Rapport analyse

atechor

SAP Sales Cloud

Dernière mise à jour : 14/02/2024

contact@atechor.com

Avis des utilisateurs : 8/10

Calcul avis	Notes	Avis
Trustradius	4,3/ 5	198
G2	4,1 / 5	728
Capterra	4 / 5	18
Gartner	4,3 / 5	154
Moyenne	4,16/ 5	
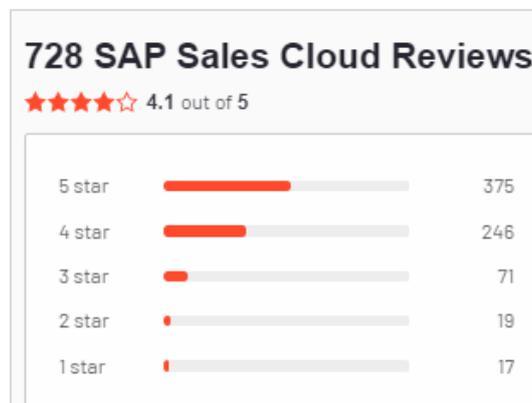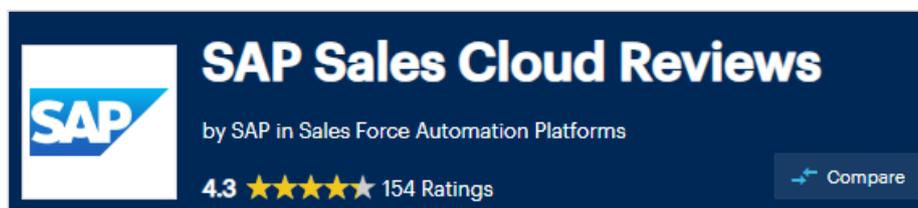
(Capterra)

(G2)

(Gartner)

(Trustradius.com)
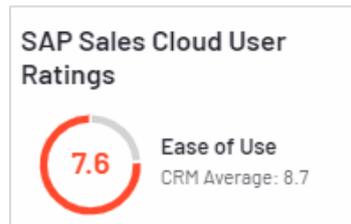
Récompenses et distinctions : 7,5/10

([SAP.com](SAP.com))

(Trustradius)

Interface et expérience utilisateur : 6,5/10

Retours des utilisateurs sur l'interface :

Avis G2 :

SAP Sales Cloud User Ratings

7.6 Ease of Use
CRM Average: 8.7

Frank C. S.
Data Analyst
Retail
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★★ Aug 22, 2023

"SAP Sales Cloud, excellent sales solution"

What do you like best about SAP Sales Cloud?

SAP Sales Cloud is a tool that allows sales agents to increase their productivity and efficiency as all teams maintain access to information in an updated and synchronized way. The quality of customer information is improved as it is all recorded in the same place. The tool provides a global view of customers allowing for better decision making when promoting our products and services.

What do you dislike about SAP Sales Cloud?

It is complex to adapt the tool to different organizations as it will depend directly on the operations and the type of products and services of each company. The user interface is certainly complicated at times, as it has many options and many configurations to be applied. It requires constant internet connection to be used, which in remote locations can be a problem for agents who are constantly traveling.

What problems is SAP Sales Cloud solving and how is that benefiting you?

The tool is a good CRM option included in the SAP cloud, its focus is especially aimed at massive sales, it also offers functionalities such as contact management, quotes, proposals, orders, inventories, facilitating tasks and processes and increasing productivity and efficiency of processes. The return on investment depends on many things, however, with this tool we evaluate the ability to generate revenue through the use of the software, mainly by reducing some operating costs that can lead to the generation of more revenue for the company.

Johny K.
Data analyst
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★⯪☆ Jul 13, 2023

"A dynamic and intuitive customer relationship management tool"

What do you like best about SAP Sales Cloud?

I like how we can more easily track our sales performance thanks to the thorough reporting options. We can view our customers and their purchasing histories in greater detail thanks to SAP Sales Cloud's simple integration with other platforms. Our team has greatly benefited from the software's ability to be tailored to meet our specific requirements. Our sales staff has benefited greatly from the mobile app's ability to access critical information and updates while on the go.

What do you dislike about SAP Sales Cloud?

Utilising SAP Sales Cloud has a small learning curve, and training can take some time. Although there are many choices for customization, some of them require technical expertise, which can be difficult for certain users. The software occasionally has a slow loading time, which can be annoying.

What problems is SAP Sales Cloud solving and how is that benefiting you?

I've had a good experience using SAP Sales Cloud. It is an effective solution that has streamlined our business' sales procedures and enhanced client relationship management. We've found it easier to manage our sales activities thanks to the strong features, which include integration options, process automation, and thorough reporting. The user interface is very simple to use and navigate, which has increased our productivity. There are several disadvantages, though, such as setup being difficult, expensive, and occasionally slow system speed.

SAJAL W.
Senior Consultant
Small-Business (50 or fewer emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★★★ Jun 07, 2023

"Simplifying Efficiency"

What do you like best about SAP Sales Cloud?

The seamless integration: SAP Sales Cloud excels in its ability to seamlessly integrate with other SAP modules, allowing for a comprehensive view of customer data and sales processes.

Advanced analytics and reporting: One of the standout features is its robust analytics and reporting capabilities. The software offers powerful insights and visualizations that help businesses make data-driven decisions and optimize their sales strategies.

Enhanced sales productivity: SAP Sales Cloud streamlines sales workflows, providing sales teams with a user-friendly interface and automation tools. This leads to increased productivity, enabling them to focus more on building relationships and closing deals.

Customization and scalability: The software's flexibility allows businesses to tailor it to their specific needs, whether it's configuring sales processes, creating custom fields, or designing personalized dashboards. As the organization grows, SAP Sales Cloud can scale accordingly, accommodating evolving sales requirements.

Robert P.
Information Technology Engineer
Enterprise (> 1000 emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★★⯪ Jun 12, 2023

"SAP Sales Cloud is a great ERP System"

What do you like best about SAP Sales Cloud?

SAP works great for managing client sales opportunities, bills, and paperwork. SAP's centralized system has made reporting much easier. Billing, sales orders, client orders, balance sheets, profitability, and a lot more are just some of the items that may be conveniently managed and tracked. We are able to retrieve data on many different important metrics with the help of SAP's extensive set of features. In general, it was a pleasure working with such a powerful program as SAP.

What do you dislike about SAP Sales Cloud?

SAP has room to improve its user interface. If the database is particularly sizable, performance may suffer. It could take extra time to retrieve the large reports.

What problems is SAP Sales Cloud solving and how is that benefiting you?

The ability to manage leads, opportunities, forecasts, enterprise resource planning (ERP), and customer service all from one place. Extremely comprehensive integration, such as the trading of data records both upstream and down. Optimal logistics through planned travel.

Verified User in Computer & Network Security ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★★ Mar 25, 2023

"SAP CRM: The Best Customer Relationship Management Solution"

What do you like best about SAP Sales Cloud?

It is one of the best tools that provide an excellent understanding to their customer about the business. It helps to provide analytical and depth insight into the business. It can also be integrated with the SAP system, which is valuable for an organization. It also helps to automate the business processes by providing ease of interacting with the customer and managing the sales account. We can easily communicate with customers over email, phone, etc.

What do you dislike about SAP Sales Cloud?

The user interface is hard to understand, and it is very complex. To perform any task, we need to navigate through various options. We also face issues due to data duplicity and inconsistency. The customization options are minimal, which must be improved to attract a large business. It needs a lot of training to master the platform's usage.

What problems is SAP Sales Cloud solving and how is that benefiting you?

It helps our organization to manage customer interaction efficiently. It has helped to improve our sales performance as we can keep track of all the orders processed and whether we received the payment. It has provided a centralized platform to streamline and automate the business process. By implementing this solution, the revenue of the organization has increased, and we have achieved the maximum ROI through it. It has helped us to maintain better data management, and the redundancy has decreased as it helped to provide a more accurate result.

Sandeep P.
Business Analyst
Enterprise (> 1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★½ Jul 03, 2023 (Original Jun 25, 2022) ❓

"Simplified cost to benefit proposition"

What do you like best about SAP Sales Cloud?

Accessibility, reliability and way to future secured technology. SAP sales brings all the advantages of an On-Cloud tool.

What do you dislike about SAP Sales Cloud?

Integration with multiple platforms can be improved. User Interface looks a bit old.

What problems is SAP Sales Cloud solving and how is that benefiting you?

Accessibility and reliability to everyone. The overheads on capital expenditure and maintenance for on prem going down.

The sales funnel building process is simplified.

([G2](#))

Avis Capterra :

Facilité d'utilisation ⭐ 3,3

Carol C. in
CRM Marketing Manager
Restaurants, 1,001-5,000 employees
Used the software for: 6-12 months

Overall Rating	⭐⭐⭐⭐⭐	5.0
Ease of Use	⭐⭐⭐⭐⭐	5.0
Customer Service	⭐⭐⭐⭐⭐	5.0
Features	⭐⭐⭐⭐⭐	5.0
Value for Money	⭐⭐⭐⭐⭐	5.0
Likelihood to Recommend	▬▬▬	9/10

Reviewer Source ❓
Source: Capterra
May 19, 2023

SHARE REVIEW ◄

"SAP Sales Cloud is the best growth tool"

Overall: SAP's Sales Cloud solution allows us to manage sales efficiently and provide scalable segmentation and targeting with minimal training. I am attracted to the idea of the tool and the ease with which most people can look at contract documents. The application is very easy to use and allows for further integration with other ERP systems.

Pros: It is more efficient than the "old" contract procedure that involves printing, signing and writing documents in PDF format, plus you have to pay for it. I enjoy the automated authorization system that has also simplified permissions management and can be deployed in the cloud by multiple cloud service tenants, each of which is a cloud service provider. This is very beneficial for users who do not want to open 3 links for each related CRM application. Instantly, true analytics data can be accessed. What attracts me the most is the many options to manage marketing spend or all marketing tasks with the tool.

Cons: I think it is difficult to learn at first. While the collaborative writing techniques are used, there is no alternative to identify conflicts easily. I felt this added too many unnecessary steps to the procedure we normally follow as a company.

Franz K.
Partner Manager
Information Technology and Services, 201-500 employees
Used the software for: 1-2 years

Overall Rating	⭐⭐⭐⭐⭐	5.0
Ease of Use	⭐⭐⭐⭐⭐	5.0
Customer Service	⭐⭐⭐⭐⭐	5.0
Features	⭐⭐⭐⭐⭐	5.0
Value for Money	⭐⭐⭐⭐⭐	5.0
Likelihood to Recommend	▬▬▬▬	10/10

Reviewer Source ❓
Source: Capterra
April 4, 2019

"Easy to use sales software"

Pros: Very good cloud based distribution software. The application is very intuitive and offers many integration possibilities into other ERP system or also Microsoft software. It's easy to create reports, so you always know how you stand.

Cons: The software does not allow so many configuration options on some sites.

FATMA G.
Dealer Management Specialist
Automotive, 1,001-5,000 employees
Used the software for: 6-12 months

Overall Rating	⭐⭐⭐⭐☆	4.0
Ease of Use	⭐⭐⭐⭐☆	4.0
Customer Service	⭐⭐⭐⭐☆	4.0
Features	⭐⭐⭐⭐☆	4.0
Value for Money	⭐⭐⭐⭐☆	4.0
Likelihood to Recommend	▬▬▬	7/10

Reviewer Source ❓
Source: Capterra
February 15, 2021

"Useful both for sales team and customers"

Overall: Overall i like the product, it definitely shows you and your company more professional from customer aspect.

Pros: I don't have too much experience with this software. The most I likes so far is that it offers wonderful reporting for both sides. It offer pros and cones widely to persuade customer for their investments. It also guides the sales team and offers suggestions to optimize.

Cons: It is little bit complex tool, so i think it is not very easy to use. Also you can live some problems when entering CRM data and frozen problems on reports.

(Capterra)

Gartner :

5.0 ★★★★★ Mar 23, 2023

Review Source: ⓘ

user friendy and `easy to use` **for sales teams**

Reviewer Function: Project and Portfolio Management   Company Size: 500M - 1B USD   Industry: Construction Industry

we realized our digital transformation on the crm field by sales cloud. All the sales departments can use one product and we could see all the customer journey in the same platform.

4.0 ★★★★☆ Mar 16, 2023

Review Source: ⓘ

Keep the standards and you won't have a problem

Reviewer Function: IT   Company Size: 500M - 1B USD   Industry: Manufacturing Industry

The overall possible functionalities match all business processes we could imagine. Especially the customization possibilities `are easy to use` and give the opportunity to get the right product for our needs and still keep the administration work low.

(Gartner)

NOVEMBER 20, 2023

SAP Sales Cloud in a water/construction industry.

Abdy Hernández

CRM Admin

Sistemas, Administración y Finanzas S.A. (Construction, 201-500 employees)

Score 7 out of 10   ⊘ Vetted Review   ⊘ Verified User

⬆ Share   ♡ Save

Use Cases and Deployment Scope

Our organization uses SAP Sales Cloud as our main tool to track all the commercial actions and customer interactions that could finish with a sale. In that way, Sales Cloud lets us know how the monthly sales should be close to the average of win sales opportunities and take action with opportunities we lose and why. For our Sales Department it's helpful to track and manage all the opportunities with activities they should do to close the sale.

Pros and Cons

- ⊕ Manage opportunity influencers like promotors and detractors.
- ⊕ Manage customers information.
- ⊕ 360 customer view.
- ⊕ Sales forecast.
- ⊕ Manage sales lifecycle.

- ⊖ Mobile app too heavy and slow.
- ⊖ Mobile app user interface.
- ⊖ Improve web execution.
- ⊖ User friendly surveys.

NOVEMBER 14, 2023

SAP Sales Cloud: Elevating Sales Strategies to New Heights!

Verified User

Manager in Information Technology

Events Services Company, 1-10 employees

Score 7 out of 10   ⊘ Vetted Review   ⊘ Verified User   (Incentivized)

⬆ Share   ♡ Save

Use Cases and Deployment Scope

SAP Sales Cloud automates various aspects of the sales process, such as lead management, opportunity tracking, and quote generation. This helps sales teams save time and focus on building customer relationships. The platform provides tools for better understanding customer behavior and preferences. This helps tailor sales and marketing efforts to meet customer needs, fostering stronger relationships.

Pros and Cons

⊕ Sales Automation

⊕ Customer Engagement

⊕ Sales Performance Management

⊖ User Interface (UI) and User Experience (UX)

⊖ Customization Flexibility

⊖ Integration Capabilities

NOVEMBER 06, 2023

All-in-one Sales Cloud Solution!

⬆ Share   ♡ Save

HM Shuja
Producer
EKHON TV (Broadcast Media, 501-1000 employees)

★★★★★   Score 10 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Use Cases and Deployment Scope

I use SAP for the features of lead management, analytics, sales automation, and AI-powered recommendations. It helps my business by providing smooth and robust sales automation and process optimization. However, the sales forecasting and pipeline management features of SAP Sales Cloud are the most useful features to me. SAP Sales Cloud helps me to organize and optimize my whole sales system.

Pros and Cons

⊕ It is efficient in sales forecasting and pipeline management.

⊕ Its CRM is very comprehensive and easy to go.

