

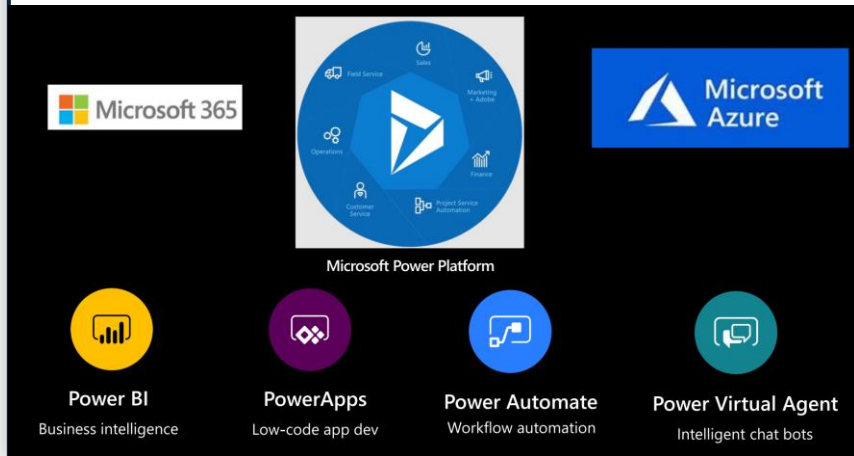
Directions ASIA 2023

8 Capabilities Needed to Double your Customer Ads

Sharka Chobot
Chief Transformation Officer
Neural Impact

15 Years working w Dynamics Partners

No onboarding.
99% of our Clients =
Microsoft Partners



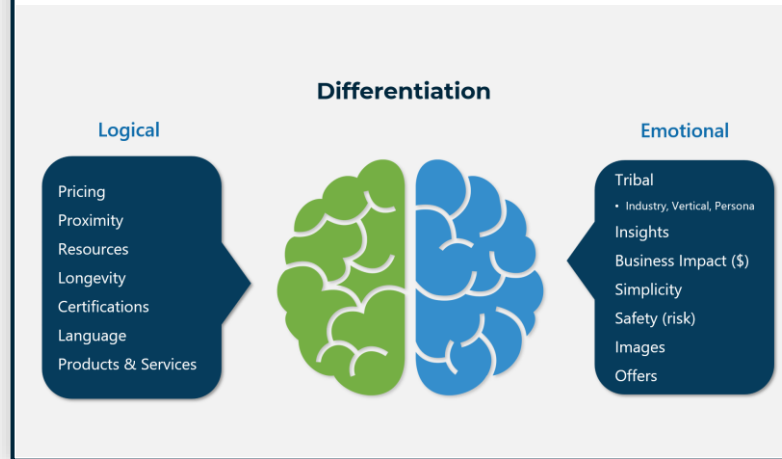
Microsoft 365

Microsoft Azure

Microsoft Power Platform

- Power BI: Business intelligence
- PowerApps: Low-code app dev
- Power Automate: Workflow automation
- Power Virtual Agent: Intelligent chat bots

Experts in
Neuroscience



Specialize in Customer
Acquisition & SaaS
Transformation Strategy
Development

Modern Digital Marketing

Accelerated Remote Selling

Cloud/SaaS Transformation



High Volume Acceleration Program

Disruption



SaaS = 2 Disrupters

Cloud Technology = Easier
90% New Deals



Changing Buyer Behavior & Expectations
Changing business model
Harder!



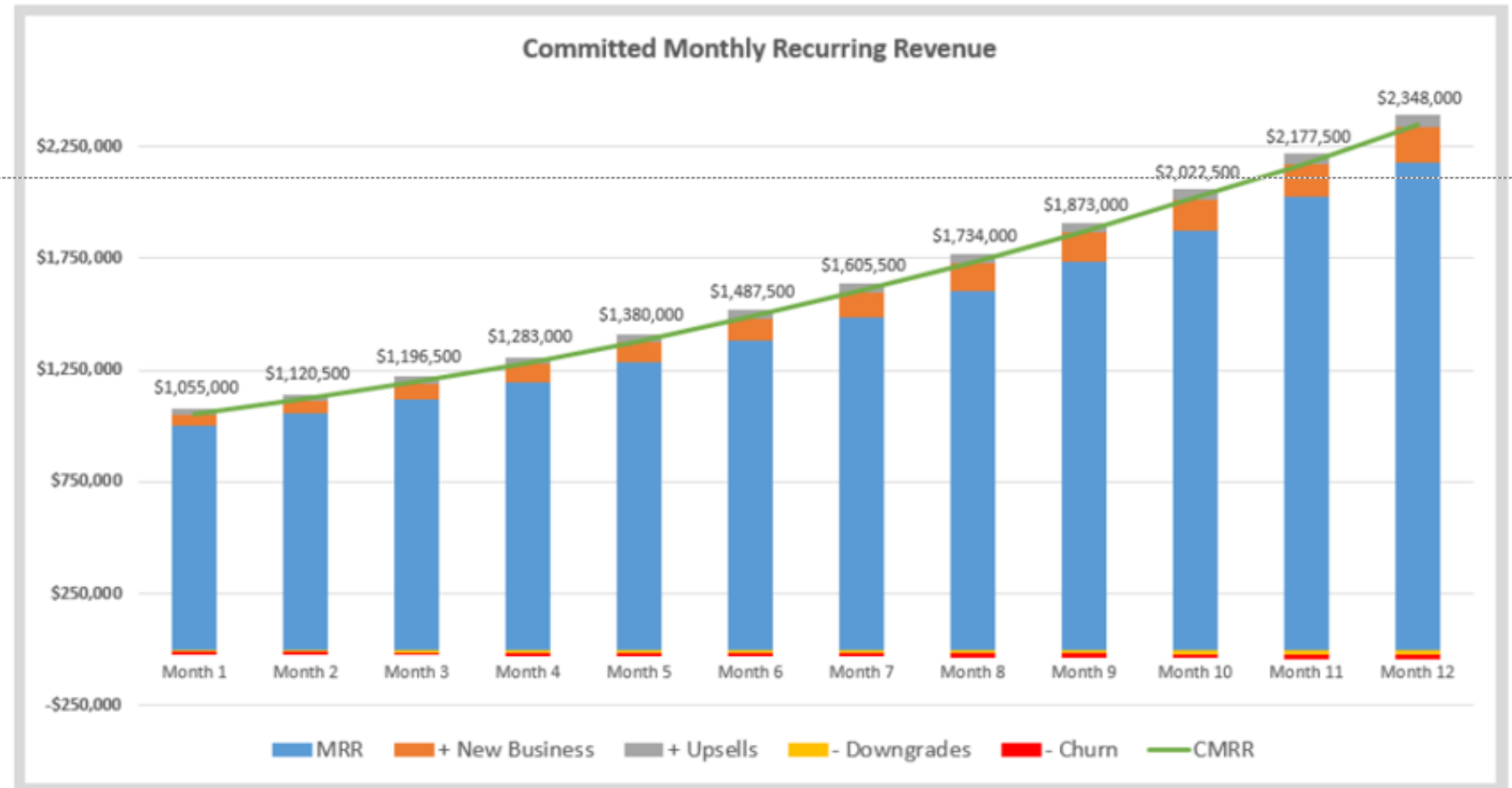
CMRR

Committed Monthly Recurring Revenue (CMRR) Defined ★ 1

Posted on May 11, 2017 by Ben

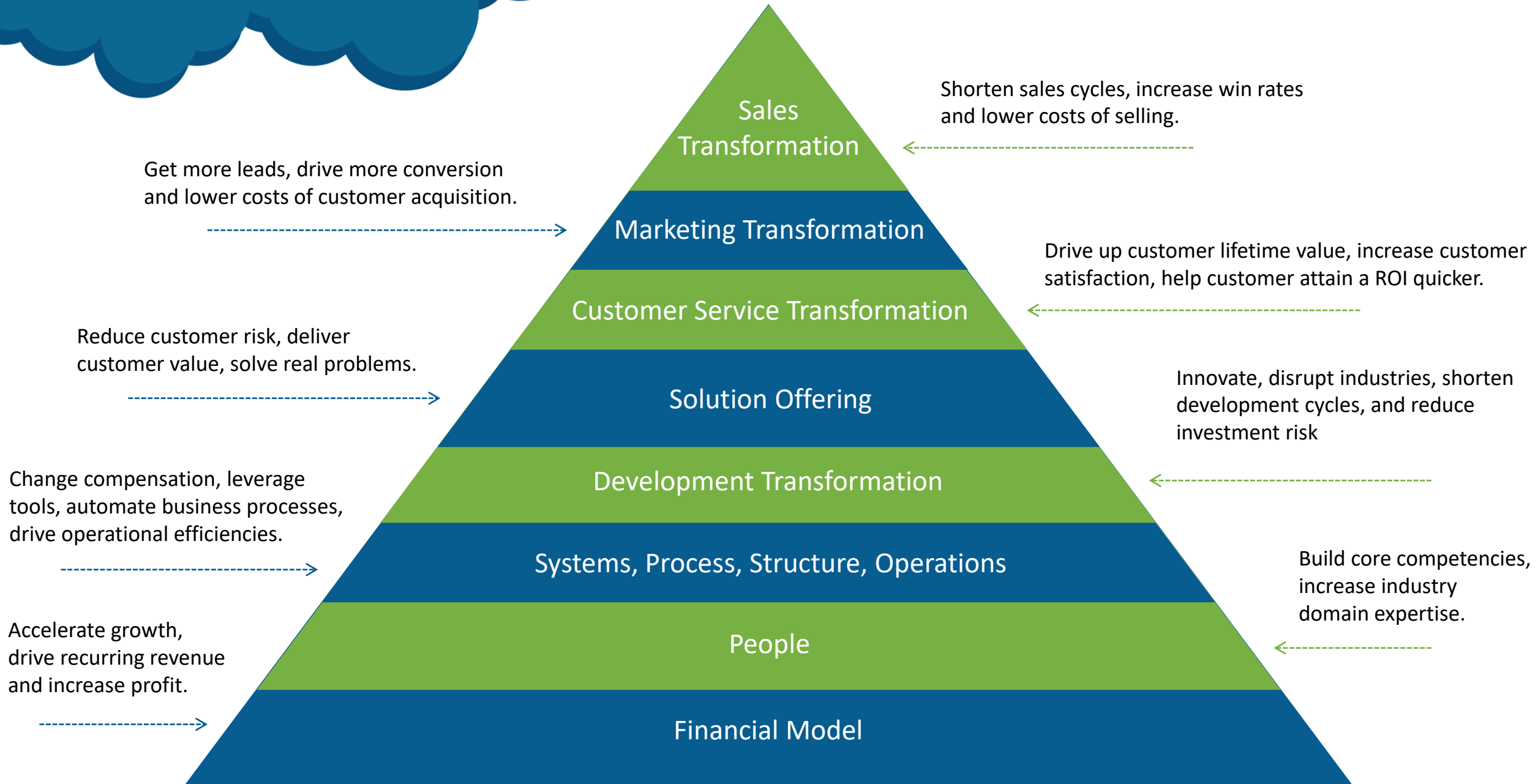
Existing MRR
+ New business bookings
+ New upsell bookings
- Downgrade bookings
- Churn

