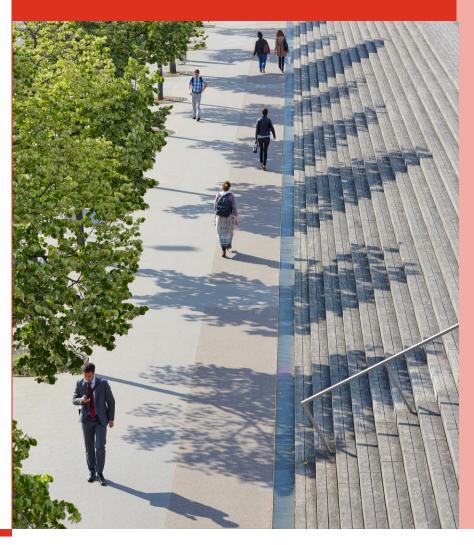
http://www.pwccn.com/en/services/consulting/technology/technology-e-comm.html

# Consulting E-Commericalisation Service Offering







# Digital change is a journey, not a destination

Digital change is the common pathway to sustainable growth and value creation in order to bridge the gap between business and technology.

### Know your customer and y our ecosystem

Understand the true value dynamics of China's digital economy, and your customer's expectations, consumption, and potential

### **Define** what your su ccess looks like

Define your execution plan for China's digital age

### Protect your business from the risks of the digital economy

Quantify the value of the digital assets you in creasingly rely on, and protect yourself from the risks associated with online security and cyber crime







**Evolve** your business Evolve into the digital enterprise

you want to be



### Accelerate your execution through technology-enabled change

Accelerate the execution of your business model, operating model, and solutions

### Innovate and create new value

Generate, test, implement, commercialise, and integrate new propositions and business ideas that minimise brand, financial, and operational risk

## Introduction of PwC Consulting

PwC has a network of firm across Asia Pacific serving clients from 70 locations and a further of 140 countries around the world. With over a staff strength of 33,000 in Asia Pacific aligned with functional expertise and industry sector to provide broad and deep capabilities from strategy to execution.

### Together we have over 250 specialists in China and Hong Kong

### Strategy Consulting

The acquisition of Booz & Company now Strategy & provides us with a leading global strategy house with extensive China strategy experience and strengthens our expertise across digital disruption and eCommerce

### Creative and Branding Services

Our partnership with a strategic brand solutions agency with a broad service offers within: design and creative, brand/ marketing strategy, social media campaigns and analytics, coding, user experience design and digital marketing

### Digital, Customer and Analytics

A multi-disciplined team that includes: digital strategists, cu stomer experience experts and data scientists that combine the business consulting experience PwC is well known for with the creative capabilities of an agency

### **Technology Consulting**

Our Technology Consulting team and Shanghai-based Technology Delivery Centre provides the ability to scaled development and implementation capabilities with bi-lingual technical specialists

# Service offerings for e-commercialisation

Our offerings targets to leverage different consulting capabilities to provide an end-to-end digital commerce solution covering strategy, experience design, operation, finance and technology...

Strategies

Implementation

Strategy and Business
Planning

### **Objective**

Assessing the opportunity and designing a strategy to deliver maximum value

### Key Service Offerings

- Market sizing and opportunity assessment
- Competitor analysis



Brand and Creative

Positioning the brand for success a cross multiple channels

- Customerresearch and segmentation
- Brand positioning



Customer Engagement and Digital Design Design user experience and digital channels to enable personalised interactions

- Digital brand design
- O2O planning & roadmap
- CRM and CEM solutions



Business Operation Design and Execution

Design business target operating model to drive operation excellence

- Order management & supply chain optimisation
- Customer management and services optimisation



Finance Operation Design and Execution

Design finance target operating model to drive efficiencies and manage risk

- Orders processing and accounting management
- Payment and capital management



Technology Design and Implementation

Design and build technology solutions that are lean, agile and responsive

- eCommercetechnology architecture design
- Full platform build and agile implementation

## Key Industries that we served

At PwC, our team creates value by bridging the gap between business and technology. We possess expertise in key industries who can provide insights on the latest digital trends, technology developments and innovation.



Financial services



Automotive



Consumer Products



Industrial products



Health industries



Energy, Utilities & Mining



Technology, Media & Gaming



Real Estate & Construction

### **Key Contact**



Horatio Wong
Salesforce.com Practice Leader
China and Hong Kong

+85222891909 horatio.kk.wong@hk.pwc.com



Adam Xu Digital Strategy Partner

+86 (21) 2323 5600 adam.xu@strategyand.pwc.com