⊕ It provides nice collaboration between sales teams and customer engagement.

⊖ I think user interface should be little clean.

⊖ There should be more third party email integration.

⊖ Mobile user experience of on-the-go sales representatives should be smoother.

NOVEMBER 02, 2023

SAP Sales Cloud: a pricey yet suitable alternative

⬆ Share   ♡ Save

Luciano Pablo Angelini
Marketing Associate
Refindable (Marketing & Advertising, 11-50 employees)

★★★½☆   Score 7 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized
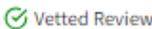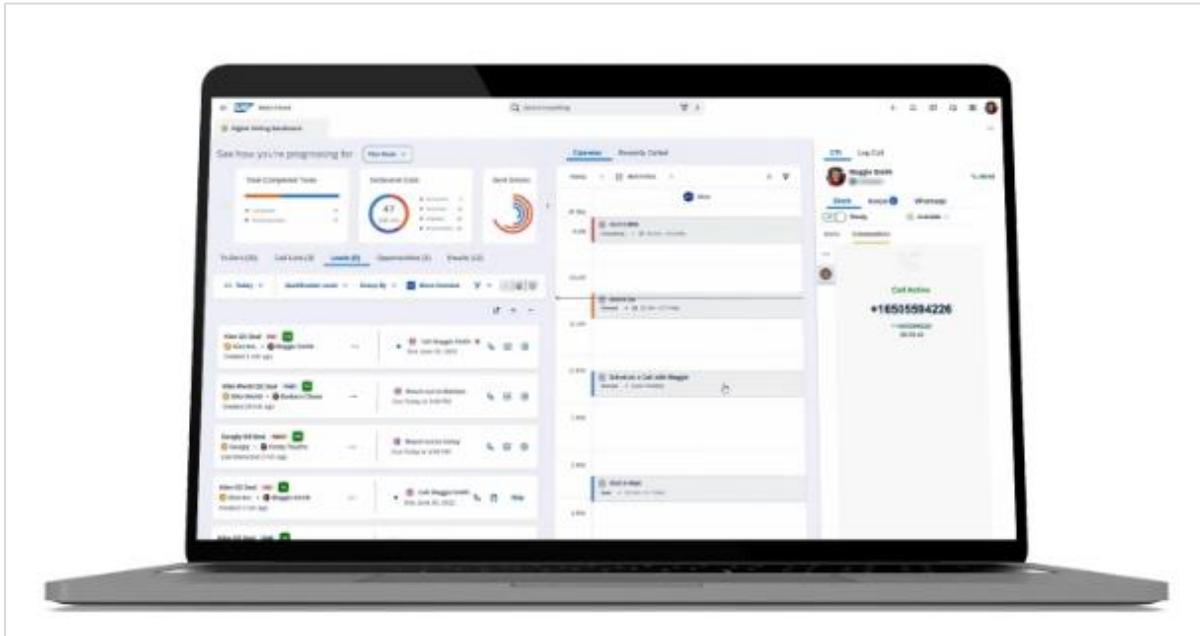
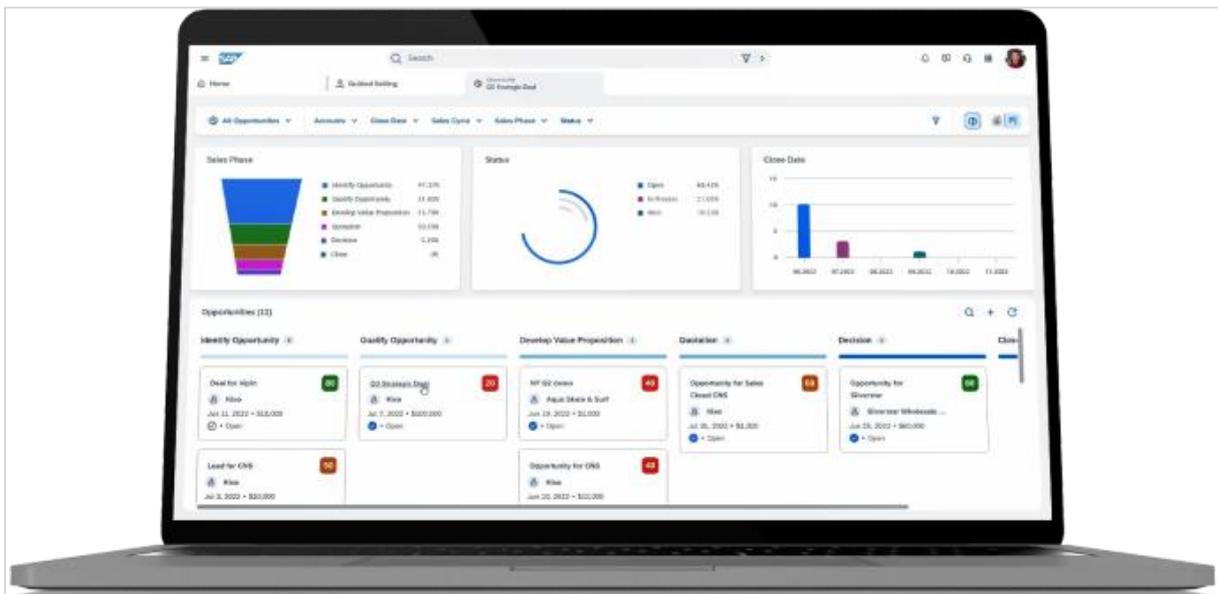#### Use Cases and Deployment Scope

SAP Sales Cloud is basically a CRM (customer relationship management) software equipped with forecasts based on machine learning, opportunity cost indicators and a intuitive user interface, tailored to understand your next actions.
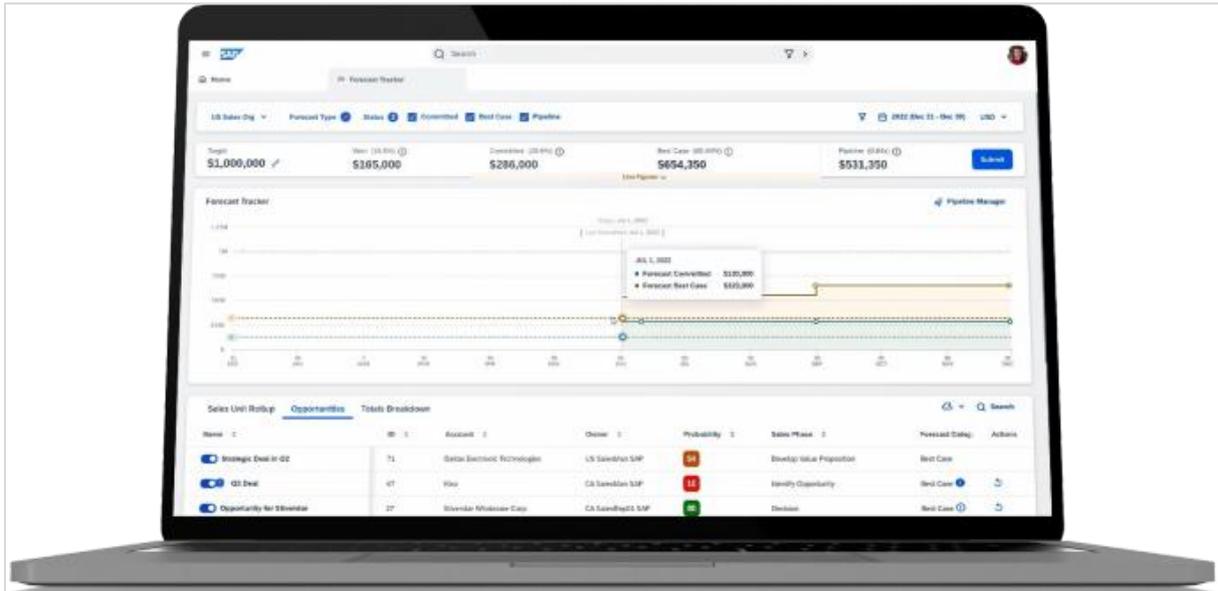
(Trustradius)

Interface en image :
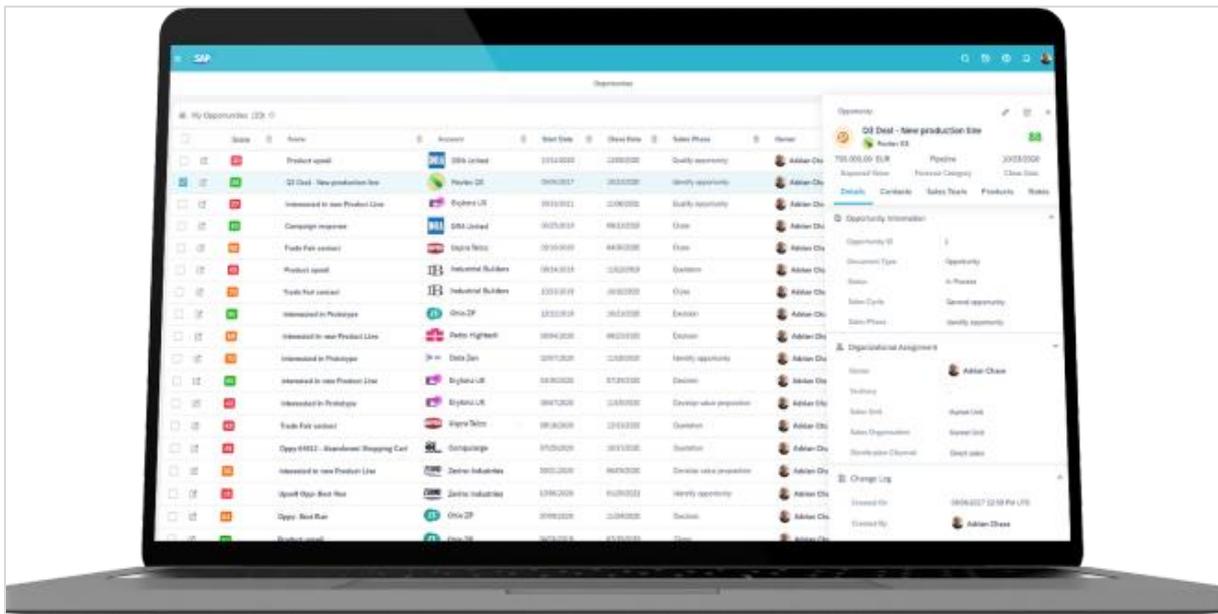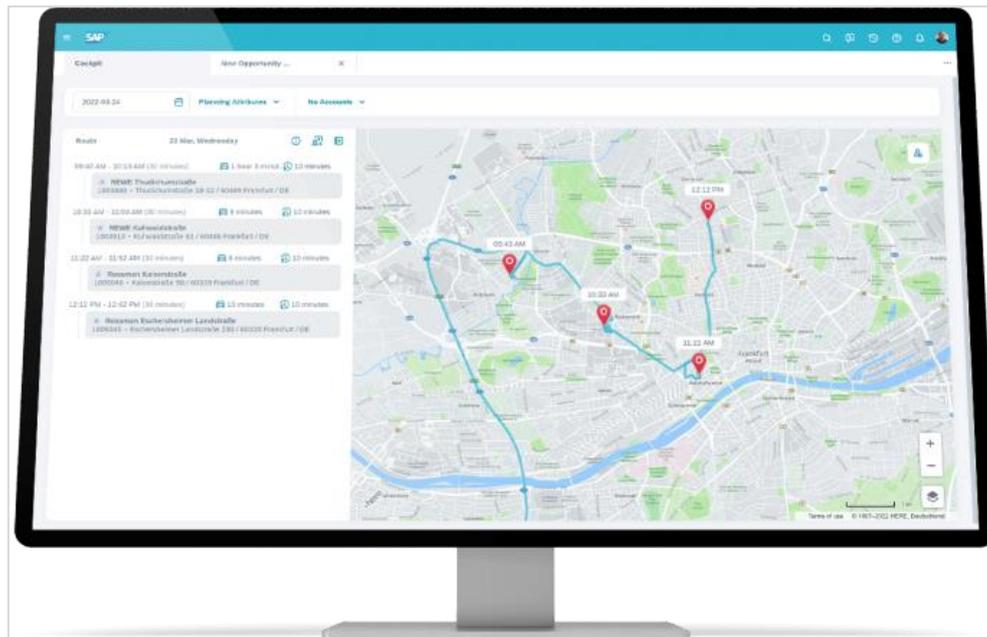

Digital Selling

Actionable sales analytics

Scalable Sales Automation

Retail Execution and Field Sales

Dynamic Visit Planning

([Sap.com](Sap.com))

Fonctionnalités et capacités : 8/10

1. **« Intelligent Sales:**

Increase revenue and win rates with intelligent selling, made simple.

- **Guided selling**

Provide sellers with prescriptive step-by-step guidance on what sales actions they should take to win more business, faster.

- **Intelligent forecasting**

Understand forecasts in real time with AI assistance to identify forecast volatility and track attainment with intelligent what-if analysis.

- **Pipeline manager**

Gain insights into pipeline health based on real-time data with intuitive visualizations, AI analysis, and deep analytics.

- **Pipeline flow**

Gain a greater understanding of pipeline leakage and visualize changes between periods to proactively identify issues.

2. **Digital Selling:**

Your business can engage customers across digital sales channels more effectively than ever. Get started with intelligent tools that empower sellers.

- **Omnichannel engagement**

Improve deal velocity with digital-first engagement that helps sellers do more, faster.

- **Intelligent prioritization**

Focus sales efforts on leads and opportunities with a high propensity to close by applying intelligent scoring.

- **Optimized user experience**

Capture notes, collaborate with peers, schedule meetings, and explore analytics across devices.

- **Dynamic sales journeys**

Understand what customers want and build sales journeys tailored to meet their needs with intelligent recommendations

3. **Actionable sales analytics:**

Understand each customer and use insights to improve sales outcomes.

- **Sales campaigns**

Improve performance through digital campaigns with a full view of sellers' actions, schedule, performance, and attainment.

- **360-degree account insights**

Drive customer advocacy by delivering meaningful interactions based on front- and back-office insights.

- **Interactive analytics**

Share interactive reports and dashboards that reveal sales metrics, forecasts, and other critical information.

- **Performance-focused dashboards**

Surface actionable KPIs with performance-focused sales dashboards that enable real-time data exploration.

4. **Scalable Sales Automation:**

Now is the time to boost sales efficiency, improve win rates, and drive revenue through intelligent automation.

- **Unified platform**

Leverage insights to win more business with connected lead, opportunity, forecast, ERP, and service processes.

- **Scalable selling**

Maximize the productivity of your global sales organization with connected processes powered by hyperscalers.

- **Engagement automation**

Keep sellers focused on selling by removing noise and automating manual tasks, interaction capture, and call scripting.

- **Deep integration**

Empower sellers with fast, connected insights using data from upstream and downstream systems.

5. **Retail Execution and Field Sales:**

Optimize field sales and retail execution planning while improving performance at each location.

- **Visit planning**

Unify planning for all visit types to help ensure that every location gets appropriate support and sales attentions.

- **Dynamic task surveys**

Guide field sales and retail execution actions at each location to ensure that products and promotions are properly executed.

- **Perfect store progression**

Make proactive changes to improve the performance at each location using perfect store KPIs and real-time insights.