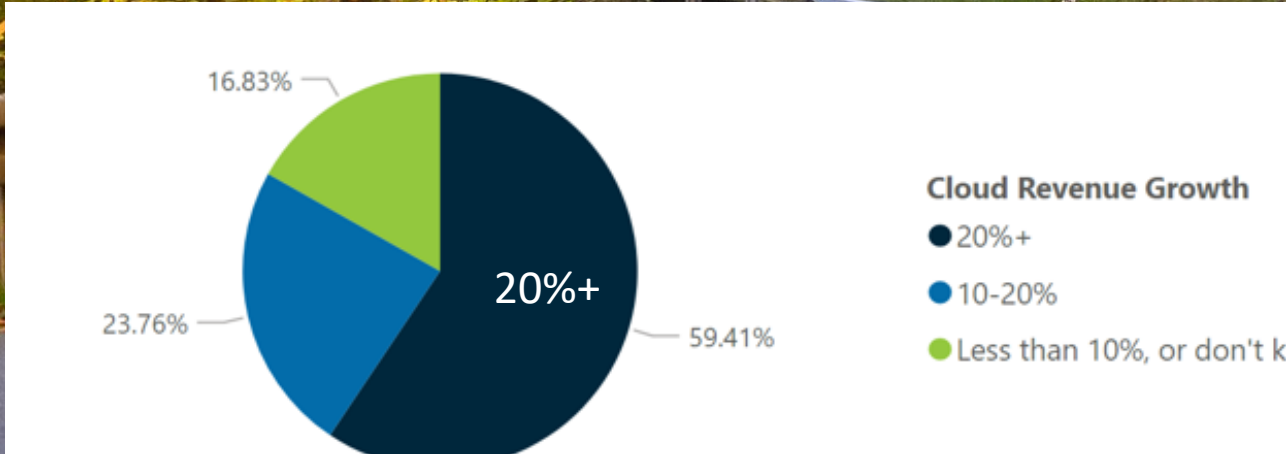
= Committed MRR



SaaS Transformation Model

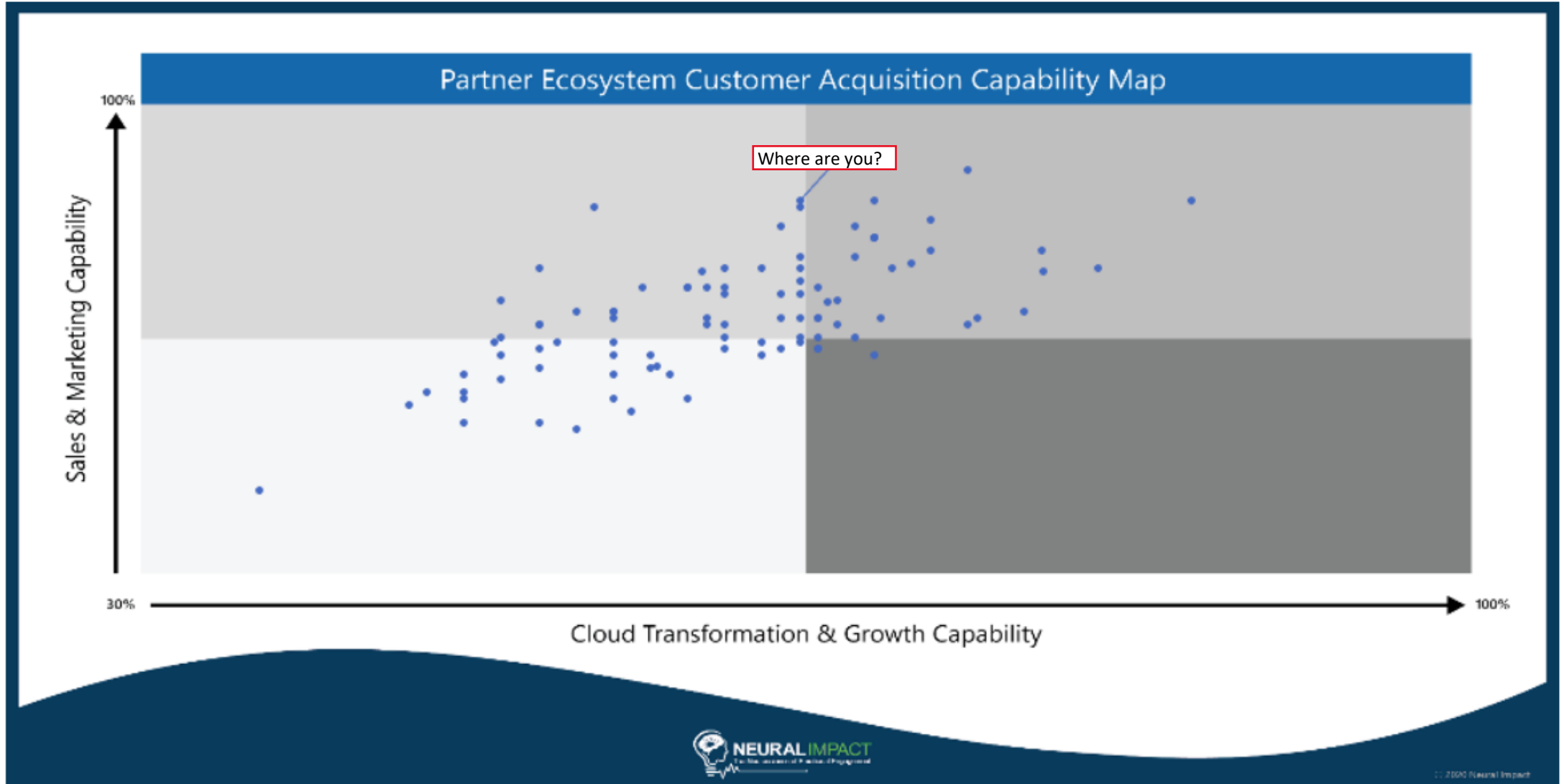
8 areas that need to change





See how you compare to other Microsoft partners around the world

The following **Partner Ecosystem Acquisition Capability Map** depicts how you are doing, overall, compared to the other partners in the ecosystem.

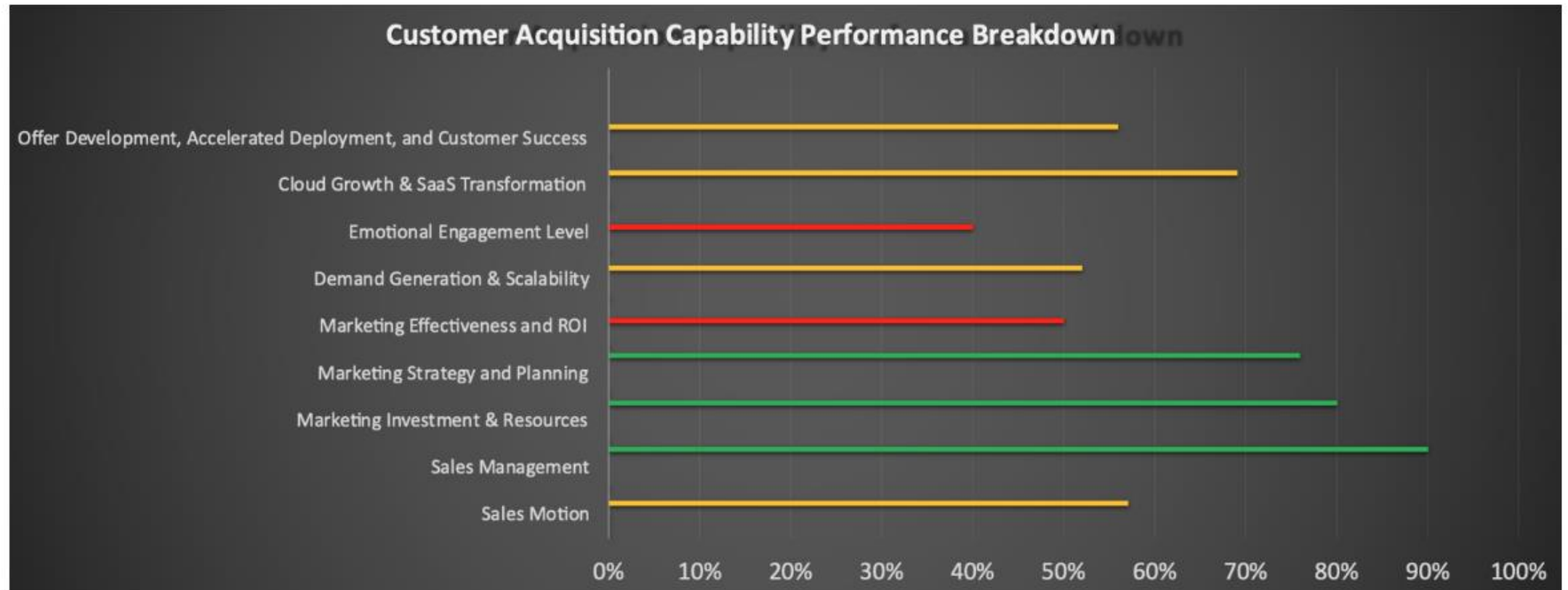


Where are you in your SaaS transformation?

Conduct the self assessment and you will get a sense of where your gaps are

FULL: <https://neuralimpact.ca/customeracquisition>

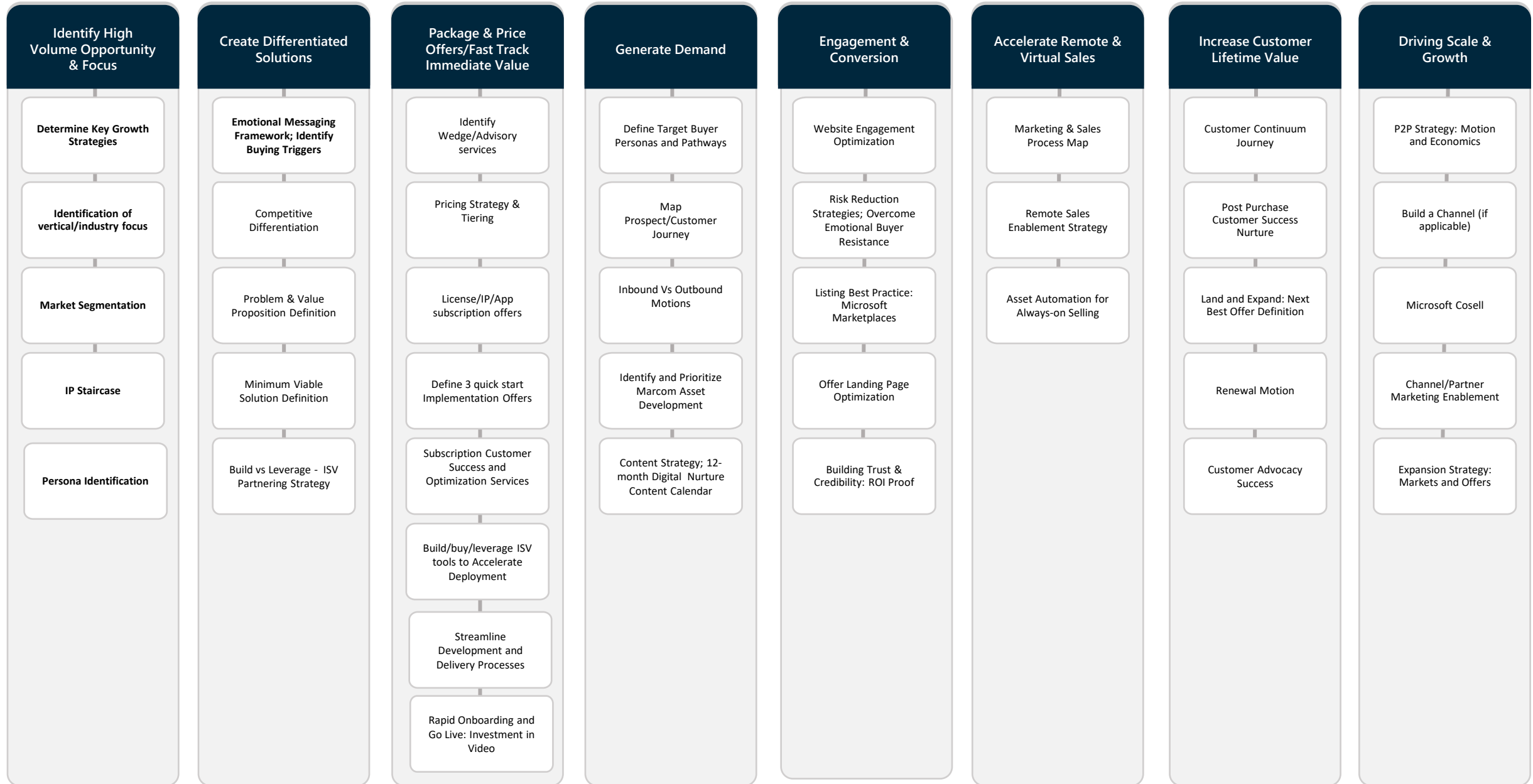
Mini: <https://forms.office.com/r/m3Mqwjq3RJ>



