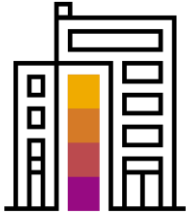




SAP® Innovation Awards 2020 Entry Pitch Deck

Process Transformation and Innovations

Thomson Reuters



Company Information

Headquarters	333 Bay Street, Toronto, Canada
Industry	Media Conglomerate
Web site	https://www.thomsonreuters.com

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Process Transformation and Innovations

leveraging SAP S/4HANA, SAP CRM SOM, SAP Billing and Revenue Innovation Management and ML/AI/RPA

Thomson Reuters



*The digital world should provide a better **customer experience** and support the decision making process.*

*Our customers and business users are demanding greater **transparency** and **real time data** driven outcomes*

Challenge

- Greatest barrier to Digital transformation is complexity
- Multiple ERP systems which cause duplication of data, operational complexity and require manual processes
- Current platform is not providing future capabilities – for e.g. Omni-channel order/contract management, product bundling/ charging, product usage management and a unified Go To Market strategy

Solution

Build **a simplified landscape** which is key to **an integrated digital core** and transforming the business to achieve the desired **customer experience** through the lifecycle

Outcome

- Greater growth in market share through reduced time to market for customer-centric offers
- Improved customer retention with simplified, transparent invoicing
- Lower operational costs for billing and collections with optimized collections and dispute handling, enabling
- accounts receivable agents to intervene in exceptional cases only

15%

of online shoppers have signed up for one or more subscriptions to receive products on a recurring basis, frequently through monthly boxes

14.4%

More customers on average are willing to purchase from a company



Participating Partner Information

Tata Consultancy Services

- Program and Process Management
- Project Governance
- Delivery approach

Implementation Partner

- Determine right approach, moving towards fit-to-standard approach
- Best Practice Adoption

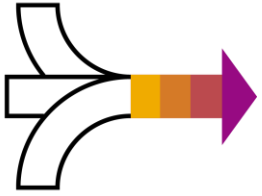


TCS worked with TR to:-

- Help the stakeholders to understand various options and come to suitable recommendation
- The options based approach help them to understand 'what is the advantage of aligning with SAP leading business processes'
- Educating business users 'what's changing and why it is changing' this time as people may relate to 'past experience'

TCS Helped to deliver the platform that supports –

- Omni-channel order/contract management,
- product bundling/ charging, product usage management and
- a unified Go To Market strategy
- Empowering customers to manage their TR relationship by automating order management, renewals and billing
- Provide instant insights to customers on entire contract lifecycle



Business Challenges and Objectives

Current state

- The digital world should provide a better customer experience and support the decision making process
- Our customers and business users are demanding greater transparency and real time data driven outcomes
- Empowering customers to manage their TR relationship by automating order management, renewals and billing
- Single product catalogue
- Flexible pricing model
- Simplified ordering and renewals
- Unified view of customer account
- A single consolidated invoice
- Seamless integration with SAP ERP for Physical Supply Chain

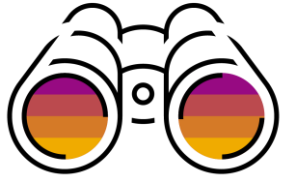
Challenges

The main **challenges** to address are:

- Multiple invoices for the given Purchase Order
- Rigid pricing model
- Complex Order and renewals
- No or less visibility model
- Multiple ERP systems which cause duplication of data, operational complexity and require manual processes
- Lack process simplification
- Inability to leverage digital capabilities
- Inefficient data integration & collaboration
- Inadequate customer experience through the lifecycle

The core objective of this initiative is to create :

- A single consolidated invoice
- Flexible & Convenient pricing model
- A Simplified Ordering and renewals
- Unified view of Customer Account



Project or Use Case Details

PROBLEM STATEMENT

- Moving from Product based Model to Services based Model
 - New Monetization models
 - Pricing Agility
 - B2B or B2C
- Real-time, usage based services
 - Shift to real time services
 - All industries impacted – high tech, utilities, government, transport etc
- Future of Commerce
 - High-volume, automated
 - Instant fulfilment
 - Global payment flexibility
- Platform Business Model
 - Multi-sided monetization
 - Rise of consumer sharing economy
- Greatest barrier to Digital transformation is complexity
- Multiple ERP systems which cause duplication of data, operational complexity and require manual processes
- Current platform is not providing future capabilities – for e.g. Omni-channel order/contract management, product bundling/ charging, product usage management and a unified Go To Market strategy