6. **Dynamic Visit Planning:**

Equip field sellers and retail execution staff with the tools they need to improve performance and provide fast, efficient results.

Unified visit planning

Improve the operational efficiency of visit planning with a unified, connected way to structure, manage, and automate visit creation.

- **Data-driven visit prioritization**

Utilize and interpret signals, like audit results and target KPIs, to provide sellers with data-driven visit recommendations.
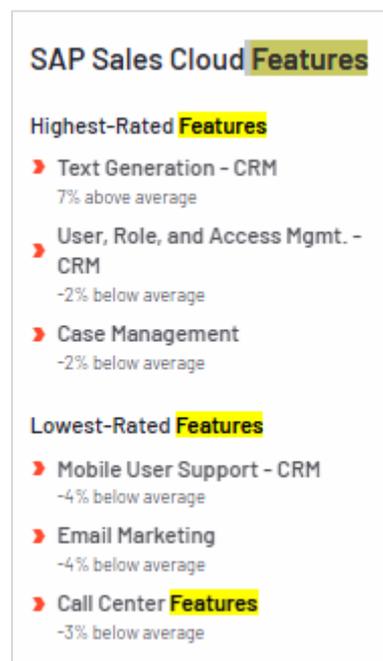
- **Logistics optimization**

Optimize visit lists around key factors, like store hours, working hours, starting points, and historical traffic data.

- **Overlay routing**

Make field execution simple with a visual overlay of recommended routes and contextual visit information for each stop. »

([Sap.com](Sap.com))

Verified User in Management Consulting ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★★⯪ Jun 12, 2023

"Amazing tool for business management and development"

What do you like best about SAP Sales Cloud?

SAP Sales Cloud is an efficient CRM tool because of its sales functionality and customer insights. I really like the mobility and collaboration features that it offers, allowing sales teams to access critical information on the go. The system is highly configurable and customisable, ensuring it aligns with specific business requirements.

What do you dislike about SAP Sales Cloud?

1. Complexity and Learning Curve: SAP Sales Cloud is a robust and feature-rich CRM system, sometimes leading to a steeper learning curve for new users.

2. Customization Challenges: While SAP Sales Cloud offers configurability and customisation options, some team members have reported that making specific customisations can be complex or require technical expertise.

3. Cost: SAP Sales Cloud is a comprehensive CRM solution, and its pricing may be a concern for smaller businesses

What problems is SAP Sales Cloud solving and how is that benefiting you?

1. It provides a centralised platform for managing leads, opportunities, orders, and customer data.

2. It provides robust analytics and reporting capabilities. It has enabled us to gather and analyse customer data, understand preferences, make data-driven decisions. These insights has led to more targeted sales.

FC Fathima C.
Small-Business (50 or fewer emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★★★ Jun 11, 2023

"Useful for improving sales"

What do you like best about SAP Sales Cloud?

The best part is that how it centralizes the information of the customera and gathering their interest using their interactions with the organization and thus helps improving the sales.

What do you dislike about SAP Sales Cloud?

As far as i have used i did not find any feature that i dislike.

What problems is SAP Sales Cloud solving and how is that benefiting you?

Through this the quality of the sales is improved a lot as it gathers information of the customers and it helps to serve them with the apt things and it is very useful.

Verified User in Information Technology and Services ⓘ
Small-Business (50 or fewer emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★★ Jun 19, 2023 (Original Jun 17, 2023) ❓

"SAP Sales Cloud: Astonishing Tool"

What do you like best about SAP Sales Cloud?

One the best feature of SAP Sales Cloud is digital selling and marketing. It helps for advance analytics and reporting which enables a proper decision making and optimization of sales strategies. It has best customer support portal.

What do you dislike about SAP Sales Cloud?

There nothing to dislike about this tool. It is a simple and powerful tool.

What problems is SAP Sales Cloud solving and how is that benefiting you?

It is benefiting me for account management and lead management. Customization and scalability allows SAP Sales Cloud to trailor the processes for business and help them for their productivity.

Verified User in Management Consulting ⓘ
Small-Business (50 or fewer emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★⯨ Jun 09, 2023

"Drive revenue growth with SAP sales cloud."

What do you like best about SAP Sales Cloud?

SAP sales cloud automate manual and repetitive tasks.this platform offer real time data and insights.also it has some feature like increased collaboration,customization and flexibility.

What do you dislike about SAP Sales Cloud?

In this platform some dislike are there such as,user adoption,complexity, limited customization,data privacy. Its primium product.

What problems is SAP Sales Cloud solving and how is that benefiting you?

SAP sales cloud is solve several business problem including poor collaboration and communication,Inefficient lead management.also it help in transform sales operation.

Warren C.
Cloud Operations Manager
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Verified Current User ✔   Review source: Organic

★★★★★ Aug 06, 2022

"Very user friendly and good reports."

What do you like best about SAP Sales Cloud?

Reporting & customisation of reports are really useful.

What do you dislike about SAP Sales Cloud?

I dislike the feature where you cannot go back. When you press escape it completely exits the screen in which you were.

What problems is SAP Sales Cloud solving and how is that benefiting you?

multiple packages to accommodate our varSBU's accounting needs: purchase dept., accounts dept., HR, etc., Previously using multiple accounting software

Verified User in Computer Software ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★★ Dec 06, 2022

"SAP Solution review"

What do you like best about SAP Sales Cloud?

The best feature about SAP is the flexibility to integrate several applications and ability to work on large datasets.

What do you dislike about SAP Sales Cloud?

A person required training to get familiar with SAP.

What problems is SAP Sales Cloud solving and how is that benefiting you?

Solving all the CRM-related issues and keeping all the organisation functions in one place.

Vidushi B.
Merchant Support Advocate
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: Seller invite

★★★★⯪ Nov 21, 2021

"The complete package to your CRM Solutions"

What do you like best about SAP Sales Cloud?
The best feature is that you've got all invoicing, Customer information and account reports, all in one platform

What do you dislike about SAP Sales Cloud?
Not much negative, the layout can be a bit confusing at times.

What problems is SAP Sales Cloud solving and how is that benefiting you?
Customer inquiries and invoicing

Verified User in Staffing and Recruiting ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★☆ Nov 17, 2021

"Convenience"

What do you like best about SAP Sales Cloud?
The chat feature with each account helps manage important conversations in one place.

What do you dislike about SAP Sales Cloud?
Not anything in particular.

Although it would be nice to have an option to rate tasks based on urgency.

What problems is SAP Sales Cloud solving and how is that benefiting you?
It has made it easier to manage all our client accounts efficiently.

([G2](#))

Product Capabilities   4.2

Product Features and Ratings

SFA system's performance	3.9	(31)
Tablet Capabilities	4.1	(31)
Smartphone Capabilities	3.8	(49)

"Highly Structured Designed Application For Organization - SAP Sales Cloud. "

Submitted Nov 17, 2022

4.0 ★★★★☆ Overall User Rating

Product(s): SAP Sales Cloud

Overall Comment: "A very well experienced with SAP application mainly in sales area where organization deals with profit, this application is totally versatile in nature as like intelligent prioritization for sales, it also optimizes user experience which collaborate with peers, schedule meetings, and explore analytics also intelligent sales with guided selling its an additional features which forecasted sales as accurate so that sales would be high in coming years. Activities managed in pipeline workflow analogy like to manage each activity without leakages and if there is then analyze and sorted out effectively. Sales campaigns to improve performance like showing distributor /seller performance history throughout the year and ways for improvement, dashboards for each performed activity to present at management is also available. "

(Gartner)

Features	⭐ 4.0

(Capterra)

FEATURES

Sales Force Automation

This is the technique of using software to automate certain sales related tasks.

> Show Features

8.2
Avg 7.8

Customer Service & Support

This component of CRM software automates help desk, call center and field service management.

> Show Features

7.4
Avg 7.6

Marketing Automation

This component of CRM software helps to automate and scale marketing tasks and the subsequent analysis of those efforts.

> Show Features

7.9
Avg 7.7

CRM Project Management

This component of CRM software helps users initiate, plan, collaborate on, execute, track, and close projects.

> Show Features

7.8
Avg 7.6

CRM Reporting & Analytics

Reporting and analytics in CRM software includes sales forecasting, pipeline analysis, and automated dashboards.

> Show Features

7.7
Avg 7.6

Customization

This addresses a company's ability to configure the software to fit its specific use case and workflow.

> Show Features

7.9
Avg 7.7

Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.

> Show Features

8.8
Avg 8.4

Social CRM

This component of CRM software helps companies leverage social media in engaging with customers.

> Show Features

7.9
Avg 7.4

Integrations with 3rd-party Software

This involves the CRM software's ability to integrate with other systems, whether external or homegrown.

> Show Features

8.1
Avg 7.3

Platform

> Show Features

7
Avg 7.5

NOVEMBER 06, 2023

⬆ Share   ♡ Save

All-in-one Sales Cloud Solution!

HM Shuja
Producer
EKHON TV (Broadcast Media, 501-1000 employees)

⭐⭐⭐⭐⭐ **Score** 10 out of 10   ⊘ Vetted Review   ⊘ Verified User   (Incentivized)

Use Cases and Deployment Scope

I use SAP for the features of lead management, analytics, sales automation, and AI-powered recommendations. It helps my business by providing smooth and robust sales automation and process optimization. However, the sales forecasting and pipeline management features of SAP Sales Cloud are the most useful features to me. SAP Sales Cloud helps me to organize and optimize my whole sales system.

NOVEMBER 02, 2023

SAP Sales Cloud- Highly recommended

Verified User

Executive in Marketing

Education Management Company, 10,001+ employees

Score 9 out of 10 ✓ Vetted Review ✓ Verified User Incentivized

Use Cases and Deployment Scope

In our organization, SAP Sales cloud plays an important role in addressing business challenges and streamlining our sales and customer relationship management processes. Our SAP Sales Cloud covers several essential aspects such as sales pipeline management that enable us to efficiently monitor and manage our sales pipeline. In SAP Sales Cloud we also used CRM feature that centralize customer data, interactions and contact history. This feature helped to improve customer's satisfaction.

(Trustradius.com)

En ce qui concerne la démonstration:

SAP Sales Cloud offre une gamme complète de fonctionnalités conçues pour répondre aux besoins complexes et évolutifs des entreprises dans le domaine de la vente et du service client.

L'agenda intégré permet aux utilisateurs de planifier et de gérer efficacement leurs rendez-vous, réunions et tâches, offrant ainsi une vue holistique de leurs activités liées aux ventes et au service client. Cette fonctionnalité favorise une organisation optimale du temps et des ressources, contribuant ainsi à une productivité accrue.

SAP Sales Cloud aborde également les défis (challenges) auxquels les entreprises sont confrontées dans le domaine des ventes en fournissant des solutions innovantes et des outils puissants. Il offre une vue à 360 degrés du client, ce qui signifie qu'il centralise toutes les informations pertinentes concernant les clients, permettant ainsi une compréhension approfondie de leurs besoins, préférences et historique d'interaction avec l'entreprise.

Les avantages commerciaux (business benefits) de cette plateforme sont nombreux. Elle offre des fonctionnalités avancées d'automatisation des processus de vente, ce qui réduit la charge de travail manuelle et améliore l'efficacité opérationnelle. De plus, elle facilite la prise de décisions éclairées grâce à des analyses de données puissantes.

L'interface conviviale (ease of use) de SAP Sales Cloud, notamment la page d'accueil (home page), est conçue pour être intuitive et facile à naviguer. Cela permet aux utilisateurs de se familiariser rapidement avec la plateforme et de tirer le meilleur parti de ses fonctionnalités.

La plateforme propose également des outils avancés de marketing et de gestion des campagnes (sales campaigns) qui aident les entreprises à promouvoir leurs produits et services de manière ciblée et efficace.

En ce qui concerne la gestion des prospects (leads) et des opportunités (opportunities), SAP Sales Cloud offre des fonctionnalités robustes qui permettent de suivre et de gérer les interactions avec les clients potentiels et de convertir ces opportunités en ventes réussies.

Le calendrier (calendar) intégré facilite la planification et la coordination des activités liées aux ventes et au service client. Il offre une vue d'ensemble des engagements à venir.
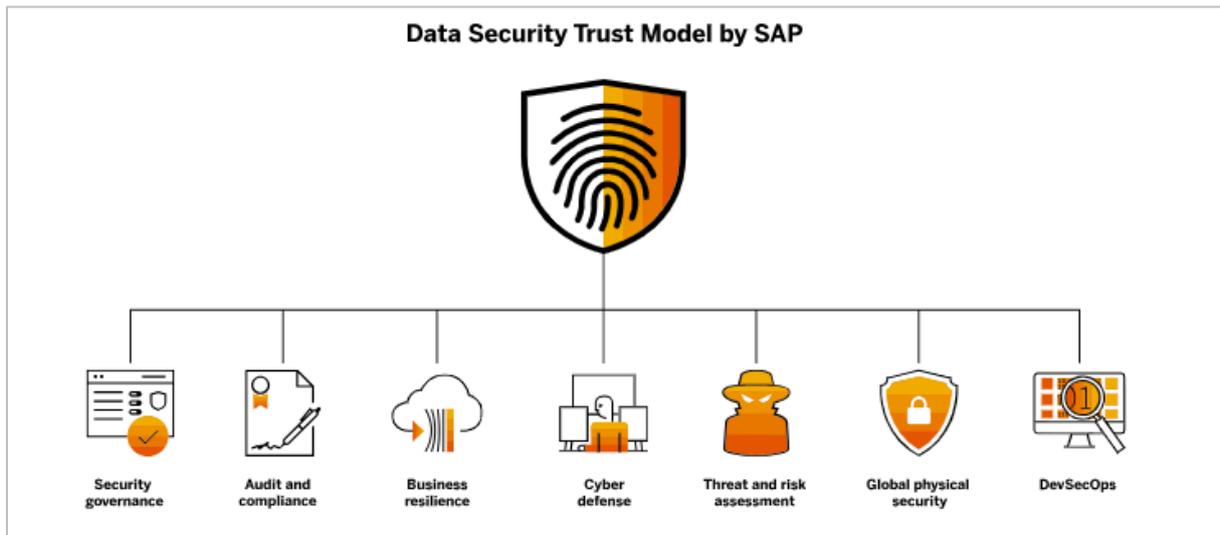
La fonction de création de devis (sales quotes) et la possibilité de visualiser les documents au format PDF (pdf view creator) simplifient le processus de proposition commerciale et de partage d'informations cruciales avec les clients.

Le système de gestion des tickets de service (service ticket) permet de suivre et de résoudre efficacement les demandes et les problèmes des clients, contribuant ainsi à renforcer la satisfaction client.

L'application mobile (mobile app) de SAP Sales Cloud offre une flexibilité supplémentaire en permettant aux utilisateurs d'accéder à leurs données et de gérer leurs activités commerciales en déplacement, favorisant ainsi une productivité continue, où qu'ils soient.

([Youtube](#))

Sécurité : 9,5/10

Data Security Trust Model by SAP

Security governance · Audit and compliance · Business resilience · Cyber defense · Threat and risk assessment · Global physical security · DevSecOps

How SAP protects customer data

Security governance

Security governance is critical for our strategy. We take guidance from industry standards such as the U.S. National Institute of Standards and Technology (NIST), the International Organization for Standardization (ISO), and others.