SaaS Metrics

- Growth Average Recurring Revenue (ARR)
- % YoY Growth i.e. 50-200%
- Subscriber Growth
- Average customer acquisition cost CAC
- Gross Margin i.e. 33%+
- Operating Profit Margin (Sales-CGS-Op. Exp (G&A)
- Net Profit Margin (all + taxes/interest, non op.)
- S&M as % of Revenue 35-40%
- R&D 13-15%
- G&A 7-9%
- Churn <10%
- Average Revenue Per User (ARPU) (reflects Value)
- Customer Lifetime Value

Metrics	Average
Full Time Sales Resources	3.8
Marketing Resources	2.1
New Customer Ads/year	23
Annual Revenue Growth	37%
Average Deal Size (annualized)	\$66,271
Length of Sales Cycle (Days to Close)	81
Hours spent by Sales Professional to close customer	28.7
Average project services margins	33%
Win Rate	39%
Marketing Investment (videos, digital, SEO)	3%
Qualified Prospects	6
Leads / Month	20
Days to implement a 20-40 user deal	102



High Volume Capability Framework

© 2020 Neural Impact

Identify High
Volume Opportunity
& Focus

Create Differentiated
Solutions

Package & Price
Offers/Fast Track
Immediate Value

Generate Demand

Engagement &
Conversion

Accelerate Remote &
Virtual Sales

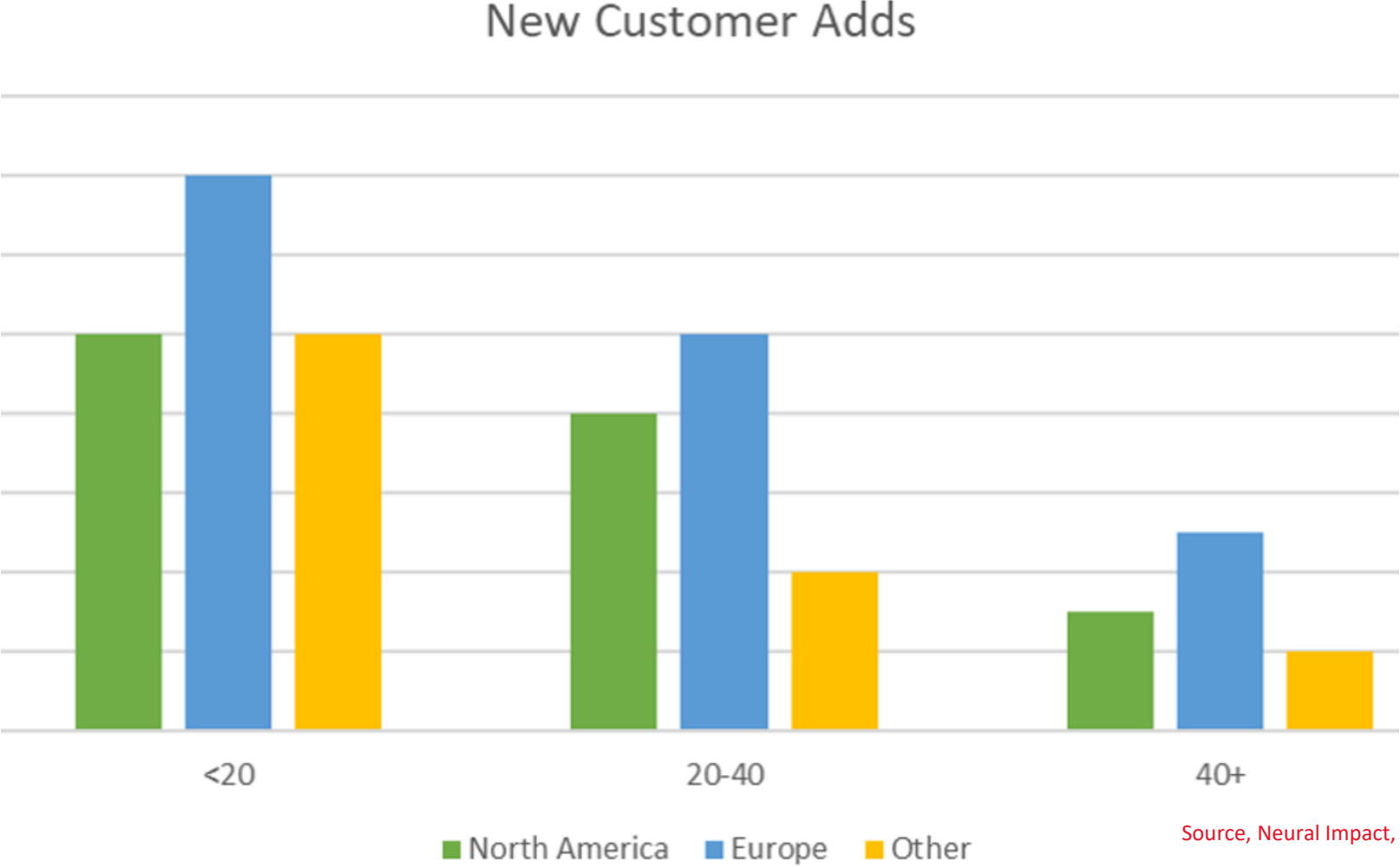
Increase Customer
Lifetime Value

Driving Scale &
Growth

Identify High
Volume Opportunity
& Focus

The screenshot shows the Apteon website homepage. At the top, there is a navigation bar with the Apteon logo and links for Industries, Solutions, Insights, Services, Our Company, and a search icon. A 'Request Demo' button is visible in the top right corner. The main content area features a large yellow truck on the right side. The headline reads 'Ready for the Future of Fleet Management'. Below the headline, there is a paragraph of text: 'Understanding how market variables impact your fleet management is the key to enabling success. Distribution businesses must adapt quickly to market conditions in order to survive and thrive.' Another paragraph follows: 'Learn the five trends and influences that will drive logistics in 2023.' At the bottom, there are two buttons: 'Download whitepaper >>' and 'Explore this product >>'. The background of the main content area is dark with a yellow diagonal stripe.

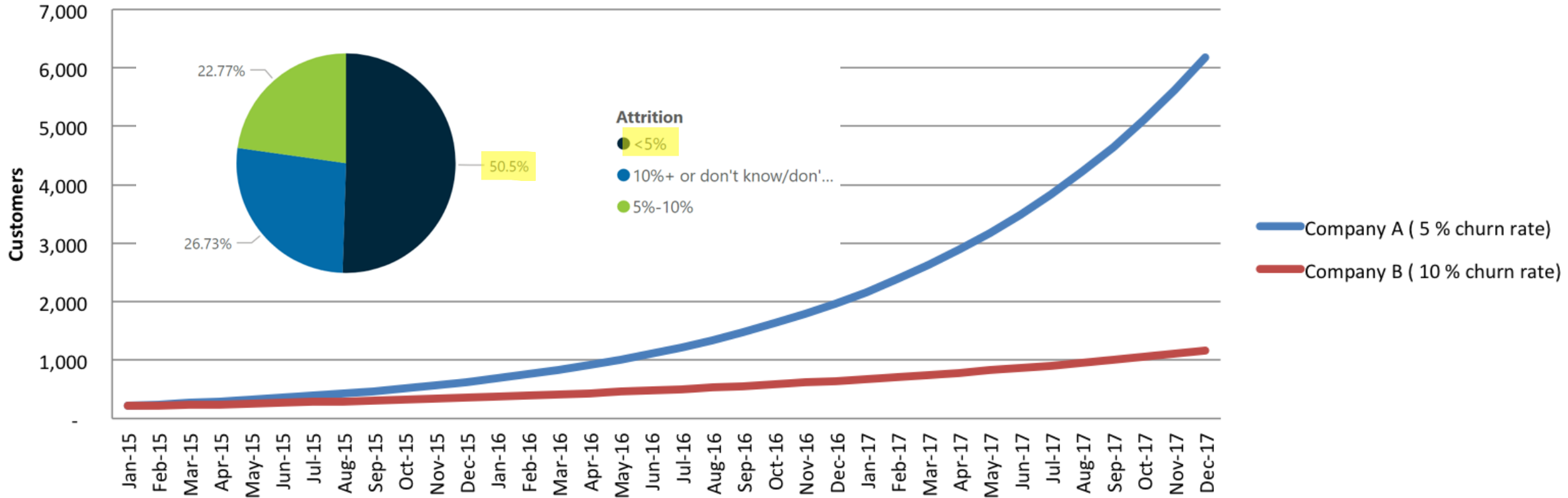
New Customer Ads in the Last Fiscal



Source, Neural Impact, March 2022



Churn Rate

Compounding Impact of Churn



Churn

Retention for different customer segments

	 SMB	 Midmarket	 Enterprise
Average ACV	<\$12k	\$12 – \$50K	\$50K+
Gross Retention	70 – 80%	80 – 90%	90%+
Net Retention	80 – 100%	90 – 120%	100%+

High Volume Capability Framework

© 2020 Neural Impact

Identify High
Volume Opportunity
& Focus

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Immediate Value

Generate Demand

Engagement &
Conversion

Accelerate Remote &
Virtual Sales

Increase Customer
Lifetime Value

Driving Scale &
Growth

Create Differentiated
Solutions

Boltrics

Resellers Support Contact English

Branches Solutions Customers Our approach Blog Knowledge

**Sea freight:
software as a
driving force.**

Sea freight forwarding software

Buying Decision

Emotional

Fear Safety

Resistance Risk

Control Loss

Logical

Features

Quality

Price

Functionality



ORACLE NETSUITE

The #1 Cloud ERP Software

Trusted by More Than 34K Customers Worldwide



[Oracle NetSuite](#)

WHAT'S NEW: BLOG - STREAMLINE OPERATIONS AND CONSOLIDATE REPORTING WITH MICROSOFT DYNAMICS 365 BUSINESS CENTRAL + COMMERCE7

oztera ABOUT US ▾ INDUSTRIES ▾ SOLUTIONS ▾ SERVICES INTEGRATIONS BLOG CONTACT

FROM CONTRACT TO DELIVERY

Plan and Manage your crops in a seamless manner with full financial visibility.

