



SAP Customer Engagement Lead

COMPANY DESCRIPTION

SAP's vision is to help the world run better and improve people's lives. As THE cloud company powered by SAP HANA®, SAP is a market leader in enterprise application software, helping companies of all sizes and industries Run Simple.

SAP empowers people and organizations to work together more efficiently and use business insight more effectively. SAP applications and services enable our customers to operate profitably, adapt continuously, and grow sustainably.

At SAP, they believe in the power of collaboration and empower their employees to perform at their best in an environment that encourages free and open expression of ideas.

It's no wonder that some of the sharpest minds from around the world are working for a company that is consistently recognized as a global top employer.

For SAP we are looking for a customer focused: **SAP Customer Engagement Lead**

POSITION SUMMARY

A SAP Customer Engagement Lead is responsible for defining and orchestrating the portfolio of services to SAP customers with Premium Engagements. As trusted advisor on-site with the customer you have a crucial role in the co-creation and execution of the customer digital transformation roadmap with SAP services. You are driven by innovation and customer focus. Based upon your SAP track record you have both the experience and management skills to orchestrate SAP global teams and specialists to create customer results. The SAP Customer Engagement Lead effectively combines the roles of a portfolio manager (identifying and prioritising Premium Engagement services with customers), a contract manager (defining and contracting Premium Engagement services) and service delivery manager (ensuring Premium Engagement services are delivered as contracted).

SAP PREMIUM ENGAGEMENTS

SAP Premium Engagements offer customers on-site the highest level of engagement available within SAP: Accompanying digital transformations, implementation projects, creating best - run operations as well as initiating innovation opportunities within our largest customers. These are entirely tailored, multi-year partnerships, offering our customers access to SAP global teams of experts across product & solution portfolios.

ROLE DESCRIPTION

As a SAP Engagement Lead you are accountable for the day to day execution of the SAP Premium Engagement portfolio & service plan, methods and tools, and best practices across all systems & landscape environments and platforms. You will develop and demonstrate a premium level of understanding of the customer's strategic business goals, business processes, landscape, industry norms and all available and late breaking technology as well as newly developed SAP services.

The SAP Engagement Lead demonstrates, also driven by our customers, a premium level of enthusiasm for technology enabled business advancements. Topics for our customers are for example public and private cloud, on premise and hybrid technologies, machine learning, PAAS,



SAAS, IAAS, IOT, Industry 4.0, cyber security, big data, quantum computing, artificial intelligence, block chain and smart factories.

KEY FOCUS AREAS

- **Lead strategic initiatives**
 - Identify and lead strategic initiatives successfully, that have a significant impact to the success of both the customer and SAP.
- **Execution and management of the engagement**
 - Define the SAP Premium Engagement portfolio & service plan.
 - Review of services delivered by SAP as part of the engagement and discussions with main stakeholders from the customer or partner organizations and other SAP lines of business.
- **Technical evaluation and documentation of customer situation**
 - Obtain a detailed understanding of the customer situation, including SAP solution landscape (on premise and cloud) and roadmap, core business processes, interfaces, critical projects and top issues and makes sure they are well documented.
- **Anticipation and identification of risks and top issues**
 - Anticipation and identification of technical risks and top issues.
 - Drive prevention of risks and resolution of issues and top issues according to engagement deliverables
- **Operations, Innovation and Services delivery**
 - The goal of engagements is to implement and improve operations and bringing innovations without disruption into the customer landscape and processes.
- **Engagement Extension and Renewals**

WORK EXPERIENCE

We are looking for an experienced professional with multiple years of experience in managing customer engagements, strong (SAP) technological expertise, strong industry background and the ability to apply this expertise to specific customer business situations.

EDUCATION AND QUALIFICATION

- Master degree or equivalent preferably in business/economics/computer science/mathematics/physics.
- Requires 5-10 years of relevant professional experience including extended SAP Product experience. Good understanding of the SAP technology and understanding of SAP Business Suite/tools (e.g. SAP Solution Manager).
- Perspectives on current business and IT trends and their impact on business strategies and operations with specific focus on current and future SAP Solutions and game changers.
- Retail/Wholesale or Insurance/Banking or Manufacturing/High Tech background is a plus.
- Proven record of cooperating with teams and managing stakeholders.
- Excellent multi-level communication/presentation, negotiation skills, business acumen.
- Ability to build trust based relationships and strong networks in customer IT/Business and SAP Ecosystem.
- Commercial acumen.
- Language: both Dutch and English fluent.



LOCATION

- Den Bosch, The Netherlands. Travel is required within The Netherlands. International travel on incidental basis.

APPLICATION

- Interested candidates that match the job requirements are invited to apply on www.interexcellent.nl by uploading their resume and motivation letter.
- Application closes on Tuesday July 3rd.

CONTACT

- For more information about this position, please contact Sietse Bergstra, Partner InterExcellent, email sietse.bergstra@interexcellent.nl , tel.nr. 035- 5280430