Audit and compliance

SAP experts are prepared to assess security controls and manage certifications and attestation audits. We have numerous certifications and can address third-party risk management and assess our suppliers for compliance.

Business resilience

Resiliency lets SAP adapt to threats against the interests of stakeholders, reputation, critical operations, and more. To do this, we implement redundancy and business continuity management into our systems to help us to respond to threats.

Cyber defense

We monitor and provide alerts for suspicious activity and vulnerabilities, conduct routine scans of external-facing Web infrastructure and third-party penetration tests, and deploy red team testing to evaluate system security.

Threat and risk assessment

To protect customer data, SAP uses a risk-based methodology that supports planning, mitigation, and countermeasures. We can address threats to our assets and resources by conducting assessments and understanding the impact they may have.

Global physical security

Protecting physical assets is crucial to protecting customer data. Our physical security programs manage the safety and protection of our employees while they work. By protecting offices with technology and people, we elevate our security.

DevSecOps

We include security in all aspects of development, security, and operations (DevSecOps). Our operations are implemented in security control designs and practices for the network, application, servers, operating system, databases, and more.

([Sap.com](Sap.com))

Why Is Security Necessary?

With the increasing use of distributed systems and the Internet for managing business data, the demands on security are also on the rise. When using a distributed system, you need to be sure that your data and processes support your business needs without allowing unauthorized access to critical information. User errors, negligence, or attempted manipulation of your system should not result in loss of information or processing time. While it is primarily the customer's responsibility to ensure their data security and proper user management, SAP supports security by providing relevant features and functions. SAP is also responsible for managing the lifecycle of the application for security improvement.

To assist you in securing SAP Sales Cloud Version 2 , we provide this Security Guide.

SAP data centers provide the highest-quality security measures while still allowing integration and flexible access to their cloud data.

SAP Cloud native solutions are hosted in Amazon Data Centers and operated by SAP. You, as a customer, can select the data center region that best fit your needs.

Since SAP Cloud solutions deal with business data from your core business processes, SAP adheres to the highest security and quality requirements, as follows:

- All communication with the solution flows through secure channels (HTTPS/TLS1.2 as the minimum).
- SAP-controlled keys secure all rest data using AES 256 encryption.
- As stated in the Data Processing Agreements (DPA), all data belongs to you - SAP processes the data on your behalf.
- When you share your infrastructure, your data is separated into tenants. Technical measures ensure that cross-tenant access isn't possible.
- Infrastructure events are collected and sent to a centrally monitored SIEM.
- Infrastructure is regularly scanned to detect policy violations and harden existing security guidelines.
- To access the customer tenants, you must enter a unique, customer-specific URL (UI Client or APIs).
- Users are unique and authentication (username/password, certificate based or single-sign-on) is mandatory.
- Role-based access management is provided to support granular controls, segregation of duties, and administration.

The following diagram summarizes the technical system landscape for standard

access:
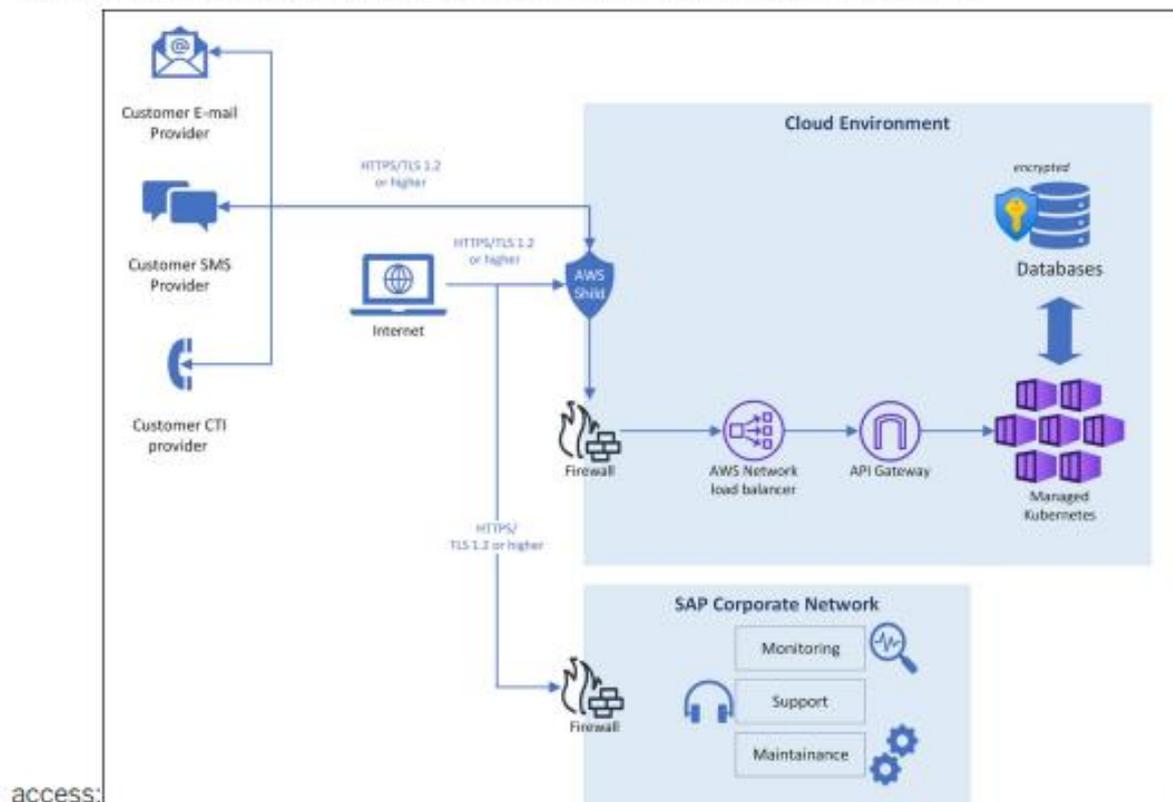
3.3.1 User ID and Password

Users log on to SAP Cloud solutions with their assigned user ID and password.

By default, a strong security policy for passwords is preconfigured in your solution, based on SAP's product security standard. You, as an administrator, can set an initial password and edit and create security policies according to the security requirements of your company.

If a user has forgotten the password, they can request a new one by using the password self-service on the logon screen. A dialog box is displayed where the user has to enter the workplace e-mail address. Provided this workplace e-mail address has already been entered for corresponding employee or service agent in your solution, an e-mail containing a security code is sent to this e-mail address.

The system then displays a dialog box where the user can enter this security code. Note that the security code is only valid in this dialog box. If the security code has been entered correctly, the system generates a new temporary password with which the user can log on to the system. The system immediately displays another dialog box requiring the user to change this temporary password.

The SAP Cloud Native Stack front end consists of Web application user interfaces that support the following features:

- X-Frame-options response header to avoid clickjacking attacks
- Cross-site request forgery (CSRF) protection
- Secure channels (HTTPS/TLS1.2)
- Cookie-based authentication using a double-submit cookie
- Angular framework protections, UI and domain protections for URL mashups.
- Access to business data only after authentication and with sufficient authorizations using identity management and Role-Based Access Management (RBAM).
- Cross-site-scripting counter measures such as Content Security Policy (CSP)
- Strict Transport Security (STS) header

(SAP)

Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.

8.6
Avg 8.3

∨ Hide Features

9
Single sign-on capability
(90) Ratings

The software system supports a centralized authentication mechanism allowing the user to access multiple systems with a single, centrally managed password.

8.3
Role-based user permissions
(88) Ratings

Permissions to perform actions or access or modify data are assigned to roles, which are then assigned to users, reducing complexity of administration.

(Trustradius.com)

Stabilité et évolutivité : 10/10

SAJAL W.
Senior Consultant
Small-Business (50 or fewer emp.)

[Validated Reviewer ✔]   [Review source : G2 invite]   [Incentivized Review]

⭐⭐⭐⭐⭐ Jun 07, 2023

"Simplifying Efficiency"

What do you like best about SAP Sales Cloud?

The seamless integration: SAP Sales Cloud excels in its ability to seamlessly integrate with other SAP modules, allowing for a comprehensive view of customer data and sales processes.

Advanced analytics and reporting: One of the standout features is its robust analytics and reporting capabilities. The software offers powerful insights and visualizations that help businesses make data-driven decisions and optimize their sales strategies.

Enhanced sales productivity: SAP Sales Cloud streamlines sales workflows, providing sales teams with a user-friendly interface and automation tools. This leads to increased productivity, enabling them to focus more on building relationships and closing deals.

Customization and scalability: The software's flexibility allows businesses to tailor it to their specific needs, whether it's configuring sales processes, creating custom fields, or designing personalized dashboards. As the organization grows, SAP Sales Cloud can scale accordingly, accommodating evolving sales requirements.

Verified User in Marketing and Advertising ⓘ
Enterprise (> 1000 emp.)

[Validated Reviewer ✔]   [Review source : G2 invite]   [Incentivized Review]

⭐⭐⭐⭐☆ Jul 01, 2023

"Robust analytics and reporting capabilities, allowing FMCG companies to gain actionable insights."

What do you like best about SAP Sales Cloud?

Comprehensive Sales Functionality

Scalability and Customizability

Customer Relationship Management

Mobility and Collaboration

Analytics and Insights

User-Friendly Interface

What do you dislike about SAP Sales Cloud?

No personal opinion. I liked its compatibility while using and didn't have any bad experience while using. It was user friendly and convenient to use. I would like to recommend this.

What problems is SAP Sales Cloud solving and how is that benefiting you?

SAP Sales Cloud integrates data from various sources and departments into a centralized system. This eliminates data silos and fragmentation, ensuring that sales analytics is based on comprehensive and accurate data.

Verified User in Information Technology and Services ⓘ
Small-Business (50 or fewer emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★★ Jun 19, 2023 (Original Jun 17, 2023) ⓕ

"SAP Sales Cloud: Astonishing Tool"

What do you like best about SAP Sales Cloud?

One the best feature of SAP Sales Cloud is digital selling and marketing. It helps for advance analytics and reporting which enables a proper decision making and optimization of sales strategies. It has best customer support portal.

What do you dislike about SAP Sales Cloud?

There nothing to dislike about this tool. It is a simple and powerful tool.

What problems is SAP Sales Cloud solving and how is that benefiting you?

It is benefiting me for account management and lead management. Customization and scalability allows SAP Sales Cloud to trailor the processes for business and help them for their productivity.

Arpit D.
CRM Specialist
Enterprise (> 1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★☆☆ Jun 12, 2022

"An intuitive platform to manage business process smoothly"

What do you like best about SAP Sales Cloud?
Ease of business and scalability for cross-functional collaboration

What do you dislike about SAP Sales Cloud?
I do not dislike anything about this software

What problems is SAP Sales Cloud solving and how is that benefiting you?
It helps the HR connect better with people and this results in better engagement for employee-employer relationship

(G2)

4.0 ★★★★☆ Nov 21, 2022   Review Source: ⓘ

Robust sales automation software

Reviewer Function: Software Development   Company Size: 500M - 1B USD   Industry: Consumer Goods Industry

The platform has a positive impact on the sales and overall business efficiency. It is very easy to scale. Due to the pricing and complexity of the initial set-up, I would recommend it for the larger organizations.

"By Far The Best Sales Data Management, Integration, And Excellent Value For Money"

Submitted Nov 8, 2022

4.0 ★★★★☆ Overall User Rating

Product(s): SAP Sales Cloud

Overall Comment: "SAP Sales Cloud enables you to carry out effective campaign management and scalable segmentation and targeting with just a little training. Contact data is displayed both at the contact level and in aggregate. SAP integrates easily with Commerce and Sales and interacts intuitively with these systems. Since SAP's acquisition of Emarsys, SAP will be used more to support B2B (rather than B2C) sales and marketing. "

([Gartner](#))

NOVEMBER 20, 2023

SAP Sales Cloud in a water/construction industry.

⬆ Share   ♡ Save

Abdy Hernández

CRM Admin

Sistemas, Administración y Finanzas S.A. (Construction, 201-500 employees)

★★★★☆ Score 7 out of 10   ⊘ Vetted Review   ⊘ Verified User

Scalability   9

Processes in SAP Sales Cloud aren't difficult to follow, so escalating or implementing it in other departments or countries of the same organization is smooth, and you can do it in a couple of agile cycles with a reduced team and key users. Even the utilization of the platform for a new user is easy, and that helps to escalate the solution quickly in all sales departments.

NOVEMBER 08, 2023

A complete solution for sales professionals.

⬆ Share   ♡ Save

Matt Werhner

Sales Director

PIMworks (Information Technology & Services, 51-200 employees)

★★★★★ Score 10 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Scalability   10

I would definitely rate the scalability of SAP sales cloud very highly. It is in fact one of the easily scalable solutions that I have come across. A large volume of lead and potential data can be management with SAP Sales cloud seamlessly. Also, sales attribution can be done effectively even with the presence of multiple sales channels and geographies. Expanding new geographies and regions is also very smooth with SAP sales cloud.

NOVEMBER 08, 2023

SAP Sales Its promising!

Share   Save

Verified User

Analyst in Quality Assurance

Computer Software Company, 51-200 employees

★★★★★   Score 10 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Scalability   8

The SAP Sales Cloud excels at complex sales processes because it merges marketing tools and full-service business operations into a single Hub that centralises all client data and interactions.

NOVEMBER 06, 2023

All-in-one Sales Cloud Solution!

Share   Save

HM Shuja

Producer

EKHON TV (Broadcast Media, 501-1000 employees)

★★★★★   Score 10 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Scalability   10

SAP Sales Cloud has a great track record of bridging the sales team and the customers efficiently. They are updating their product at regular intervals. They are helping SME as well as large enterprise to scale up their business by establishing efficient sales processes. this way SAP Sales Cloud is also scaling their business in a very generous way.

NOVEMBER 02, 2023

SAP Sales Cloud- Highly recommended

Share   Save

Verified User

Executive in Marketing

Education Management Company, 10,001+ employees

★★★★☆   Score 9 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Scalability   10

Because I am satisfied with the service it provides, it is cost effective as it increases our sales and generates revenue.

OCTOBER 26, 2023

Remarkable tool because of its sales functionality and customer insights

Share   Save

RT

Ryan Tamez

Manager IT Business Applications

Edgetec Solutions (Consumer Goods, 51-200 employees)

★★★★★ Score 10 out of 10   ✓ Vetted Review   ✓ Verified User   Incentivized

Scalability   10

The scalability and integration provides sales rep visibility into support activity within SAP Sales Cloud and automatically makes data visible within the system enabling sales and support to collaborate more efficiently and deliver cohesive customer experiences.

OCTOBER 24, 2023

SAP Sales Cloud works really well in international sales organizations with different business lines

Share   Save

Verified User

Analyst in Marketing

Oil & Energy Company, 5001-10,000 employees

★★★★☆ Score 8 out of 10   ✓ Vetted Review   ✓ Verified User   Incentivized

Scalability   8

Scalability is great. Many different business units and different offices throughout the world can all use the same platform. Per business line you can segment what information they can view or change. It is easy to add extra business lines and add additional users to the platform.

([Trustradius](#))

8.7   Product **Scalability**

62 ratings

([Trustradius.com](#))

Highly Scalable and Customizable Solution

SAP Sales Cloud may be easily scaled and customized to meet your specific company demands. Regardless of how big or little your company is, the solution may expand along with it and support your changing sales tactics.