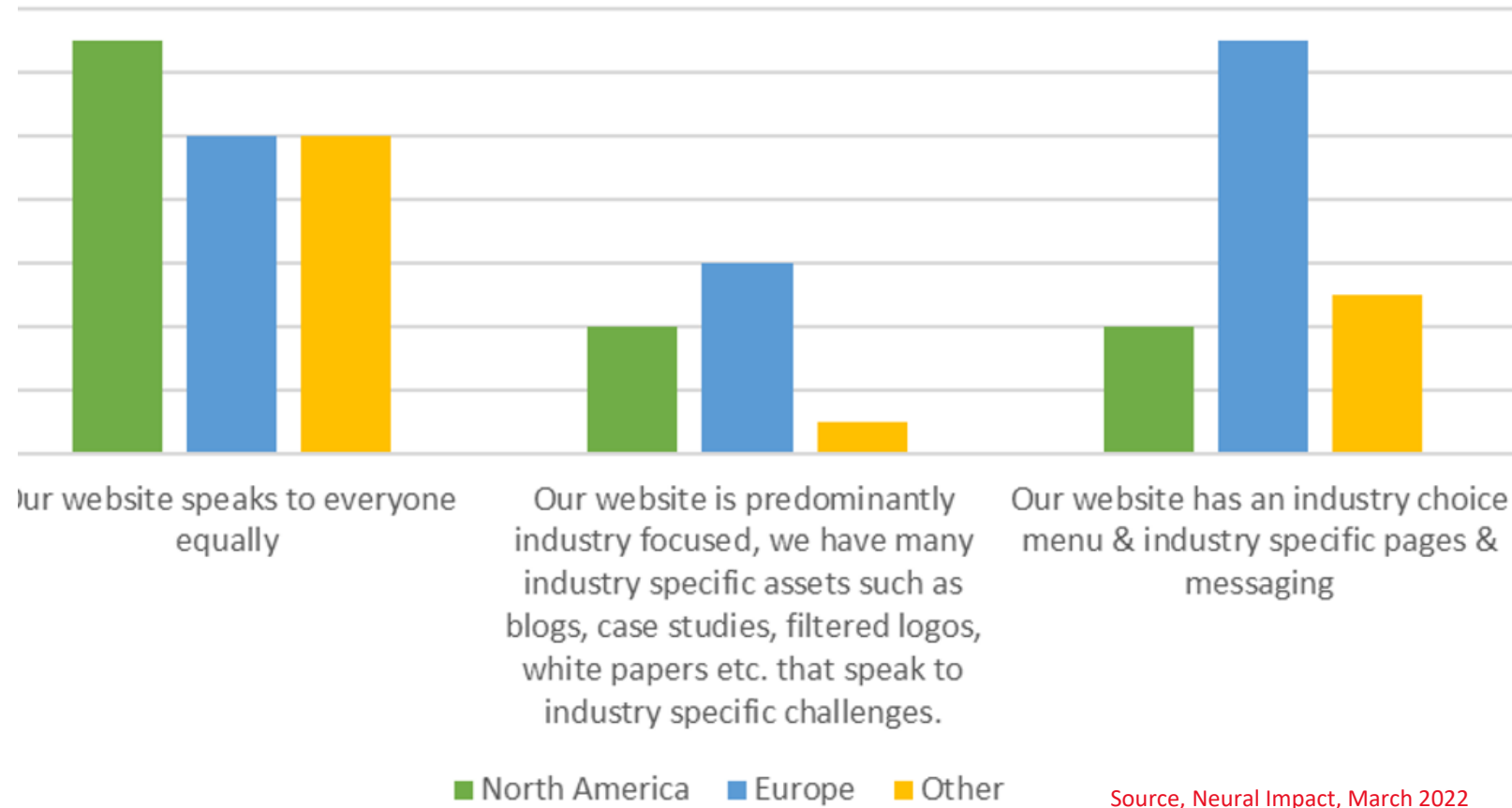
BOOK A DEMO

Meet AgTracker for Microsoft Dynamics Business Central

[Growers & Agriculture - Oztera](#)

