

Spotlight | SAP Compete

- **How often do we compete against SAP in the ERP sector?**
 - Corporate & Enterprise customers (>1.000 employees): appr. 50% of all leads
 - above 3.000 employees: almost always
 - sometimes no direct competition when we win by platform decision
 - Industries: mostly production, retail, service industry

- **How do we win?**
 - platform – wide range of services, technical advantages, esp. IOT, AI, Cloud
 - usability & flexibility esp. for customers who already use Microsoft
 - Integration to M365, Power BI (Fabric), Azure & Teams, etc.
 - Cloud first: good scalability
 - good references of partners

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▪ Why do we loose?

- the „myth“ SAP is still strong; I can „afford“ it
- good functionality of SAP , especially in the Finance area (CFO as decision maker)
- specialized ISV solutions for special industries
- SAP is very strong in some specific industries, e.g. Automotive
- great reference base by SAP
- higher education level for juniors / trainees

▪ What could Microsoft improve?

- management presence and committment on customer side / „SAP was here already 2 times“
- improve Pricing – very complicated and cost advantage is about to disappear
- decrease prices for Azure plans, sandboxes, data base capacity
- real industry solutions – motions like the latest industry clouds are useless
- increase partner incentives instead of decrease
- improve country specific solutions