(Corporateserve.com)

Scalable Sales Automation

Now is the time to boost sales efficiency, improve win rates, and drive revenue through intelligent automation.

([Sap.com](Sap.com))

SAP Sales Cloud peut vous aider à comprendre les acheteurs, à concentrer vos efforts commerciaux sur la bonne entreprise et à **évoluer** à l'échelle mondiale pour accélérer votre croissance.

([Sap.com](Sap.com))

Connectivité et intégration : 8,5/10

Integrating SAP Sales Cloud and SAP Service Cloud with SAP S/4HANA

(Learning.sap.com)

SAP Cloud for Customer, intégration côté serveur pour Microsoft Outlook

SAP Cloud for Customer, server-side integration for Microsoft Outlook est une application cloud qui réalise une synchronisation bidirectionnelle des données entre votre compte SAP Cloud for Customer et le serveur de messagerie. De plus, cette application donne accès aux données SAP Cloud for Customer directement depuis votre boîte de réception.

(Help.sap.com)

Popular SAP Sales Cloud integrations

SAP Sales Cloud and Salesforce

SAP Sales Cloud and Microsoft Dynamics 365

SAP Sales Cloud and Microsoft Teams

SAP Sales Cloud and Microsoft Sharepoint

SAP Sales Cloud and ServiceNow

(Tray.io)

Amazon Connect and SAP Sales Cloud Integration for Call & Contact Centers

(Amctechnology.com)

Implémentation : 8/10

(Capterra)

SAJAL W.
Senior Consultant
Small-Business (50 or fewer emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★★★ Jun 07, 2023

"Simplifying Efficiency"

What do you like best about SAP Sales Cloud?

The seamless integration: SAP Sales Cloud excels in its ability to seamlessly integrate with other SAP modules, allowing for a comprehensive view of customer data and sales processes.

Advanced analytics and reporting: One of the standout features is its robust analytics and reporting capabilities. The software offers powerful insights and visualizations that help businesses make data-driven decisions and optimize their sales strategies.

Enhanced sales productivity: SAP Sales Cloud streamlines sales workflows, providing sales teams with a user-friendly interface and automation tools. This leads to increased productivity, enabling them to focus more on building relationships and closing deals.

Customization and scalability: The software's flexibility allows businesses to tailor it to their specific needs, whether it's configuring sales processes, creating custom fields, or designing personalized dashboards. As the organization grows, SAP Sales Cloud can scale accordingly, accommodating evolving sales requirements.

What do you dislike about SAP Sales Cloud?

Steep learning curve: SAP Sales Cloud can be complex and challenging to learn, requiring significant time and resources for training and onboarding new users.

Costly implementation: Implementing SAP Sales Cloud can be expensive, especially for small to mid-sized businesses, considering licensing fees, customization, and ongoing maintenance costs.

Zahid B.
Software Engineer
Small-Business (50 or fewer emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★☆☆ Aug 24, 2023

"Is sap is the only answer to your sales problems ?"

What do you like best about SAP Sales Cloud?

Customization widget accessibility and implementation.

What do you dislike about SAP Sales Cloud?

Outdated view, not able to change the core features to fulfill development needs.

What problems is SAP Sales Cloud solving and how is that benefiting you?

Quotes management with products and, product categories and product accessories.

Verified User in Information Technology and Services ⓘ
Enterprise (> 1000 emp.)

| Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review |

★★★★⯨ Jun 15, 2022

"Customer Relations made easy!"

What do you like best about SAP Sales Cloud?

SAP CRM is a great product to manage all cutomer business process like Sales, Marketing and Services efficient and make the organization focus more on strategic areas

What do you dislike about SAP Sales Cloud?

SAP CRM is onpremise solution and implementation time is longer compared to its cloud products of competetion like SALESFORCE etc.

Recommendations to others considering SAP Sales Cloud:

SAP CRM is a very good product for large enterprices and specifically if they are using SAP ERP like ECC or S/4HANA. For SMB orgnizations they can consider SAAS products which can be easily deplyed faster

What problems is SAP Sales Cloud solving and how is that benefiting you?

SAP CRM can efiiciently make all the cutomer business process easier across SALES, MARKETING and Services.

Somyali G.
Senior Consultant
Mid-Market (51-1000 emp.)

| Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review |

★★★★☆ Jan 04, 2021

> Business partner of the seller or seller's competitor, not included in G2 scores.

"Deals with customer effectively and allows them to perform all customer relationship task"

What do you like best about SAP Sales Cloud?

Helps in boosting customer satisfaction with better experience.

What do you dislike about SAP Sales Cloud?

1. High cost of purchasing

2. Frequent update.

3. Time taking implementation

(G2)

85% **Implementation** went as expected
+ 20 more

Implementation Rating

8

2 ratings

NOVEMBER 20, 2023

SAP Sales Cloud in a water/construction industry.

⬆ Share ♡ Save

Abdy Hernández
CRM Admin
Sistemas, Administración y Finanzas S.A. (Construction, 201-500 employees)

★★★★☆ Score 7 out of 10 ✓ Vetted Review ✓ Verified User

Use Cases and Deployment Scope

Our organization uses SAP Sales Cloud as our main tool to track all the commercial actions and customer interactions that could finish with a sale. In that way, Sales Cloud lets us know how the monthly sales should be close to the average of win sales opportunities and take action with opportunities we lose and why. For our Sales Department it's helpful to track and manage all the opportunities with activities they should do to close the sale.

Pros and Cons

⊕ Manage opportunity influencers like promotors and detractors.

⊕ Manage customers information.

⊕ 360 customer view.

⊕ Sales forecast.

⊕ Manage sales lifecycle.

⊖ Mobile app too heavy and slow.

⊖ Mobile app user interface.

⊖ Improve web execution.

⊖ User friendly surveys.

Likelihood to Recommend

Implementation process including integration with other SAP solution may take time but at the end, it works well. Integration between Quotations and Sales Orders works well if you mantain sales price list updated or if the price is resolved by your ERP integrated with Sales Cloud. Other way, reports for managers to track their sales team are usefull to have a full view of what your team is working and how it's progressing. The Sales Target Planning in SAP Sales Cloud for our organization is difficult to track because we can not see real sales, just pronostics sales.

(Trustradius.com)

Integration & Deployment   4.1

Deployment Region

Europe, Middle East and Africa	32%
North America	29%
Asia/Pacific	26%
Latin America	13%

4.0 ★★★★☆ Nov 9, 2022   Review Source: ⓘ

Focus on improving customer experience with SAP Sales Cloud

Reviewer Function: Customer Service and Support   Company Size: 3B - 10B USD   Industry: Consumer Goods Industry

The SAP Sales Cloud stands at the center of our sales processes, however the solution is suited for the large organizations. Development and deployment requires a lot of resources and specialized knowledge.

4.0 ★★★★☆ Nov 10, 2022   Review Source: ⓘ

This product is quite good and easy to let the enterprise implements and uses.

Reviewer Function: IT   Company Size: 500M - 1B USD   Industry: Software Industry

SAP Sales Cloud is a SaaS Saleforce Solution, that can offer us a complete Saleforce Platform. Using SAP Sales Cloud, we could easily manage all of the account & contract, customers and deals without knowing and training too much.

([Gartner](#))

Cognitus: Gallop For Intelligent Sales Cloud Deployment

Experience SAP Sales Cloud in a cost-effective and efficient way with our rapid deployment package. By combining the power of SAP Sales Cloud and its out-of-the-box functionality, data migration, on-boarding, and training, you can be up and running in as little as 6 weeks. Download the Document

([Sap.com](#))

Business international :

International	Oui
National	Oui
N'importe	Oui

Hébergement :

Cloud	Oui
On-Premise	Oui
SaaS	Oui
Hybride	Oui

Développements spécifiques :

Peu	Oui
Beaucoup	Oui

Implémentation :

< 1 mois	Non
1 à 6 mois	Oui
6 à 12 mois	Oui
> 12 mois	Oui

Couverture fonctionnelle :

Gestion des contacts et des clients	Oui
Gestion des ventes	Oui
Automatisation des campagnes marketing	Oui
Service client	Oui (Avec SAP Service Cloud)
Analyse et rapports	Oui
Intégration avec les canaux de communication	Oui
Automatisation des tâches	Oui

Gestion de projet	Oui
Gestion de la prospection	Oui
Personnalisation et segmentation	Oui
Gestion et confidentialité des données	Oui
Suivi de l'historique	Oui

Responsive :

Oui

Rapport qualité prix : 8,5/10

Période d'essai :
SAP Sales Cloud propose 30 jours d'essai gratuits pour cette solution.

Transparence :
SAP Sales Cloud ne propose pas de liste de tarifs pour ses solutions sur son site. Cependant, en cliquant sur le bouton "Demande de devis", vous serez invité à fournir des informations et vous recevrez ensuite le prix par SMS.

Prix :
SAP Sales Cloud propose 3 offres :

1. SAP Sales Cloud

SAP Sales Cloud peut vous aider à comprendre les acheteurs, à concentrer les efforts de vente sur les bonnes affaires et à étendre votre présence à l'échelle mondiale pour accélérer la croissance.

Avantages inclus :
Une expérience de vente mobile fluide
Optimisé pour la vente numérique à grande échelle
Vue unifiée de chaque client, compte et interaction
Informations riches sur les acheteurs et analyses
Demandez un devis

Module complémentaire

2. SAP Sales Cloud, module complémentaire de vente intelligent

Le module complémentaire de vente intelligent pour SAP Sales Cloud peut vous permettre d'améliorer l'efficacité des ventes et d'augmenter les conversions grâce à l'intelligence intégrée et à l'IA.

Avantages inclus :
Une précision accrue grâce à des prévisions intelligentes
Des insights approfondis avec une visualisation dynamique de l'entonnoir de vente
Une productivité de vente améliorée grâce à la vente guidée
Des informations détaillées sur chaque acheteur avec des données et des analyses sur les relations
Demandez un devis

Module complémentaire
3. SAP Sales Cloud, module complémentaire de planification de visites dynamique

Avec le module complémentaire de planification de visites dynamique pour SAP Sales Cloud, les rôles hors site peuvent optimiser la planification et la logistique des visites pour améliorer la couverture et la performance.

Avantages inclus :
Des plannings de visites optimisés pour répondre proactivement aux besoins
Des visites priorisées grâce à des signaux basés sur les données

Une amélioration de la logistique des visites basée sur les données de circulation
La possibilité d'ajuster les plans de visite, d'ajouter des arrêts et d'optimiser en temps réel

(Sap.com)

(Gartner)

Value for Money ⭐ 4.0

valerian L.
Support
Accounting, 1,001-5,000 employees
Used the software for: 1-2 years

Overall Rating	⭐⭐⭐⭐⭐	5.0
Ease of Use	⭐⭐⭐☆☆	3.0
Customer Service	⭐⭐⭐⭐☆	4.0
Features	⭐⭐⭐⭐⭐	5.0
Value for Money	⭐⭐⭐⭐☆	4.0
Likelihood to Recommend	▬▬▬▬	8/10

Reviewer Source ❓
Source: Capterra
December 20, 2023

"Software that brings success."

Overall: Overall I'm very happy with using this software. SAP uses artificial intelligence. It really gives affordable suggestions for making a decision.

Pros: SAP Sales Cloud is a very useful software. The interface is intuitive. It helps me maintain relationship with customers. SAP offers analytics that helps me make a right decision.

Cons: Undoubtedly SAP makes very quality products. But for my region price is a bit high.

([Capterra](#))

94% Delivers good value for the price

+ 59 more

([Trustradius](#))

Menderline M.
Placement Consultant
Enterprise (> 1000 emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

⭐⭐⭐⭐⭐ Aug 21, 2023

"Best in class Cloud Computing application"

What do you like best about SAP Sales Cloud?

It is widely used in the industry. There is a phenomenal trust factor as it is an established organisation. The application is customisable and intuitive. There are very few instances of downtime which is critical for business continuity.

What do you dislike about SAP Sales Cloud?

The price point is slightly on the higher side. Small businesses would find it challenging to adopt. The process of migration onto a different cloud service provider could be a wee bit cumbersome.

What problems is SAP Sales Cloud solving and how is that benefiting you?

SAP sales cloud goes a long way in forecasting accurately for potential risks to the business, the embedded AI is also a useful feature. It predicts the course of action and provides useful suggestions on the tasks and interactions that could be performed. This is a massive boost to the efficiency of operations. The continuous correlation analysis helps in improving opportunity win rate.

Verified User in Financial Services ⓘ
Enterprise (> 1000 emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★★★ Jan 11, 2018

"Robust platform "

What do you like best about SAP Sales Cloud?
Great system, very customizable and sunshade easy to use

What do you dislike about SAP Sales Cloud?
Price and learning curve can be a little challenging

What problems is SAP Sales Cloud solving and how is that benefiting you?
Crm

Verified User in Automotive ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✔ | Review source: G2 invite | Incentivized Review

★★★☆☆ Nov 24, 2016

"SAP CRM vs Sales Force CRM"

What do you like best about SAP Sales Cloud?
In this review I compare it to the biggest compatitor sales force. SAP has from the CRM Software the best backoffice. If you want so save cost SAP is the best bet.

What do you dislike about SAP Sales Cloud?
If you dont go with the hard facts like cost, sales force is better in soft terms as customer satisfaction.

Recommendations to others considering SAP Sales Cloud:
If you are focusing on cloud computing I wouldnt go with SAP CRM and go with Sales Force or others instead. But personally I think the price for SAP is worth it !

What problems is SAP Sales Cloud solving and how is that benefiting you?
Basic sales features like leads, oportunities, activities. Saving costs over traditional CRM.

David L.

DL

Managing Partner and Co-Founder
Marketing and Advertising
Small-Business (50 or fewer emp.)

Validated Reviewer ✔   Review source: G2 invite on behalf of seller   Incentivized Review

★★★★½ Apr 08, 2016 (Original Jan 15, 2016) ?

"Easy and intuitive product that helps you get from spreadsheets to real CRM quickly."

What do you like best about SAP Sales Cloud?

Intuitive interface with little learning curve, so I was able to get up and running in about 2 hours. The tabs are well thought out and well organized so there is little to guess about for new users. It's also uncluttered unlike many similar products so you're able to focus on the important stuff more easily.

What do you dislike about SAP Sales Cloud?

Lack of integration with Google apps which is my primary email tool. The lack of a robust customer project tool is a bit of an inconvenience for me. I'm used to managing an entire customer process in one tool, however that is somewhat balanced out (or forgiven) when you consider the lack of clutter and ability to focus on true pipeline activity.

Recommendations to others considering SAP Sales Cloud:

Definitely worth a try for the price. You can be be up and running quickly and compared to other tools this has a slick interface and intuitive mobile version. It's easy to get support and there seems to be a continuous flow of tips and other information coming out of SAP we've found useful.

What problems is SAP Sales Cloud solving and how is that benefiting you?

More organized around customer follow up and pipeline tracking. Saves time over using Excel and other disparate tools. My primary goal here is to maintain focus on sales and spend less time working with data, and the ease of use of the product helps a lot wit that.