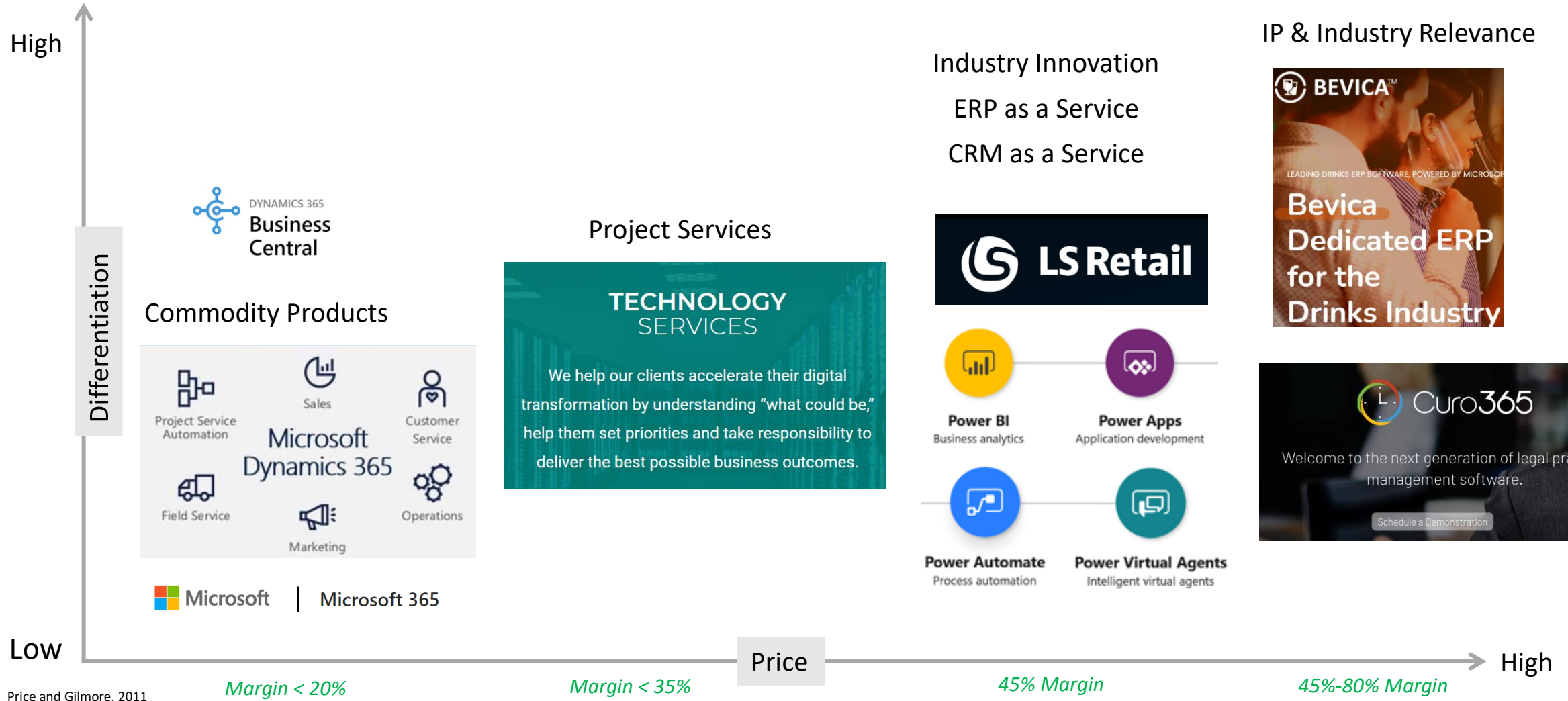
Differentiation: Industry Go To Market

Industry Go-To-Market Strategy



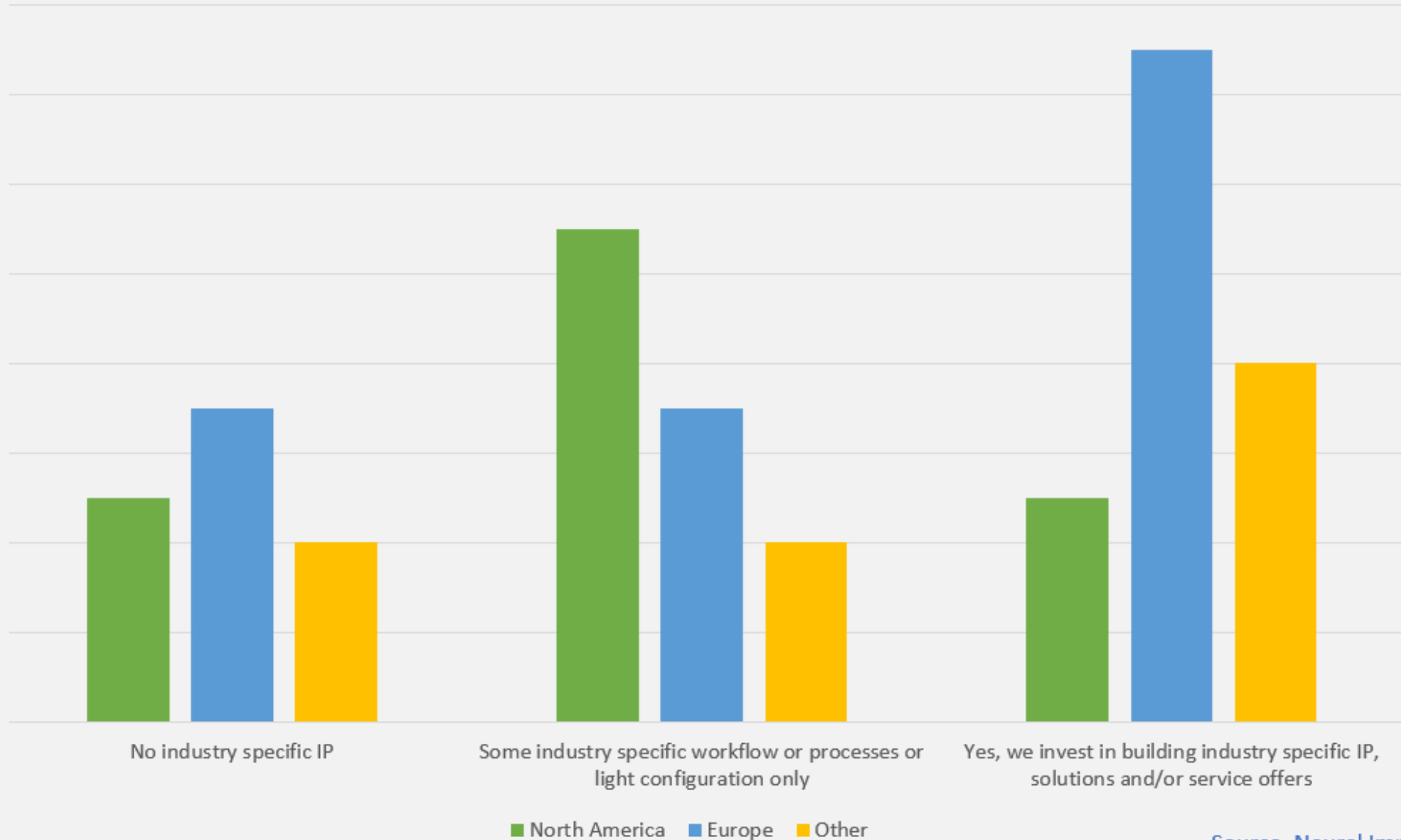
Source, Neural Impact, March 2022

Progression of Economic Value



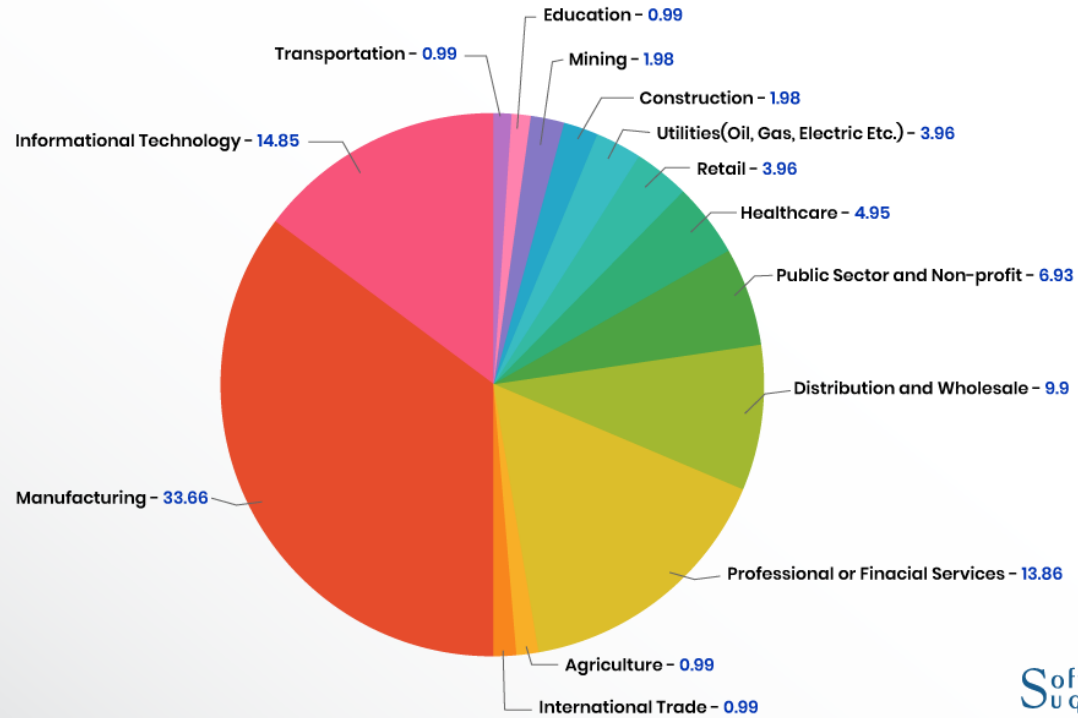
Price and Gilmore, 2011

Industry IP



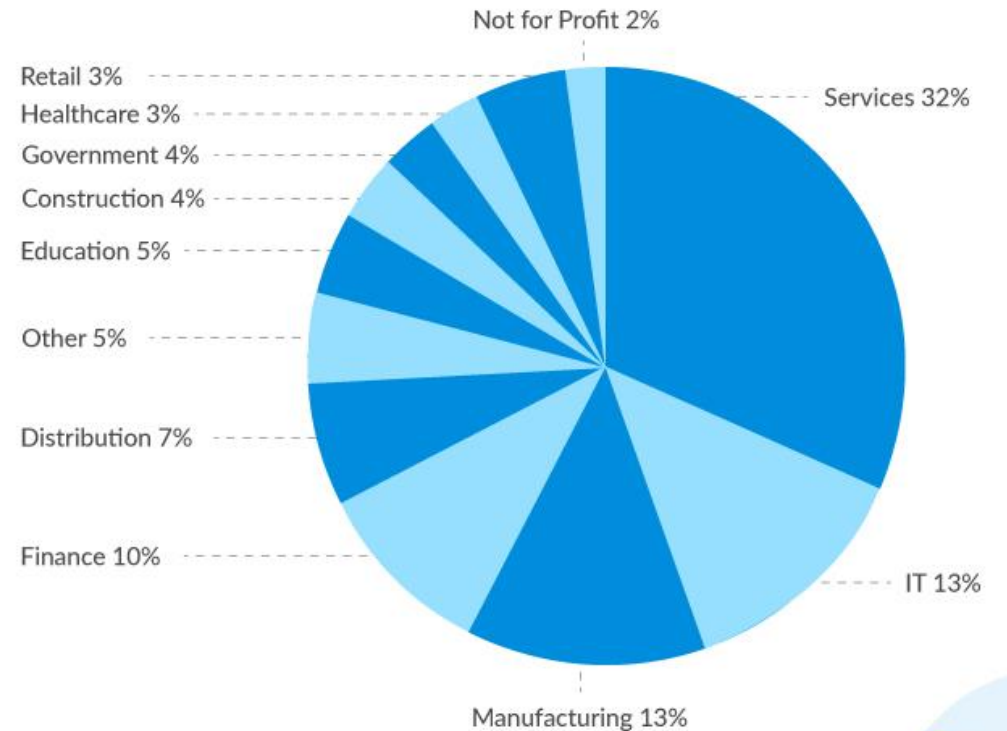
Source, Neural Impact, March 2022

ERP Software Used by Industries



SOFTWARE[®]
SUGGEST

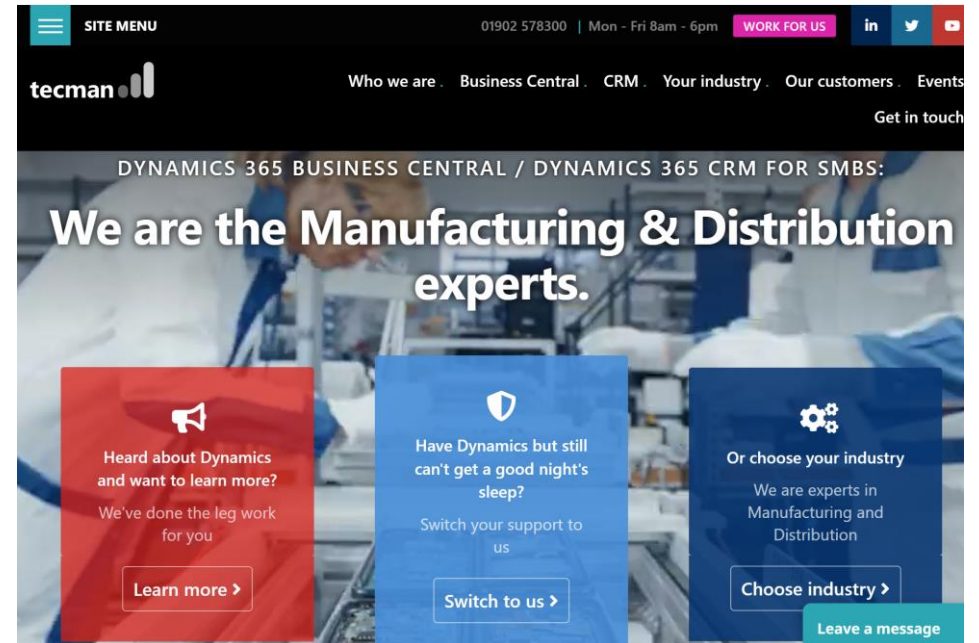
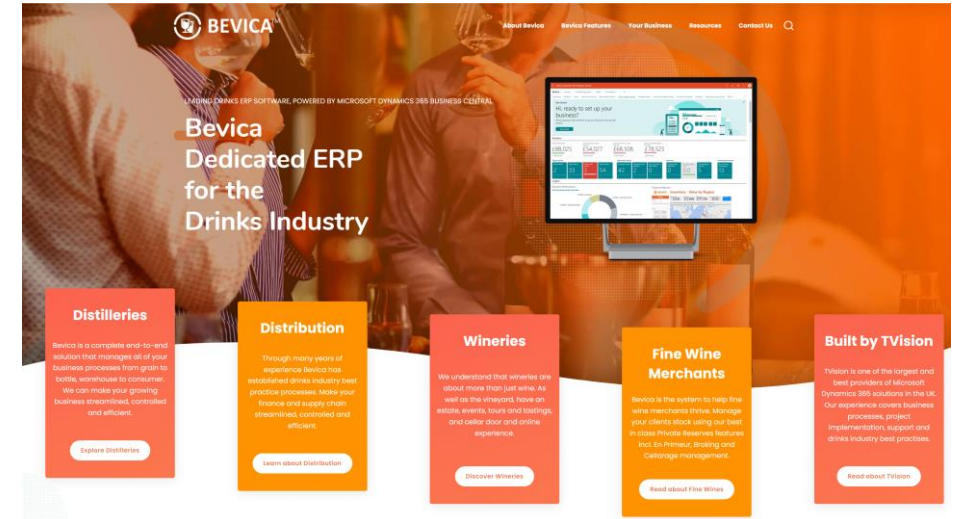
CRM Buyer Survey Respondent Breakdown by Industry





<https://www.serenic.com/our-customers/npo/>

Accelerated Core Foundation



HubSpot

Race to Cloud

ZOHO



salesforce

intuit
quickbooks.

ORACLE NETSUITE

Worldwide SMB market Opportunity



78M

—
SMB Organizations
worldwide*



\$17B

—
SMB SaaS market
opportunity



X3\$

—
Services



X10\$

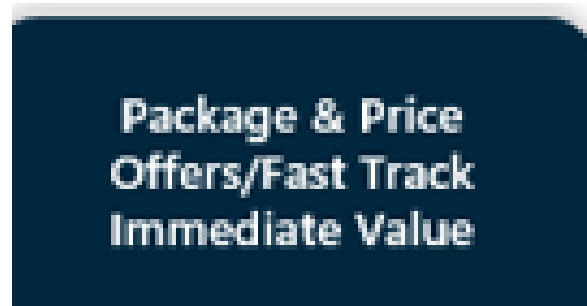
—
Services
IP
Margins
Incentives
I






SOURCE: IDC

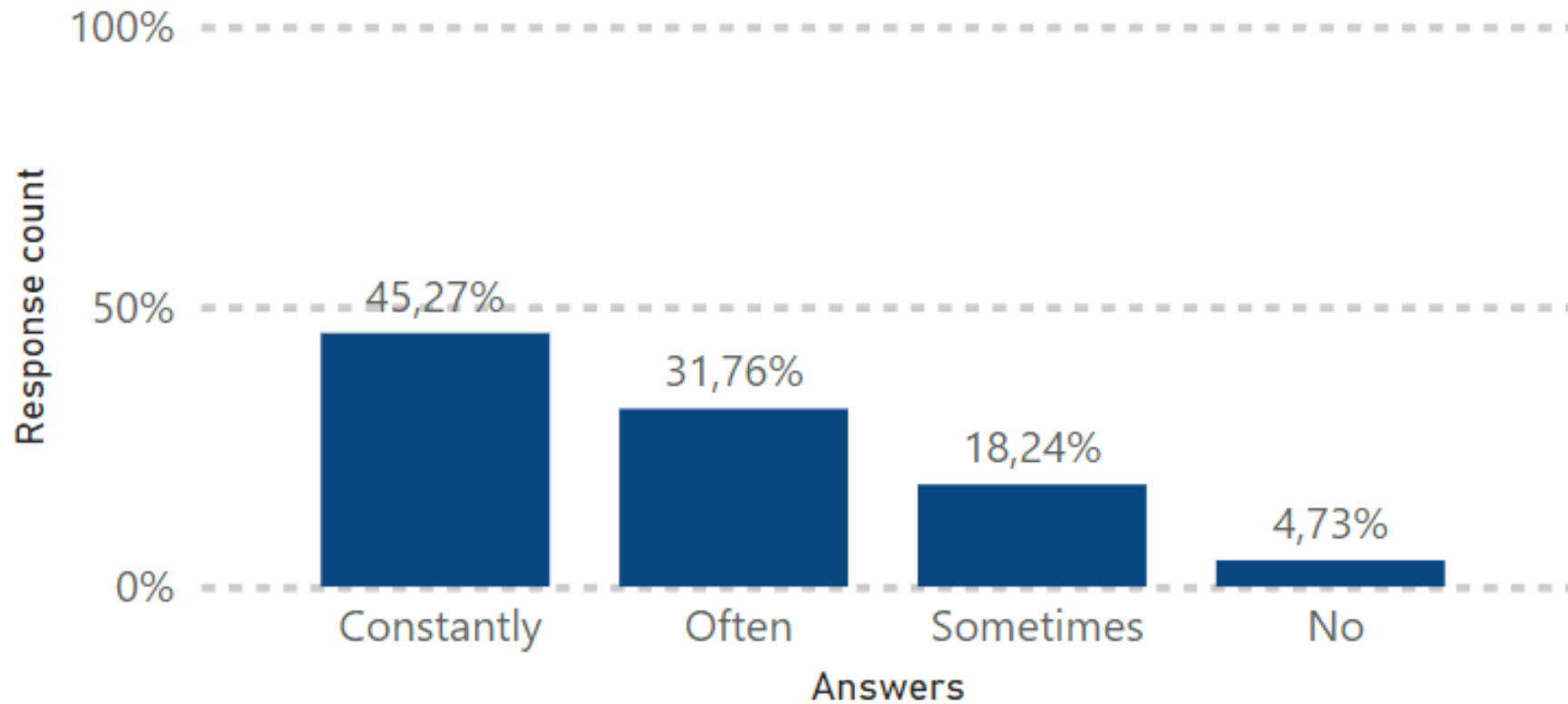
*Does not include single-person proprietorships

High Volume Capability Framework

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Is the growth of your SMB BizApp practice currently a lack of resources?     



