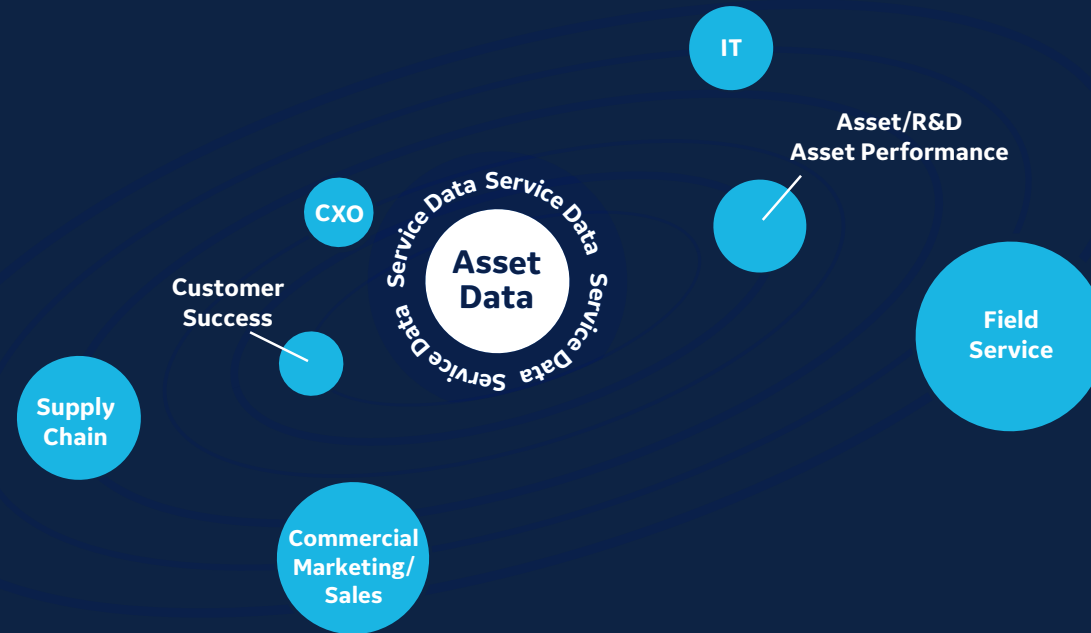


DIGITAL TRANSFORMATION SOLAR SYSTEM



Supply Chain

- First Time Fix Rate
- Parts Availability
- Consumption
- Inventory Reduction
- Stock Visibility
- Predictive Parts (3D Printing)
- Inventory Insight
- Asset Liability Management

Commercial Marketing/Sales

- Contractual
- Upsell, Cross-sell
- Enhance Customer Experience (NPS)
- Best Practice, Product, Service Differentiation
- New Business Opportunities
- Metrics Collection
- Data Analysis & Insights
- Customer Usage & Engagement
- Business Impact Measurement
- Competitive Edge, Market Share

Asset - Performance/R&D

- Uptime
- Downtime (Planned & Unplanned)
- Productivity
- Compliance
- Health & Safety
- Operational Equipment Effectiveness (OEE)
- Product Enhancements
- Constant Feedback Loop
- Predictive Maintenance/Condition-based Maintenance
- Total Through Life Cost
- New Products Built by Demand
- Technology Innovation (Machine Learning, AI, 3D Printing)

IT

- Cost reduction
- Operational Efficiency & Uptime
- Creating, Sourcing, Reacting
- Innovation & Differentiation
- Business Risk / Security
- Ecosystem of Third Parties
- Data Exploitation
- Business Outcome Focused
- Revenue Building

Field Service

- First Time Fix Rate, Mean Time to Repair
- Leakage (Warranty, Contract)
- Technician Productivity
- Uptime & Service Level Agreements
- Cost Centre to Profit Centre (Service-to-Cash Cycle, Service Contract Attach Rate)
- New Revenue Streams (As-a-Service)
- Collaboration & Mobilized Workforce
- Net Promoter Score
- Re-designing/Enhancing Maintenance Process
- Outcome Based Business Models

CXO

- Profitability & Revenue Increase (Monetization)
- Market Share, Differentiation & Brand Integrity
- Digital Innovation & Pace
- Skill Availability & Utilisation
- Digital Transformation
- Customer Behaviour
- M&A – New Business Consolidation
- Corporate Social Responsibility Impact
- Changing Business Models (As-a-Service/Servitisation)
- Regulation
- Leadership

Customer Success

- Customer Satisfaction & Loyalty (NPS)/Renewal Rate
- Service Level Agreements
- Trusted Advisor
- Business Value Realisation
- Proactivity
- Deeper Customer Understanding & Experience
- Revenue
- 360-Degree View of Client
- Text-Mining Customer Feedback
- Customer behaviour insight
- Value Based Metrics

MATURITY