([G2](G2))

Ancienneté de l'entreprise, nombre de client, d'employés et chiffe d'affaire : 10/10

Ancienneté de l'entreprise : 1972 (Wikipedia.org).
Nombre de clients / utilisateurs : 280 000 000 d'utilisateurs dans le monde.
Nombre d'employés : 105 000, sur plus de 157 pays.
Chiffre d'affaires : 29,52 milliards d'€.

105 000+	**24 000+**	**29,52** Mrd d'€
collaborateurs répartis dans plus de 157 pays.	partenaires SAP dans le monde.	de chiffre d'affaires total (non-IFRS) au cours de l'exercice 2022.
280M	**100+**	**n°1**
d'abonnés à notre base d'utilisateurs cloud.	lieux de développement dans le monde.	classement depuis 16 ans dans l'indice Dow Jones sur la durabilité pour les éditeurs de logiciels.

(SAP)

Maillage du territoire : 10/10

Worldwide Office Directory

— Americas

Argentina ›	Colombia ›	Peru ›
Brazil ›	Costa Rica ›	Puerto Rico ›
Canada ›	Mexico ›	USA ›
Chile ›	Panama ›	Venezuela ›

— Europe

Albania ›	Greece ›	Portugal ›
Austria ›	Hungary ›	Romania ›
Azerbaijan ›	Ireland ›	Serbia ›
Belgium ›	Italy ›	Slovakia ›
Bosnia and Herzegovina ›	Kazakhstan ›	Slovenia ›
Bulgaria ›	Latvia ›	Spain ›
Croatia ›	Lithuania ›	Sweden ›
Cyprus ›	Luxembourg ›	Switzerland ›
Czech Republic ›	Macedonia ›	Turkey ›
Denmark ›	Malta ›	Ukraine ›
Estonia ›	Montenegro ›	United Kingdom ›
Finland ›	Netherlands ›	
France ›	Norway ›	
Germany ›	Poland ›	

— Middle East and Africa

Bahrain ›	Morocco ›	Qatar ›
Egypt ›	Namibia ›	Saudi Arabia ›
Israel ›	Nigeria ›	South Africa ›
Kenya ›	Oman ›	United Arab Emirates ›
Kuwait ›	Pakistan ›	

— Asia Pacific region

Australia ›	Japan ›	Singapore ›
China ›	Korea ›	Taiwan, China ›
Hong Kong, China ›	Malaysia ›	Thailand ›
India ›	New Zealand ›	Vietnam ›
Indonesia ›	Philippines ›	

([SAP](#))

Écosystème de partenaires : 10/10

Accenture
Delivering on the promise of technology and human ingenuity

8
Competencies

Atos
Accelerating your SAP S/4HANA Journey to business results

7
Competencies

Beyond Technologies
We are SAP consultants and business transformation experts

5
Competencies

Capgemini
Get The Future You Want. Learn how we can help your business.

9
Competencies

CGI
Insights you can act on

4
Competencies

delaware
We are a global company delivering advanced ICT solutions and services

8
Competencies

Deloitte
How can you navigate relentless disruption and future uncertainty?

10
Competencies

DXC Technology Services
Simplify IT, modernize applications, accelerate processes with DXC SAP

9
Competencies

Inetum
Inetum is a top SAP partner, with a strong focus on Cloud solutions.

8
Competencies

International Business Machines (IBM)
IBM is the trusted, full-spectrum partner for complete SAP solutions

8
Competencies

Nagarro
The Intelligent Enterprise is our Business.

6
Competencies

NTT DATA Business Solutions - part of NTT
We Transform. SAP® Solutions into Value

10
Competencies

PricewaterhouseCoopers (pwc)

Drive results and deliver better business outcomes with PwC and SAP

10

Competencies

SEIDOR

Humanizing Technology

9

Competencies

Sopra Steria

Your SAP world is how we shape it together

5

Competencies

SQLI DIGITAL EXPERIENCE

We are SQLI! a European Digital Service Company

1

Competency

TheValueChain NV

Accelerate. Adapt. Act.

7

Competencies

VISEO

We are Digital Makers

4

Competencies

([Sap.com](Sap.com))

Support : 7,5/10

Customer Service   ★★★★☆ 3.8

(Capterra)

Customer Service & Support

This component of CRM software automates help desk, call center and field service management.

> Show Features

7.8
Avg 7.6

JUNE 15, 2022   ↥ Share   ♡ Save

SAP CRM is not the trend at least for Marketing and Sales

Purnima Kapoor
Senior Marketing Specialist
Barco (Electrical & Electronic Manufacturing, 1001-5000 employees)

★★★★☆   Score 8 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Support Rating

I never asked for support from SAP people and it was just our internal colleagues who were trained for this. Not sure if there is an option for them to help us in case of day-to-day issues we might face. I wish they had a better UI which would need lesser support.

MAY 04, 2022   ↥ Share   ♡ Save

SAP Sales Cloud - Best CRM Tool

Gauri Hiremath
Consultant
Experience Commerce (Marketing & Advertising, 501-1000 employees)

★★★★☆   Score 8 out of 10   ⊘ Vetted Review   ⊘ Verified User   Incentivized

Support Rating   8

SAP Sales Cloud has great support, they have provided complete assistance right from the initiation of the setup, and onboarding of all employees to the current operational processes.

NOVEMBER 17, 2021

"SAP- easy to learn, implement, friendly and safe and customizable, lots of options."

Aononna Tazin

Customer Relationship Management Specialist

Green Light Ltd (Information Technology & Services, 51-200 employees)

★★★★☆ Score 9 out of 10 ✓ Vetted Review ✓ Verified User Incentivized

⬆ Share   ♡ Save

Support Rating   9

It is impossible to match the level of **support** provided by SAP CRM. It doesn't matter if it's official vendor **support** or online forums. Taking into account the tool's worldwide reach, the vendor's **support** is excellent globally.

([Trustradius](#))

8.1 **Quality of Support**

CRM Average: 8.6

Sumedh P.

Recruiter

Mid-Market (51-1000 emp.)

 Validated Reviewer ✓   Review source: G2 invite   Incentivized Review

★★★★★ Mar 01, 2023

"Best software to manage and automate customer data for business requirements"

What do you like best about SAP Sales Cloud?

One of the best thing I like in SAP CRM is integrating and implementing customized business processes with other softwares. It helped me manage business activities like sales, marketing, finance, team performance and customer enquires.

What do you dislike about SAP Sales Cloud?

We cannot customize all the the available screens for releasing upgrades. There is lack of predefined themes to change colors while doing custom developments. There is difficulty while integrating SAP CDC with SAP CRM.

What problems is SAP Sales Cloud solving and how is that benefiting you?

SAP CRM is improving customer relationship by providing services like cost management, sales reports, operational processes, marketing and finance related business process. It helps customers to use product with full functionality and performance with great technical and service support.

otie k.
Small-Business (50 or fewer emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★☆ Jun 13, 2023

"My experience with SAP Sales Cloud."

What do you like best about SAP Sales Cloud?

SAP Sales Cloud is faster and more accessible and can centralize databases for the welfare of our clients. SAP Sales Cloud offers wonderful reporting for both companies and clients. In addition, it is accessible to customer support in case of anything.

What do you dislike about SAP Sales Cloud?

SAP Sales Cloud has issues with formatting in case of uploading documents in the tool, where spacing and numbering errors are common. SAP Sales Cloud is a little bit of complex software.

What problems is SAP Sales Cloud solving and how is that benefiting you?

SAP Sales Cloud helped in cloud deployment, which has increased my network globally. This improves sales and profit in our company. In addition, the SAP Sales Cloud is used in mobile selling experiences where our employers are taught how to sell our services online. This increases our contact with clients and builds a good rapport.

Cumi M.
Mid-Market (51-1000 emp.)

Validated Reviewer ✔   Review source: G2 invite   Incentivized Review

★★★★⯪ Jul 13, 2023

"A Great Solution For Monitoring Sales Performance Management - SAP Sales Cloud"

What do you like best about SAP Sales Cloud?

Deploying and using SAP Sales Cloud is easy

The software is quite affordable

It helps in accelerating the sales process

It comes with great sales performance management features

The support team is amazing

What do you dislike about SAP Sales Cloud?

I think it has performed as expected and no major issues

What problems is SAP Sales Cloud solving and how is that benefiting you?

From handling our CRM needs to sales analytics, SAP Sales Cloud is the best I have used and works seamlessly

([G2](#))

([Gartner](#))

([Support SAP](#))

RSE : 10/10

SAP et ses clients travaillent main dans la main pour atteindre l'objectif zéro inégalité

Habiliter un personnel diversifié, équitable et inclusif

Découvrez comment la NBA contribue à créer un avenir durable à travers la recherche et la formation des talents adéquats et en favorisant la diversité, l'équité et l'inclusion à tous les niveaux de l'entreprise.

Réduire les risques opérationnels et améliorer la productivité

Découvrez comment Ternium Brazil place la santé, la sécurité et la durabilité au cœur de ses opérations grâce à un modèle environnemental, social et de gouvernance (ESG).

Créer un changement positif pour le personnel

Découvrez comment Chobani utilise les solutions de pilotage de l'expérience humaine pour offrir une solide expérience tout au long du cycle de vie de ses collaborateurs.

Tisser de solides relations avec les fournisseurs

Découvrez comment Mary Kay veille à l'alignement avec ses fournisseurs dans sa quête d'excellence dans ses opérations, de durabilité et d'impact social tels que définis dans ses objectifs.

Former les collaborateurs de demain

Découvrez comment l'Université de Toronto utilise SAP SuccessFactors pour identifier les compétences comme les pénuries de talents, afin de cibler les besoins de recrutement et de formation.

Connecter les petites entreprises détenues par des femmes au reste du monde

Découvrez comment WEConnect International crée une puissante plateforme sécurisée pour instaurer des Supply Chains équitables, qui mettent en relation les principaux acheteurs internationaux avec les meilleures petites entreprises détenues par des femmes.

Gérez l'impact humain de votre entreprise et protégez l'ensemble de votre chaîne de valeur

Soutenez des pratiques de gestion équitables et responsables ayant un impact positif sur les personnes ET la planète. Ensemble, nous pouvons agir pour un avenir zéro inégalité.

**Respecter l'égalité et les droits de l'homme**

Protégez les droits de l'homme sur toutes les Supply Chains afin de garantir un travail décent, de réduire les inégalités et de limiter les risques tout en vous conformant aux réglementations sur la diligence raisonnable ESG.

Garantir la sécurité, la santé et les droits du travail sur le lieu de travail

Augmentez l'engagement et la productivité en instaurant une culture de la bienveillance au sein de laquelle les collaborateurs sont en sécurité et traités équitablement.

Encouragez les talents grâce à la durabilité sociale

Constituez un personnel paré pour l'avenir en veillant à ce que chacun reçoive un traitement équitable et en garantissant l'égalité des chances pour chaque collaborateur, pour ne laisser personne sur le bord de la route.
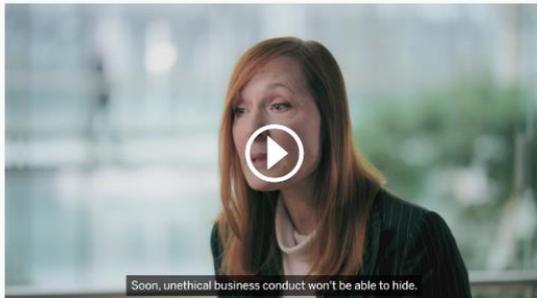
Gérez l'impact social de votre entreprise

Gitte Winther-Bruhn, directrice monde de SAP Sustainability, solutions pour la responsabilité sociale, explique que la durabilité, ce n'est pas seulement préserver la planète : c'est aussi se préoccuper de l'impact des décisions de gestion sur ses collaborateurs. Les solutions SAP Sustainability axées sur la responsabilité sociale vous permettent d'obtenir une visibilité totale sur l'impact social de votre entreprise sur toute la chaîne de valeur afin que vous puissiez apporter des changements positifs et concrets.

(SAP)

Récompenses et distinctions

SAP est un leader reconnu dans le monde entier dans le domaine de la durabilité.

Member of
Dow Jones
Sustainability Indices
Powered by the S&P Global CSA

CDP
A LIST
2021
CLIMATE

ecovadis
Business Sustainability Ratings

SAP classée parmi les leaders des logiciels pour la durabilité depuis 15 années consécutives

Pour la 15ᵉ année consécutive, SAP a été classée leader du secteur des logiciels dans les Dow Jones Sustainability Index (DJSI).

En 2021, le CDP classe SAP parmi les leaders de l'engagement des fournisseurs

SAP fait désormais partie de la prestigieuse « A List » du CDP, qui annonce les grandes entreprises qui ouvrent la voie à un avenir plus durable.

Médaille d'or et nomination au Top 2 % pour SAP

SAP s'est vu décerner une nouvelle médaille d'or et maintient sa position dans le Top 2 % de l'évaluation EcoVadis 2021 sur la durabilité.

En savoir plus sur les prix de la durabilité décernés à SAP

Zéro émission

SAP s'engage à réduire l'empreinte carbone mondiale.

Net Zéro
d'ici 2030

Conformément à la limitation de 1,5 °C, SAP s'engage à atteindre le Net Zéro tout au long de sa chaîne de valeur en 2030, soit 20 ans plus tôt que prévu initialement. Forte de son parcours de réduction des émissions de carbone depuis 2009, SAP est devenue membre de l'initiative Science-Based Targets en 2017 et s'est fixé, en 2019, l'objectif de réduction des émissions de 1,5 °C basé sur des données scientifiques. La prochaine étape intermédiaire de notre parcours vers le Net Zéro est 2023, année où SAP vise à atteindre la neutralité carbone dans ses propres opérations, soit deux ans plus tôt que l'objectif initial.

-19 %
d'émissions de carbone

En 2020, SAP a dépassé de 43 % son objectif d'émissions nettes de carbone, générant 135 kilotonnes au lieu des 238 prévues. Cette tendance s'est poursuivie en 2021, où les émissions de carbone de SAP se sont élevées à 110 kilotonnes, ce qui représente une baisse annuelle de 18,5 %. Un portefeuille de mesures permet de continuellement éviter, réduire et compenser les émissions de SAP à travers la définition d'objectifs, des mesures de compensation du conseil de direction, et l'exploitation de nos centres de données et de nos bâtiments avec 100 % d'énergie renouvelable.

Zéro déchet

C'est en repensant les processus métier sur toute la Supply Chain et la chaîne de valeur que l'on protégera notre planète, ses espèces et que l'on assurera notre prospérité.

46 %
de réduction de tonnes de déchets électroniques

SAP coopère avec des partenaires internationaux et locaux spécialisés dans l'élimination des déchets électroniques pour remettre en état et recycler nos déchets électriques et électroniques, tels que les serveurs de centre de données, PC, périphériques et terminaux mobiles. À travers cette collaboration, nous assurons le suivi et le reporting de fin de vie de nos actifs et terminaux informatiques.

80 %
de réduction de l'utilisation de papier

SAP a réduit son utilisation de papier de 88 % (soit plus de 73 millions de pages) depuis 2009, malgré une augmentation de 125,7 % du personnel salarié sur la même période. Grâce à SAP Signature Management par DocuSign, une application de signatures électroniques, nous avons économisé l'impression de plus de 224 000 pages de contrats papier en 2020 et environ 185 600 pages en 2021.