LS Express pricing

bundled with Microsoft Dynamics 365 Business Central

LS Express Store Management **Pricing** Videos Technical Help & Support

Each LS Express POS can have:
Unlimited Staff Members per POS
1 Free User for External Accountant

**TALK TO OUR
EXPERTS**

No upfront fees, just pay as you go

Prices do not include VAT

USD

EUR

CAD

AUD

GBP

LS EXPRESS POS INCLUDING
A BC USER

\$99*

*prices per month with a yearly
subscription

[Pricing of LS Express POS and ERP system \(lsretail.com\)](https://lsretail.com)

Additional users and POS

LS Express POS with a BC device \$75
BC Essentials user \$70
LS Pay per POS \$9

Flexible Forecast pricing

- EUR
- USD
- GBP
- DKK

Single App

€ 5,67

*Per named user per month at 10 users.
Single user is EUR 10,08.*

Flexible Forecast has a base user price of EUR 10,08, but the more users you subscribe to, the cheaper each user becomes.

The price is calculated on the total number of Named Full Users in your Business Central. We don't charge for Team Members.

Use the slider below to select your number of users and see your price.

[Watch video about price model](#)

€ 5,67

*Per named user per month at 10 users.
Single user is EUR 10,08.*

If you have the Abakion App Bundle – any other app is only €5,67 per app at 10 users (€10,08 at 1 user).

This discounted price goes for any additional app you may select.


[How to save money on several apps](#)

App Bundle

€ 30,61

*Per named user per month at 10 users.
Single user is EUR 54,44.*

You get our most popular apps with this bundle.

-  Document Customizer [Read](#)
-  Dynamic Data Exchange [Read](#)
-  Document Handling [Read](#)
-  Master Data Information [Read](#)

And on top of that – you get additional apps at an extremely discounted price. Only €5,67 per app at 10 users (€10,08 at 1 user).

[Watch presentation of the App Bundle](#)

10 users



Chat now

Pricing for Dynamics Business Central

ONE

BC CORE FINANCE

Connect your financial data and streamline your accounting processes

Live in 5-6 weeks. Ideal for 1-10 users

\$45,000

BC Core Finance will give you:

TWO

BC SUPPLY CHAIN

Extend your supply chain capabilities and manage inventory across multiple locations.

Live in 2-3 months. Ideal for 5-25 users

\$75,000

BC Supply chain management delivers:

THREE

BC ADVANCED WAREHOUSING

Automate and manage your end-to-end supply chain and warehousing needs.

Live in 3-4 months. Ideal for 10-25 users

\$100,000

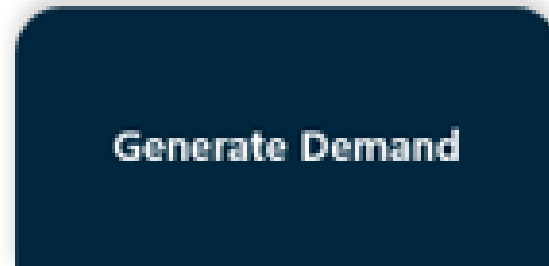
BC Advance

Need Help?

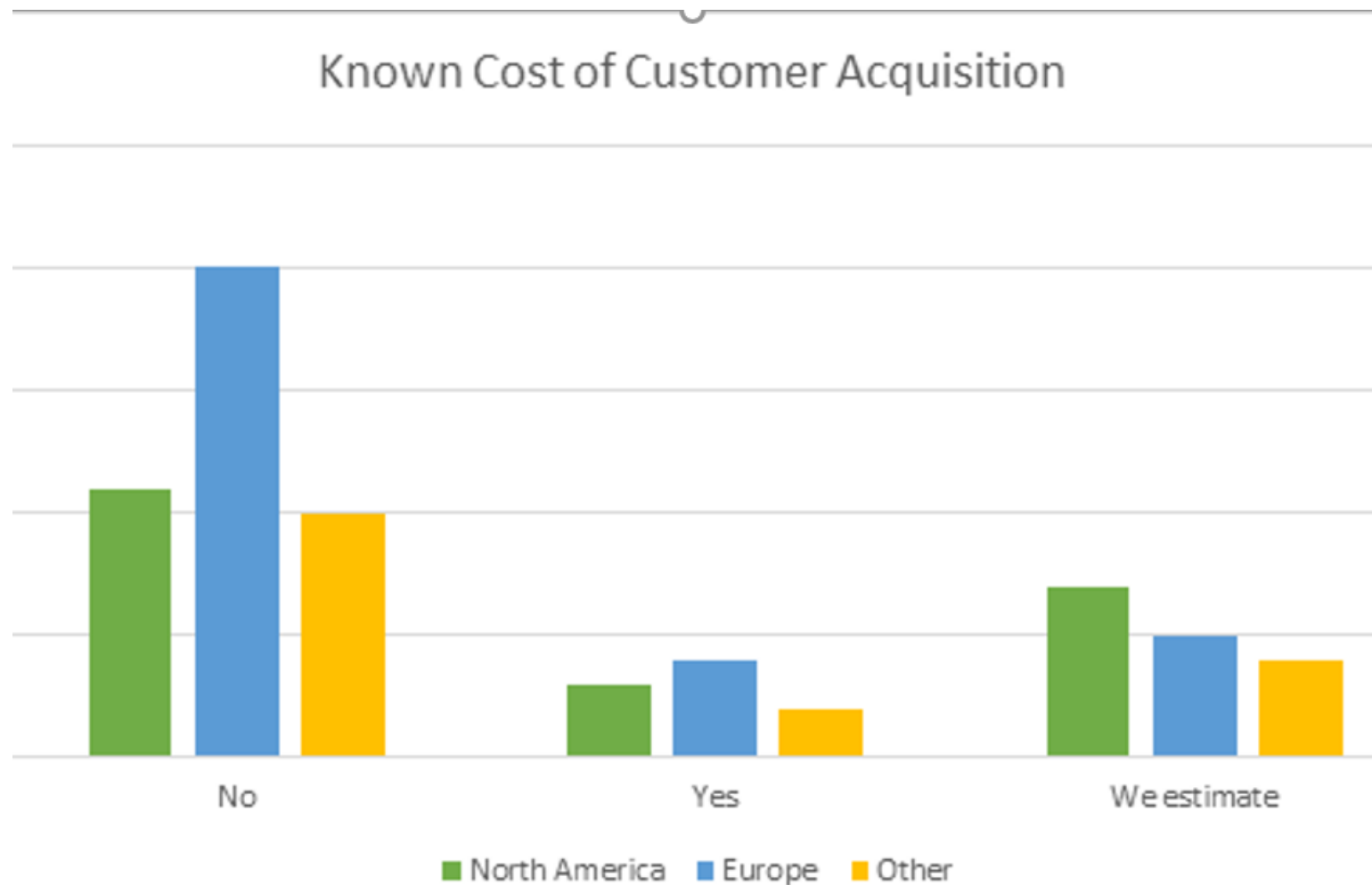


High Volume Capability Framework

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Cost of Customer Acquisition

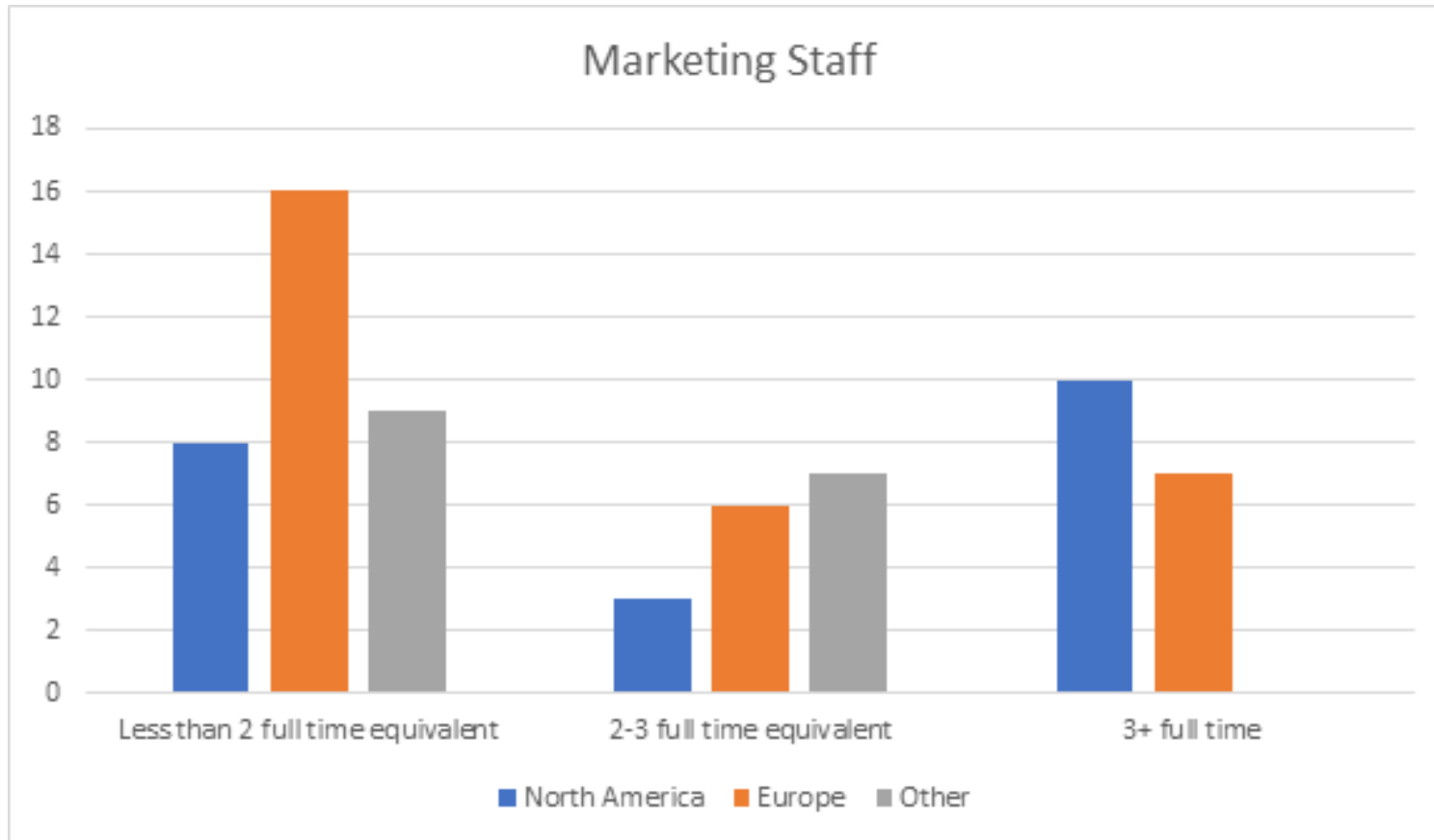


Under Invested in Marketing

Marketing Investment (videos, digital, SEO)	3%
Qualified Prospects	6
Leads / Month	20

