Companies to Watch by Silicon Review, Expedience continues to lead the industry with its innovative expansion of the Microsoft Office suite. Learn more at www.expediencesoftware.com.

itelligence

itelligence AG transforms IT landscapes and business processes through the combination of innovative SAP software and technology with services and products developed in-house. As an SAP Global Platinum Partner, itelligence supports SMEs and large enterprises in every phase of their digital transformation. itelligence's range of services includes IT strategy and transformation consulting, software deployment and implementation, as well as application management and managed cloud services. The excellence of these services is built on the foundation of itelligence's local presence, global capacity, and comprehensive industry expertise.

itelligence is part of the global NTT DATA group and employs over 10.000 people across 26 countries. In 2018, itelligence generated 926.6 million euros in total revenues.