23 %
de réduction de la consommation d'eau

SAP continue de consommer de l'eau avec parcimonie dans ses centres de données et ses bureaux, même si ses opérations n'exigent déjà pas beaucoup d'eau. Par exemple, dans les centres de données de notre siège, nous utilisons un refroidissement adiabatique (refroidissement par évaporation d'eau) ainsi qu'un circuit d'eau fermé afin de réduire la consommation d'eau destinée au refroidissement de nos racks de serveurs.

Lire l'article ›

SAP engagement and impact in 2022

6.2M
es impacted by SAP CSR programs.

20K+
employees engaged in learning and volunteering.

1K+
nonprofits and social enterprises supported worldwide.

4.1M+
youth trained.

117K
SAP volunteer hours in 2022.

1B
CSR partner network reach.

Read our 2022 in review e-book ›

(SAP)

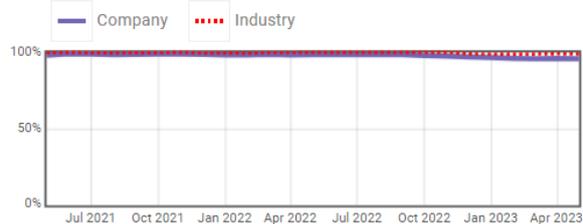## SAP AG ESG Ranking

ESG Ranking (%) Compared With 32,512 Companies

96

Low 0-29   30-39   40-49   50-59   60-79   80-100 High

ESG Ranking History

Company ..... Industry

100%

50%

0%

Jul 2021   Oct 2021   Jan 2022   Apr 2022   Jul 2022   Oct 2022   Jan 2023   Apr 2023

Industry average is for the 2045 companies in Software & Internet industry

70 Sources for this company

2 Special Issues Affect This Company

Share This Summary

ESG News   ESG Jobs

SAP AG Description   Open

(Csrhub)

Ressources mises à disposition : 10/10

Ressources	Oui / Non	Commentaires
Forum / communauté clients	Oui	Source
Livres blancs, infographies, études	Oui	Source
Tutoriels et formations	Oui	Formation disponible quand on contact l'entreprise
Blog	Oui	Source
Webinaires, vidéos	Oui	Source
Témoignages clients	Oui	Source
Études de cas	Oui	Source
Démonstrations	Oui	Source
Si autre, préciser	Events Lien	

Notoriété : 10/10

Notoriété de l'éditeur :

SAP Sales Cloud, la solution CRM de renommée mondiale proposée par SAP, se distingue par son intégration fluide avec d'autres produits de l'écosystème SAP, offrant ainsi une vue holistique des processus métier. Sa flexibilité et sa capacité de personnalisation permettent d'adapter les processus de vente à chaque entreprise, tandis que ses puissants outils d'analyse offrent des informations en temps réel pour des décisions plus éclairées. En optimisant les ventes, améliorant la gestion des relations clients et renforçant l'efficacité opérationnelle, SAP Sales Cloud constitue une solution incontournable pour les entreprises cherchant à exceller dans leur approche commerciale.
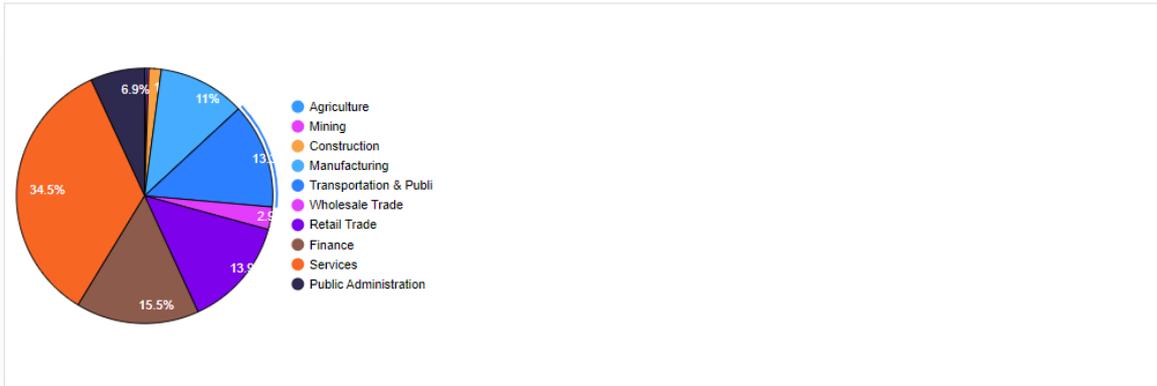
Notoriété de la solution :

- **Nombre de résultats** : 67 300 000 résultats (SAP Sales Cloud sur Google)
- **Popularité dans les sites spécialisés :** d'après les informations disponibles sur le site Web de G2, SAP Sales Cloud a une note globale de 4,4 sur 5, sur la base de plus de 2 400 avis. La plateforme est classée dans le quadrant des leaders du Magic Quadrant de Gartner pour les CRM d'entreprise en 2023.
- **Nombre de clients** : 280 000 000 d'utilisateurs dans le monde.

- **Trafic sur le site web (données Similarweb)** : Aucune information trouvé en ce qui concerne Sap Sales Cloud.

Compatibilité :

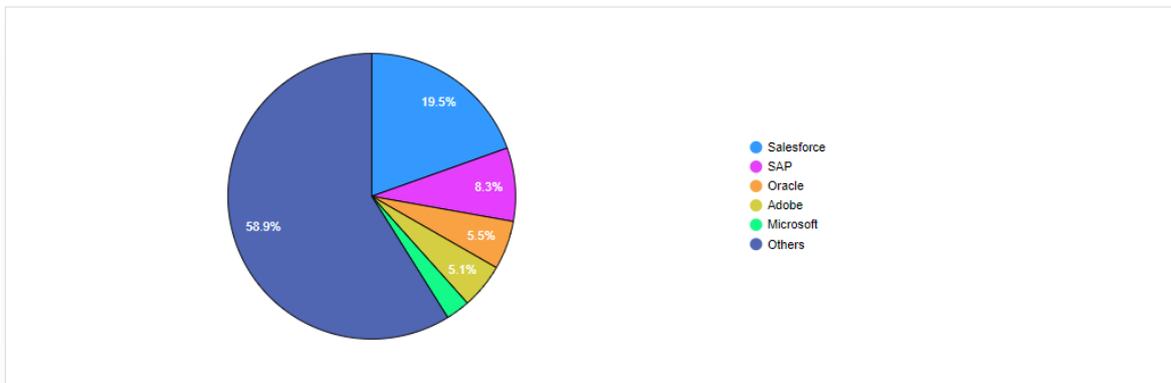| SECTEUR D'ACTIVITÉ	Nom	Chiffre d'Affaire	Activité	Nombre d'employés	Pays du siège
Services					
	Natt data	49,5 Millions de dollars	De conseil et de formation en technologies de l'information.	200	France
	Pendo	$10,000,000	Technical	From 200 to 499	US
	FXI	1Billion	Services informatiques	1000	France
	Providence Health	Over $1,000,000,000	Healthcare	Above 10,000	US
	Hilton Grand Vacations	Over $1,000,000,000	Hospitality	From 5,000 to 9,999	US
	Braze	From $50,000,000 to $99,000,000	Technical	From 200 to 499	US
Production industrielle					
	Pilz	$4.5 B	un fabricant de systèmes de sécurité industrielle	16,554	Germany
	TRUMPF	$4.5 B	Un fabricant de machines et de systèmes de fabrication	16,554	Germany
	Festo	$4.7 B	Un fabricant de composants et de systèmes d'automatisation industrielle.	20,8	Germany
	URSA	<$5M	Fabricant de produits isolants	<25 Employees	United States
	CERVA GROUP	99,7 Millions d'euros.	La fabrication de produits métalliques	500	Espagne
	Mohawk Industries	11 Billion	Production des produits de revêtement de sol.	25 000	États-Unis
	Callaway Golf	2 Billion	Production des équipements de golf	3 000	États-Unis
	Media Kind	7 Milions dollars	Vendent des contenus médiatiques.	87	États-Unis
	Pall Corporation	8 Billion	Fabrication de composant et de système de filtration	900	États-Unis
	Sealed Air Corporation	4,8 Billion	Fabrication de produit d'emballage	500	États-Unis
	Medtronic	Over $1,000,000,000	Medical Devices & Equipment	Above 10,000	États-Unis
	Stonyfield Farm Inc	140 M$	Produit et commercialise des produits laitiers biologiques	250	États-Unis
Construction					
	Topcon	$128M	Une société de technologie qui fournit des solutions de construction aux industries	5,248 Employees	Japan
	oldcastle building envelope	1Billion	La fabrication et distribue des systèmes de verre et de vitrage architectural	2 000	États-Unis.
	Zekelman Industries	$3 Milliards	Distributeur de produits de construction	300	États-Unis
Distribution					
	Online Metals	99,5 Millions de dollars.	Vente en ligne de métaux	500	Londres
Activités financières					
	Nationwide	3,86 Milliards GBP	Propose une gamme de produits d'assurance	17 6E2:E2680	Royaume-Uni
	Banesco Banco Universal	$2.5 B	La fourniture de services financiers	11000	Venezuela
	Williams Scotsman	Over $1,000,000,000	Finance	From 1,000 to 4,999	US
Gouvernement - ONG					
Énergie					
	MVV Enamic	$5.6B	Une entreprise d'energie	6,442 Employees	Germany
	Stedin	$379.2 M	une entreprise de distribution d'électricité et de gaz	3,304	Netherlands
Transport - logistique					
	Pregis	$666.5M	Fabricant de solutions d'emballage de protection.	2,200 Employees	United States
TAILLE					
0 à 2M					
2 à 10M					
	URSA	<$5M	fabricant de produits isolants	<25 Employees	United States
	Media Kind	7 Milions dollars	vendent des contenus médiatiques.	87	États-Unis
	Pendo	$10,000,000	Technical	From 200 to 499	US
	Nationwide	3,86 Milliards GBP	propose une gamme de produits d'assurance	17 6E2:E2680	Royaume-Uni
10 à 50M					
	Natt data	49,5 Millions de dollars	de conseil et de formation en technologies de l'information.	200	France
50 à 200M					
	Topcon	$128M	une société de technologie qui fournit des solutions de construction aux industries	5,248 Employees	Japan
	Stonyfield Farm Inc	140 M$	produit et commercialise des produits laitiers biologiques	250	États-Unis
	Online Metals	99,5 Millions de dollars.	vente en ligne de métaux	500	Londres
	Braze	From $50,000,000 to $99,000,000	Technical	From 200 to 499	US
	CERVA GROUP	99,7 Millions d'euros.	la fabrication de produits métalliques	500	Espagne
200 à 1mrd					
	Pregis	$666.5M	Fabricant de solutions d'emballage de protection.	2,200 Employees	United States
	Stedin	$379.2 M	une entreprise de distribution d'électricité et de gaz	3,304	Netherlands
> 1mrd					
	FXI	1Billion	services informatiques	1000	France
	Mohawk Industries	11 Billion	production des produits de revêtement de sol.	25 000	États-Unis
	Callaway Golf	2 Billion	production des équipements de golf	3 000	États-Unis
	Pall Corporation	8 Billion	fabrication de composant et de système de filtration	900	États-Unis
	Sealed Air Corporation	4,8 Billion	fabrication de produit d'emballage	500	États-Unis
	oldcastle building envelope	1Billion	La fabrication et distribue des systèmes de verre et de vitrage architectural	2 000	États-Unis.
	Zekelman Industries	$3 Milliards	distributeur de produits de construction	300	États-Unis
	MVV Enamic	$5.6B	An energy company	6,442 Employees	Germany
	Banesco Banco Universal	$2.5 B	La fourniture de services financiers	11000	Venezuela
	Pilz	$4.5 B	un fabricant de systèmes de sécurité industrielle	16,554	Germany
	TRUMPF	$4.5 B	Un fabricant de machines et de systèmes de fabrication	16,554	Germany
	Festo	$4.7 B	Un fabricant de composants et de systèmes d'automatisation industrielle.	20,8	Germany
	Providence Health	Over $1,000,000,000	Healthcare	Above 10,000	US
	Hilton Grand Vacations	Over $1,000,000,000	Hospitality	From 5,000 to 9,999	US
	Medtronic	Over $1,000,000,000	Medical Devices & Equipment	Above 10,000	États-Unis
	Williams Scotsman	Over $1,000,000,000	Finance	From 1,000 to 4,999	US

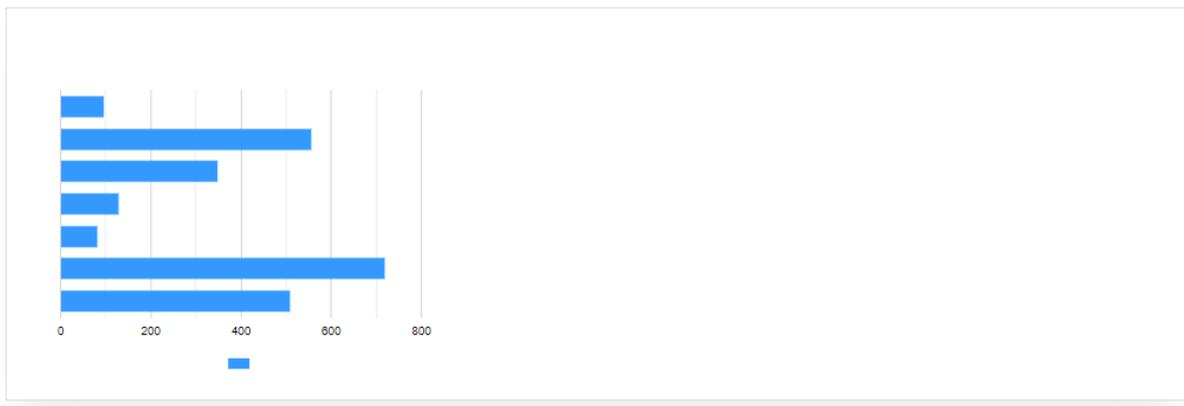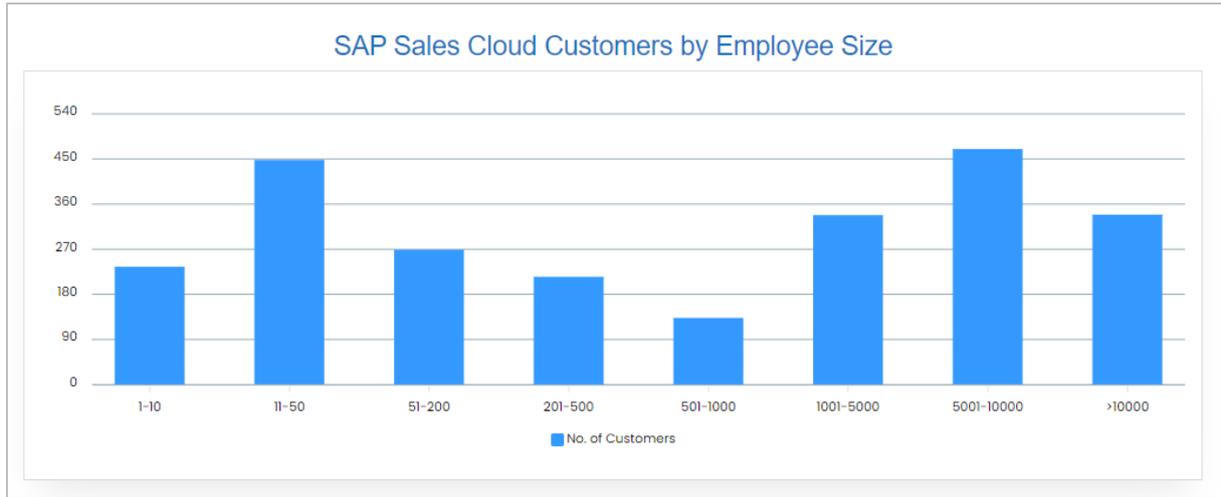(Rapport de références)