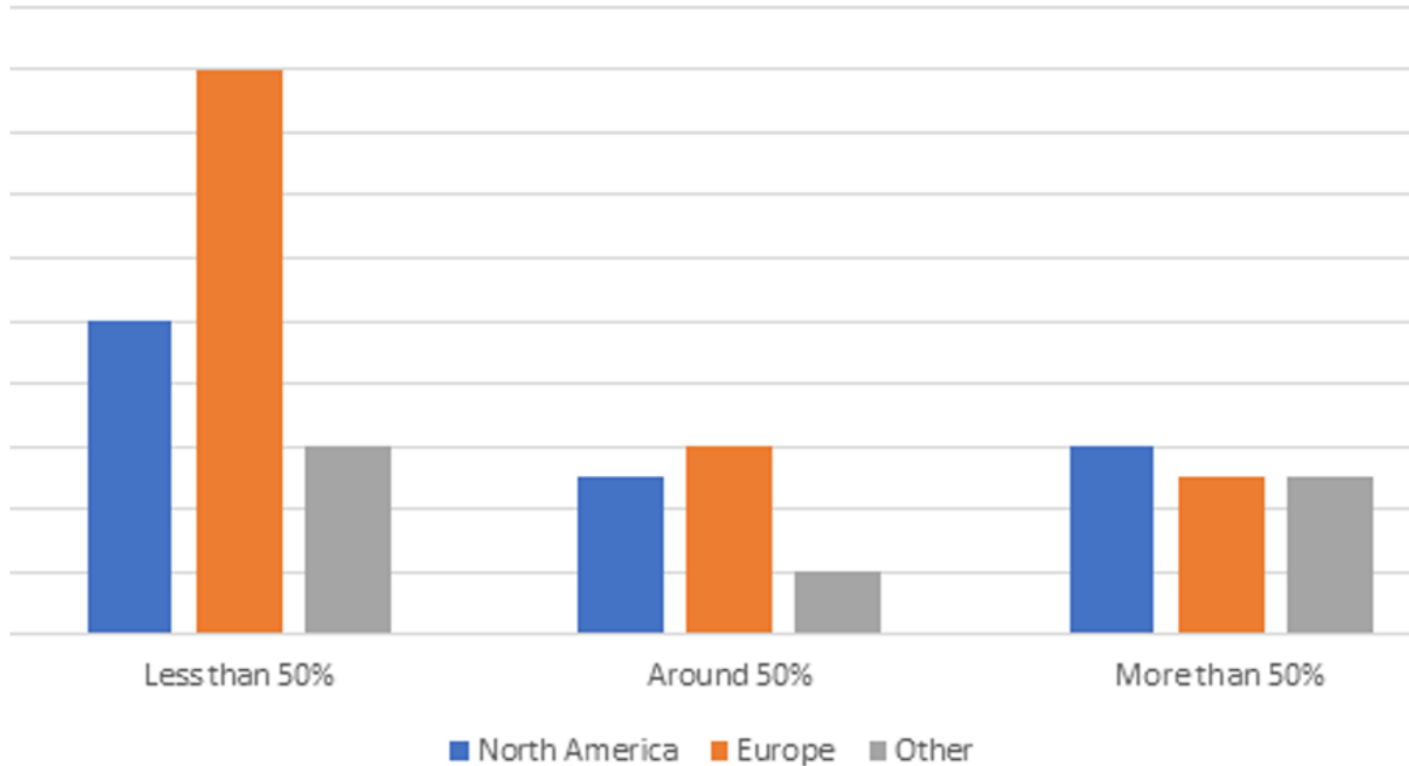
Under Invested in Marketing

How many full time equivalent marketing resources do you have, including employees or contract resources?



Source, Neural Impact, March 2022

Dependency on Word of Mouth



Source, Neural Impact, March 2022



eLogic (now Avanade)
2,409 followers
1yr • 🔒

+ Follow ...

Dive into 3 key tech trends shaping the future of #manufacturing with **Thomas McKee, Jr**, **David Kohar**, and **Ashley Haynes-Gaspar**. Hear their thoughts on Industry Clouds, Industry Data Models, and Consumer Driven Manufacturing: <https://lnkd.in/grSXyhim>

#industrycloud #intelligententerprise #microsoft #industrydata #manufacturingcloud

Microsoft Cloud for Manufacturing

- Operational Visibility
- Asset Productivity
- Production Operations
- Planning & Optimization
- Learning & Knowledge Management
- Supply Chain Visibility
- Health & Safety, Wellness
- Product Teams
- Always on Service
- Data Models
- Connectors and APIs
- Partner Ecosystems
- Microsoft Cloud

3 Technology Trends Driving Modernization for Manufacturers

eLogic.com • 1 min read



Your implementation costs will vary depending on your chosen Microsoft partner and your needs as a business. Microsoft's [AppSource](#) shows the range of implementation services and prices available.

For example, a straightforward quick-start implementation of the Sales app only, using the software as it is out of the box without tailoring it to your specific needs, might cost \$3,000. A more complex implementation of multiple apps that involves tailoring the software to your processes could cost as much as \$25,000 or more.

A good industry average implementation cost estimate to use for your initial consideration is \$15,000. Be sure to consult any potential partners about their costs before committing to an implementation.



Wes Kintner
Business
Development
Representative

Let's Chat

Still have questions? Get in touch with our expert team of software professionals.


[BOOK A MEETING](#)

Social

Element	Microsoft Partners	Global Benchmarks (CRM + ERP)	Global Benchmarks (All Enterprise)
% of Return Visitors	29.56%	38.42%	32.03%
Bounce Rate (%)	61.32%	64.95%	61.26%
Direct Traffic (%)	30.90%	27.50%	26.20%
Organic Search Traffic (%)	44.70%	48.10%	52.00%
Referral Traffic (%)	10.10%	7.70%	7.70%
Social Traffic (%)	4.90%	2.80%	2.70%

Source, Neural Impact, March 2022

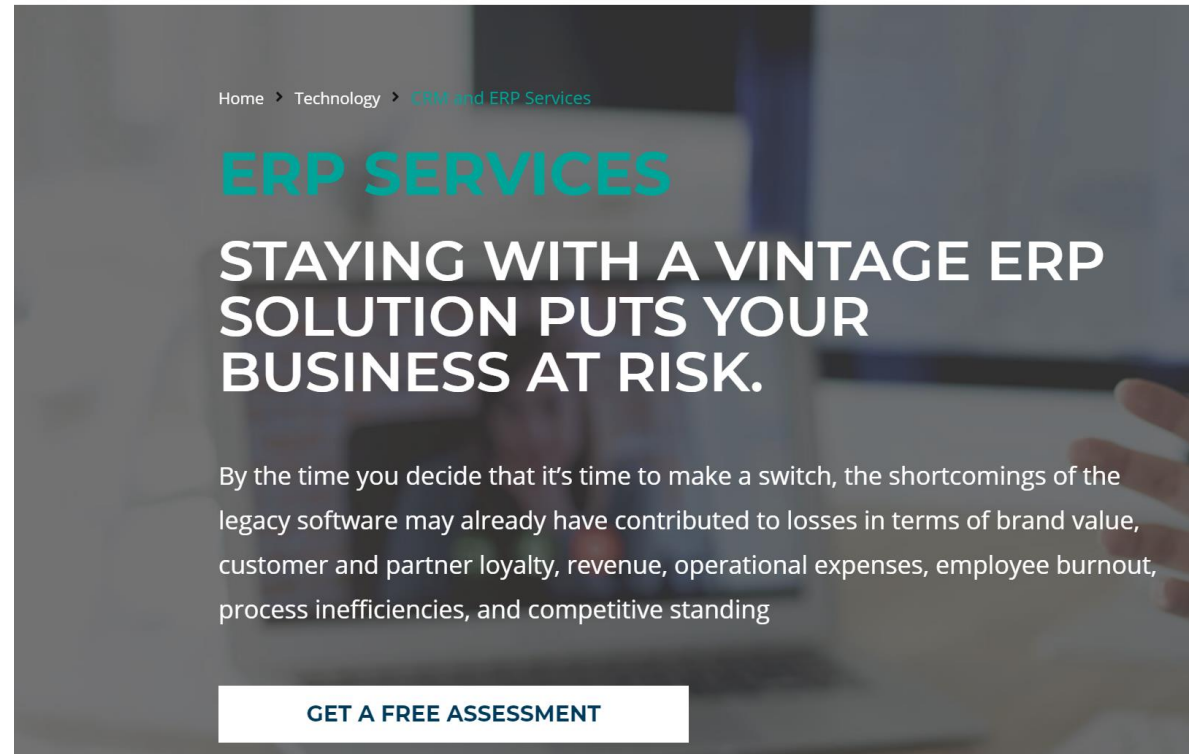
High Value Educational Content



The image shows a YouTube video player interface. At the top, there is a search bar with the text "business central pricing". The video thumbnail features a dark blue background with glowing blue squares and the text "DYNAMICS 365 BUSINESS CENTRAL LICENSING" in white. Below this, a red speech bubble contains the word "FICTION" and a green speech bubble contains the word "FACT", with "OR" in white text between them. The video player controls at the bottom show a progress bar at 0:05 / 2:45, a play button, and a "SUBSCRIBE" button. The video title is "Dynamics 365 Business Central License Pricing: Fact or Fiction | Sikich" and it has 29 views as of Mar 8, 2021. The channel name "Sikich" and "909 subscribers" are also visible.



SERVICES ▾



Home > Technology > CRM and ERP Services

ERP SERVICES

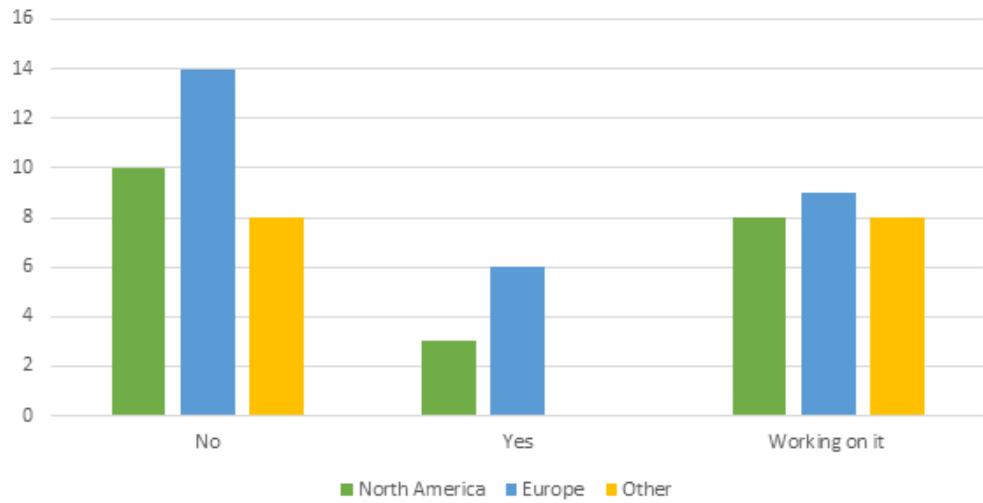
STAYING WITH A VINTAGE ERP SOLUTION PUTS YOUR BUSINESS AT RISK.

