

## Solution Director, FICO (Presales / Business Development)

### The role in a nutshell

As a Solution Director you act as the fundamental linchpin in creating and enabling digital transformation and innovation for our customers and prospects. You do this by being their trusted transformation advisor, shaping their future solution landscape and the projects and initiatives to evolve their overall technology platform. This ultimately enables them to be more successful and generates profitable revenue for NTT DATA Business Solutions. Key to your success is your combination of leadership and organisational skills, deep knowledge and experience of SAP solutions (and how they are implemented), your commercial awareness and your ability to make the complex simple.

### Background

Businesses are operating in tough and competitive market conditions. They have objectives to grow revenues, cut costs, implement new businesses models, and be agile able to adapt quickly and easily. There are approximately 500 UKI mid-market ERP SAP community customers and around 100 of these are NTT DATA Business Solutions ERP customers. Most of these customers also run solutions for HR, Analytics, Procurement (beyond ERP), Supply Chain (beyond ERP), CX solutions, and much more. Many of their solutions have limited or no future roadmap, limited time on standard maintenance and have strategic replacements. ECC and its replacement S/4HANA is a good example of this.

### Customer objectives and needs

Customers need to understand how best to transition from their current state architecture to realise a future state that can meet the changing challenges and needs of the business and the modern digital economy. Importantly they need to create a roadmap to get there in a low cost, low risk and manageable way. Essentially this means a sequence of prioritised and logically sequenced steps based on business value and needs.

### The Solution Director role

*it.engage* is NTT DATA's 360° customer engagement framework to deliver continuous value for our customers. The position works closely with the sales account executives, delivery teams and managed services acting as a transformational expert, creating and adding value to opportunities and NTT DATA by providing this expertise throughout the sales process and ultimately delivering sales to ensure NTT DATA meets revenue and margin targets with activity across the whole software lifecycle through **Shape, Value, Run**.

**SHAPE** - The Solution Director (as part of the Business Development team) is a senior role with responsibility for leading the collaboration with key and focus customer accounts to shape the overall Solution strategy, identifying and shaping transformation opportunities and prioritising and sequencing them into an agreed roadmap. As part of our 360° customer engagement framework, *it.engage* the position works closely with the sales account executives and delivery teams acting as a transformational expert, creating and adding value to opportunities by providing expertise throughout the sales process and ultimately delivering sales to ensure NTT DATA meets revenue and margin targets. The Solution Director orchestrates and manages bid submissions for our customers and prospects that clearly demonstrates our understanding of their objective, clearly articulates our solution to address them and importantly the value that it will deliver and differentiates us from our competition.

**VALUE DELIVERY** – NTT DATA recognise that transformation programmes are complex by their very nature. We know that we need to provide high profile support to our customers on their unique transformation journey; providing trusted and timely information, capabilities and governance to ensure project success. As part of *it.engage* the role also works post-sale to provide continuity from the sales process into delivery and provide strategy, direction and high-level solution governance and support the generation of new business opportunities.

**RUN** - For those systems in business, as usual, the Solution Director collaborates with the **Service Delivery Manager** to ensure good solution governance for continuous improvements in the form of tactical changes and implementation of new capability.

## Key Activities

### Account Solution Director

it.engage is NTT DATA's 360° customer engagement framework to deliver continuous value for our customers. As an Account Solution Director for several assigned key and focus accounts you work as the customer's trusted transformation adviser to co-create the customer's future direction and ongoing digital transformation. You do this by leading the creation of a Living Roadmap and the shaping of solutions, projects and initiatives to meet the changing needs and objectives of the business and continuously evolve their technology platform.

### Transformation Assessment Services

NTT Data offer a series of standard and bespoke transformation assessment services to our customers and prospects to help them understand their future direction and path and the value that they will deliver. They answer key questions such as: 'What is the right path to S/4HANA for me?' You will help to evolve our assessment offerings, execute them and playback the results to key customer stakeholders.

### Opportunity management and bid responses

As a Solution Director you will lead and support sales opportunities and bid responses either as a subject matter expert or as an overall lead. Activities range from qualification (with the Account Executive and senior management) through discovery sessions, presentations, demonstrations, RFX responses, statements of work and devising account strategies. Sometimes this will be leading and coordination of an overall multi-faceted opportunity.

### Go to Market and Demand Generation

You will play the Business Development lead as part of a GTM steering group, shaping and creating our propositions and our market approach for one of our focused solution or industry GTMs. NTT DATA run a series of activities to engage the SAP customer community including a wide range of events and webinars including our flagship annual conference, last year a virtual event [itellifest2020](#) as well as marketing and social campaigns, whitepapers and blogs.

## What are we looking for?

You will be an SAP Finance / SAP FICO subject matter expert where experience has been built over 15+ years in SAP enterprise software with a very broad understanding of SAP Finance solutions combined with core deep expertise.

You will have worked in an implementation capacity resulting in a strong understanding of the practicalities, challenges and factors for successful SAP Finance & SAP FICO implementations, as well as extensively involved in leading Presales or Business Development activities ideally working within a technical pre-sales team.

You will possess strong leadership skills, and resilience to be able to handle tough situations, manage multiple engagements simultaneously, find solutions to challenges and then seek support and backing to implement them. Your ability to understand customer challenges & business problems, current technology and architecture allow you to shape, scope and create SAP Finance & SAP FICO transformation projects for customers. You are confident in communicating at multiple levels (inc C level) and deliver compelling, clear and easy to follow proposals, presentations and software demonstrations and can effectively handle questions and objections.

## Skills & competencies

1	Leadership / Independence / Organisation	Ability to take the lead with customers, and internally on opportunities and initiatives. Resilience to be able to handle tough situations and find solutions to challenges and then seek support and backing to implement them. Strong organisation skills and ability to work independently.
2	Process & Solution & Industry knowledge	Industry & Business process knowledge and SAP software functionality and capability from both a 'chalk it and talk it' perspective as well as in the software ideally including configuration and set up (SAP Finance / SAP FICO)
3	Architecting / Road mapping / Solutioning	Ability to quickly develop understanding of customer challenges, business problems, current technology and architecture. Experienced in shaping and architecting solutions, creating roadmaps and shaping transformation programs.
4	Commercial awareness / Business Acumen	Awareness of the commercial aspects of a sales opportunity – business drivers & business case, decision makers, focus on objectives and outcomes
5	Customer relationship and trusted advisor capacity	Ability to build relationships and trusted advisor status with customers and internally with both Senior IT, Business stakeholders and program leaders. Strength to challenge to ultimately deliver better outcomes for both the customer and NTT DATA.
6	Communication - Presentation, demo, proposal	Ability to make the complex simple and easily understood. Ability to create and deliver compelling, clear and easy to follow presentations, software demonstrations and proposals. Ability to effectively handle questions and objections
7	Risk & governance management	Ability to create & manage proposals, propositions and strategies that are attractive to the customer, commercially compelling, practically deliverable, profitable and that mitigate risk.

## NTT DATA Business Solutions

Formerly known as itelligence Business Solutions, NTT DATA Business Solutions is the SAP practice of NTT DATA with over 500 employees in the UK. We design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people. We offer a competitive remuneration and benefits package and a vibrant and progressive culture focused on work life balance. Benefits include our groundbreaking 'Work where it works' policy, our industry leading Free Fridays (a Free Friday holiday every month on top of your generous annual allowance), the option to buy (or sell) holidays, access to a £10K interest free loan, Life Assurance, Pension, Health insurance, Bike to work scheme, Electric car scheme or a fuel card and more.