SAP Sales Cloud Customers by Industry

Legend:
- Agriculture
- Mining
- Construction
- Manufacturing
- Transportation & Publi
- Wholesale Trade
- Retail Trade
- Finance
- Services
- Public Administration

Companies Using SAP Sales Cloud, Market Share & Customers List

CRM Market Share (in %)

Legend:
- Salesforce — 19.5%
- SAP — 8.3%
- Oracle — 5.5%
- Adobe — 5.1%
- Microsoft
- Others — 58.9%

SAP Sales Cloud Customers by Revenue
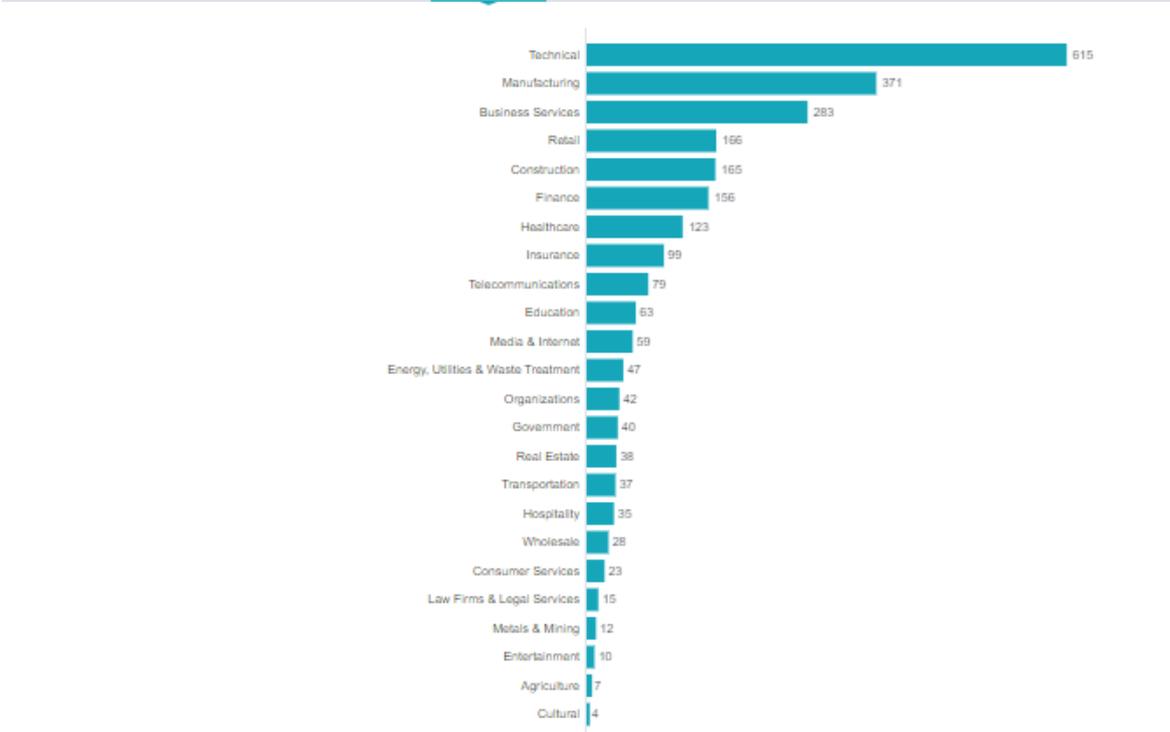
(Infoclutch.com)
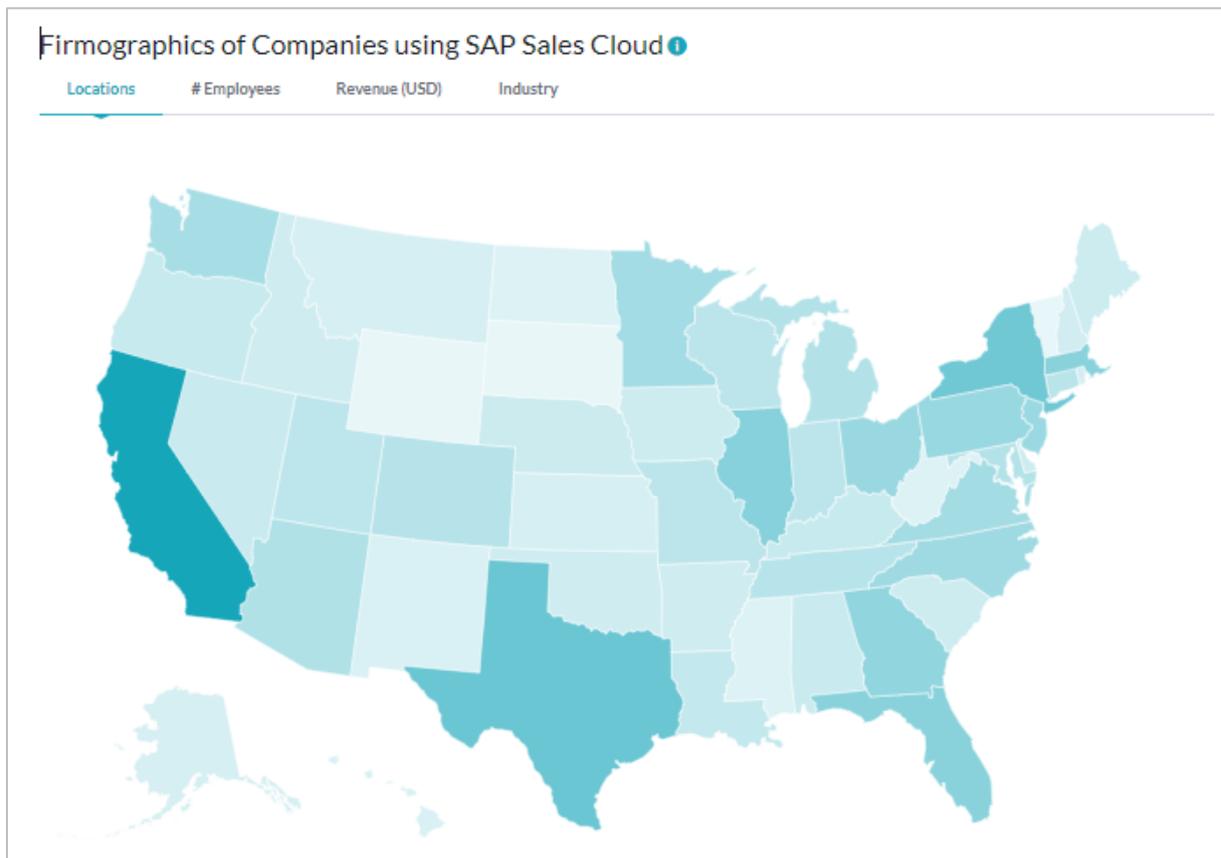
Firmographics of Companies using SAP Sales Cloud ⓘ
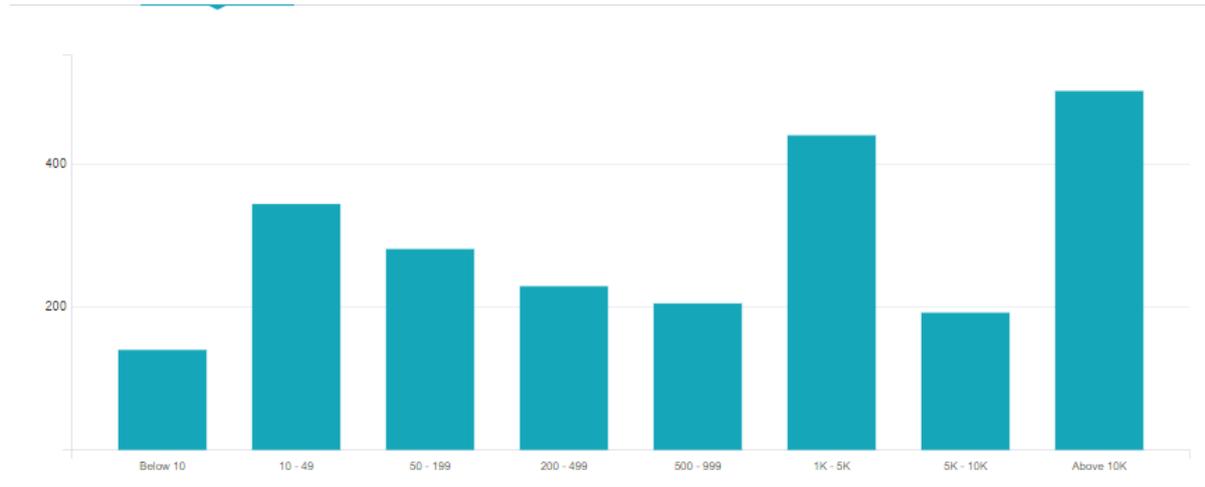
Locations | **# Employees** | Revenue (USD) | Industry

Firmographics of Companies using SAP Sales Cloud ⓘ
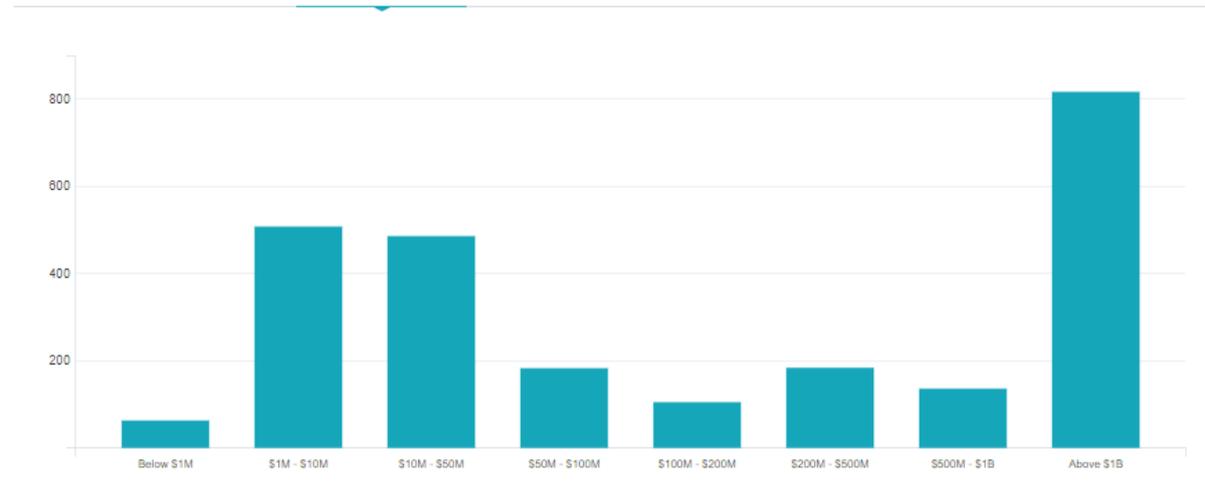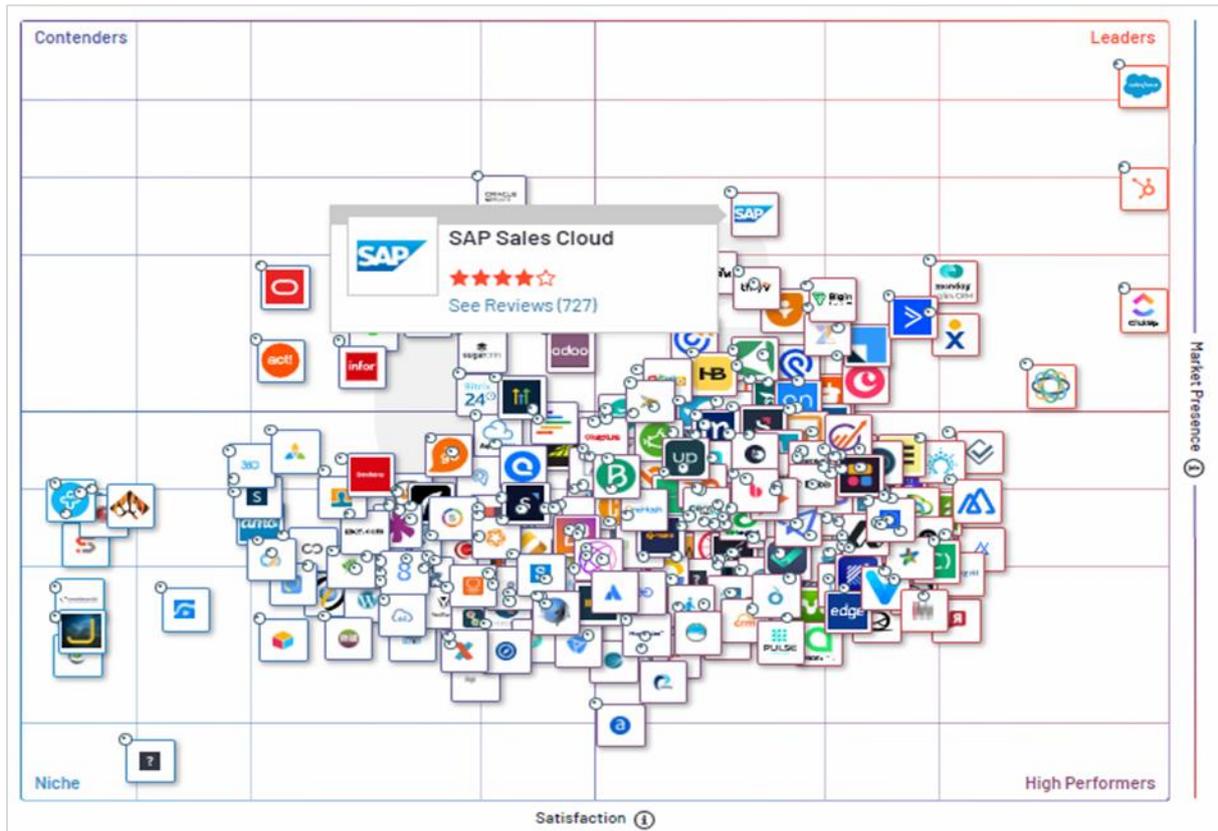
Locations | # Employees | **Revenue (USD)** | Industry

(Discovery.hgdata.com)

Services	8
Production industrielle	8
Distribution	9
Activités financières	8
Gouvernements et ONG	8
Énergie	7
Transport et logistique	8
Construction	8
Aérospatial et défense	8

0 à 2 millions d'€	0
2 à 10 millions d'€	0
10 à 50 millions d'€	6
50 à 200 millions d'€	8
200 millions à 1 milliard d'€	10
Plus d'1 milliard d'€	10

Positionnement éditeur et solution : 9/10

(G2)

(Erp-spain.com)

(SAP)