Benefits and Outcomes

Business or Social

- 74% of revenues from subscription and similar arrangements will be covered in this application
- 86% of revenues from information delivered electronically, software, and services will be covered in this application
- Improved Customer experience for new products launch
- Increased Margin / Revenue & speed to market
- A single harmonized view of the customer increased customer satisfaction
- Minimized Operation complexity & cash applications
- Better Operations & margin impact
- Real-time Management & operating reporting
- Flexible Pricing methodology with multicurrency
- Reduced TCO systems integration
- Increased cross selling and up selling opportunities

IT

Future of Commerce

- High-volume, automated
- Instant fulfilment
- Global payment flexibility

Platform Business Model

- Multi-sided monetization
- Rise of consumer sharing economy

Real-time, usage based services

- Shift to real time services
- All industries impacted – high tech, utilities, government, transport etc.

Minimize Total Cost of Ownership

Human Empowerment

- Integrated process
- Improved collection efficiency
- Flexible charging of the created usage
- Billing and invoicing of the charged items according to configurable rules in SAP Billing and Revenue Innovation Management, invoicing
- Identification of customer and business agreement



Architecture



Intelligent
Front Office



Intelligent
Back Office

BUSINESS USER



Front Office

Sales

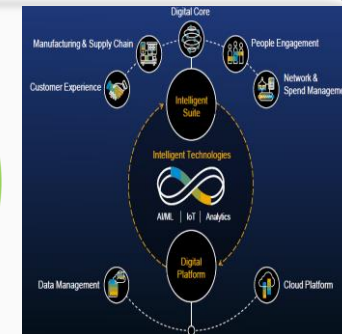
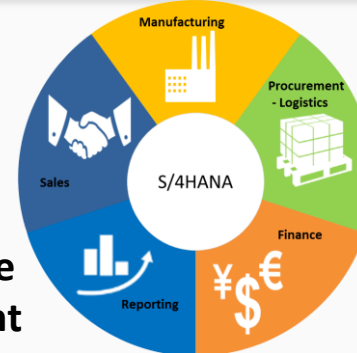
Marketing

Processional
Service

Commerce

SAP S/4HANA
SAP SOM

SAP Billing and Revenue
Innovation Management

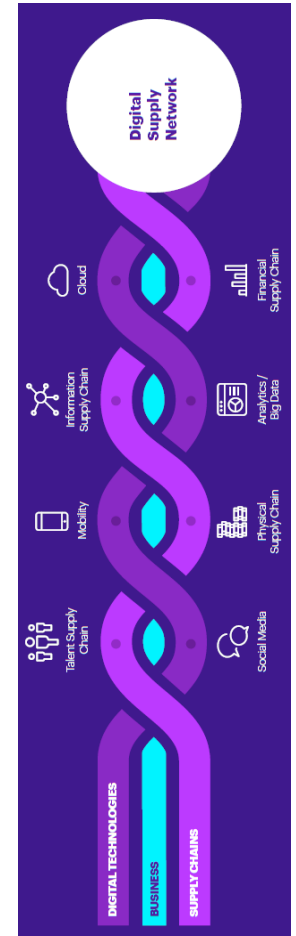


Provide
Order/
Provider
Contract

Online Charge

Billing/
Revenue
Recognition

Reporting/
Analytics





Deployment



Deployment status LIVE

Date 23 March 2020 Number of users 3000

SAP technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP S/4HANA	LIVE	
2	SAP Billing and Revenue Innovation Management	LIVE	
3	SAP CRM SOM	LIVE	
4	SAP RAR	LIVE	
5	SAP Customer Management	LIVE	

If you have used one of the services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with ☒ one or more of the following offerings:

- ☐ SAP MaxAttention™
- ☐ SAP ActiveAttention™
- ☐ SAP Advanced Deployment
- ☐ SAP Value Assurance
- ☐ SAP Model Company
- ☐ Others:
- ☐ SAP Innovation Services
- ☐ SAP Innovative Business Solutions



Advanced Technologies

The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing		
2	Blockchain		
3	Internet of Things (IoT)		
4	Machine learning or AI	Yes	
5	Conversational AI		
6	Robotic process automation	Yes	
7	Data anonymization		
8	Augmented analytics	Yes	