By the time you decide that it's time to make a switch, the shortcomings of the legacy software may already have contributed to losses in terms of brand value, customer and partner loyalty, revenue, operational expenses, employee burnout, process inefficiencies, and competitive standing

[GET A FREE ASSESSMENT](#)

<https://www.sikich.com/technology/crm-erp-services/>

Video Strategy



Source Neural Impact 2022

sabre dynamics

sabre
sabrelimited.com

Manufacturing Experts

Sabre Limited

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Latest Popular

Warehouse Shipments - Select Lines 3:00

Sabre Production - Choose Warehouse Shipment Lines 10 views • 2 days ago

Sabre Production 2:30

Sabre Production - Sales and Purchase Line Update Page 16 views • 5 days ago

WHAT'S THE BEST WAY TO IMPLEMENT PHASE 2 IN MICROSOFT BUSINESS CENTRAL ERP 11:00

What's the Best Way to Implement Phase 2 in Microsoft Business... 34 views • 12 days ago

Introduction to Sabre IT Services 12:06

Introduction to Sabre IT Services 24 views • 12 days ago

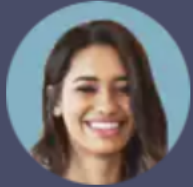
New Features 2022

New Features 2022

WHAT SHOULD BE IN MY BUSINESS CENTRAL PHASE 1 PROJECT

Availability by - Unit of Measure

My **top priority** right now is...



Making financial operations more efficient.

[Learn more](#)



Getting better control of inventory and fulfillment.

[Learn more](#)



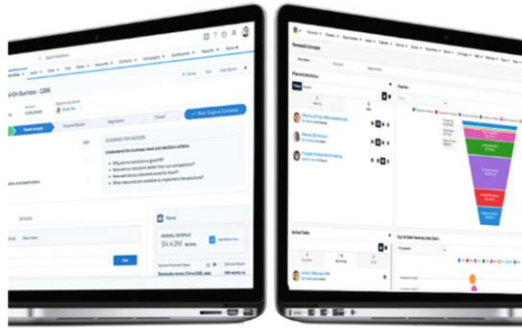
Replacing accounting software we've outgrown.

[Learn more](#)



Understanding all my options.

[Learn more](#)

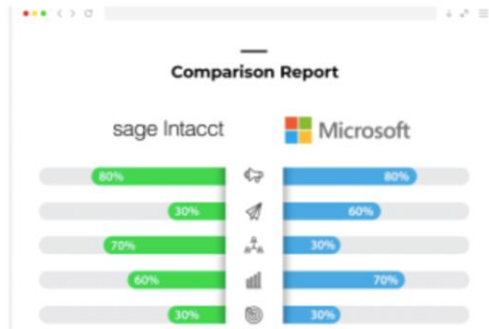


Salesforce vs. SugarCRM Comparison

Salesforce Sales Cloud vs. Sugar Sell: Large-Scale Flexibility vs. Small-Business Support Salesforce Sales Cloud and Sugar Sell are leading CRM solutions with overlapping features and functions. While these solutions may share capabilities, they have slightly different focus areas, and their developers take different approaches to software design. This means one solution may be a [...]

December 6th, 2022 | [Comparison, CRM, Salesforce](#)

[Read More](#)



Sage Intacct vs. Dynamics GP: Cloud Accounting or Traditional ERP

COMPARISON | 5 MIN READ Sage Intacct vs. Dynamics GP Compare two leading ERP solutions Sage Intacct and Microsoft Dynamics GP are two popular products with overlapping features and functions. While these solutions have similar capabilities, [...]

October 12th, 2022 | [Accounting, Comparison, ERP, Microsoft Dynamics GP, Sage Intacct](#)

[Read More](#)



Sage Intacct vs. FinancialForce: Which Is the Best Choice?

Identify High
Volume Opportunity
& Focus

Create Differentiated
Solutions

Package & Price
Offers/Fast Track
Immediate Value

Generate Demand

Engagement &
Conversion

Accelerate Remote &
Virtual Sales

Increase Customer
Lifetime Value

Driving Scale &
Growth

Engagement &
Conversion



Take the hassle out of stock management

- › No more "on-stock somewhere"; instead have an up-to-the second view of your inventory across every location for more reliable fulfilment and reduced obsolescence.
- › No longer get caught out by non-BOM (Bill of Materials) costs such as packaging or consumables.
- › Take advantage of perpetual stock management for a precise cost of goods sold.
- › Less credit notes issued for missed deadlines or incorrect products.

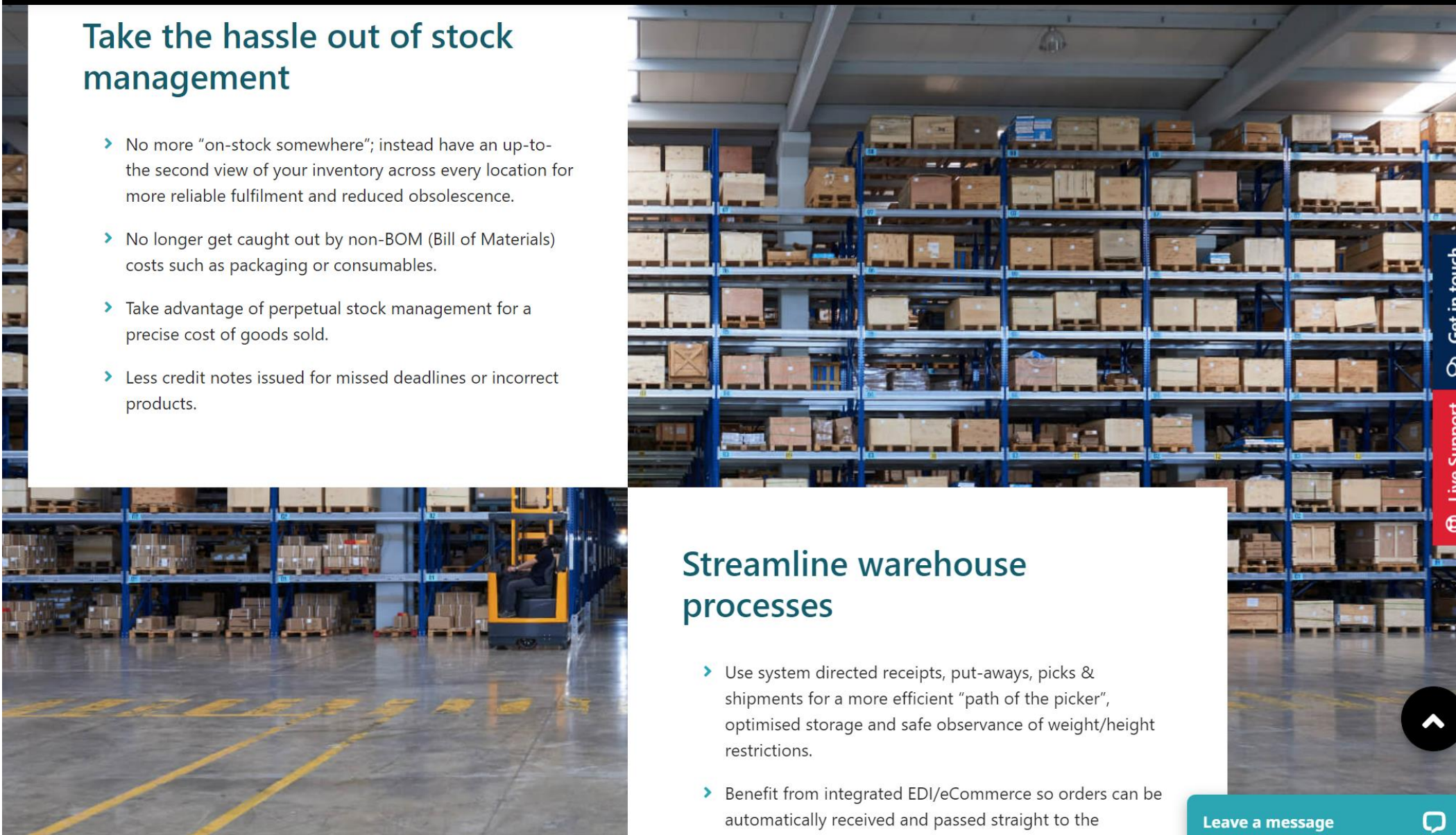
Streamline warehouse processes

- › Use system directed receipts, put-aways, picks & shipments for a more efficient "path of the picker", optimised storage and safe observance of weight/height restrictions.
- › Benefit from integrated EDI/eCommerce so orders can be automatically received and passed straight to the

Leave a message



Empathy Problems



Pain Proof




QAD

18,767 followers

Promoted

A smooth and successful ERP implementation is possible. Get the insights you need to succeed with this actionable guide. Download today!

An advertisement image showing a man sitting at a desk with a computer monitor, covering his eyes with his hands in a gesture of frustration or despair. A white mug is on the desk in front of him. The background is dark, and the overall mood is one of stress or frustration.



20% of ERP Implementations Fail.

DON'T BE A STATISTIC.

[Download White Paper](#)

Avoid The Common Mistakes That Lead To ERP Failure With This Guide

go.qad.com

 [Download](#)

Identify High
Volume Opportunity
& Focus

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Solutions

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Offers/Fast Track
Immediate Value

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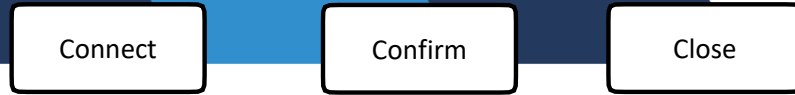
Increase Customer
Lifetime Value

Driving Scale &
Growth

Accelerate Remote &
Virtual Sales

Cloud Sales Motions

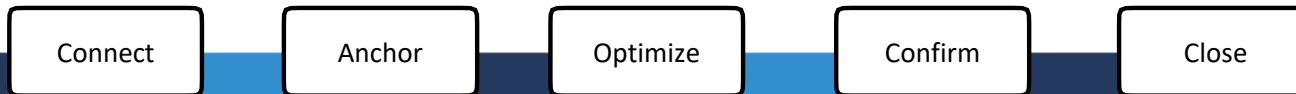
Volume



Value



Snowflake



Alignment E-mail

Dear <BDM>,
Cc: <PL, SME>

Thank you again for taking the time to share your business objectives and project goals with me today. Based on our discussion, and those I had with <Project Lead> and <Subject Matter Expert/IT>

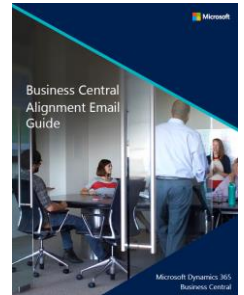
I have summarized my understanding of <Prospect Company's> <ERP/CRM/XXX> project for your team's review. Based on our conversations, I understand the primary business challenges behind your initiative are:

- Geographical expansion – outgrown current system
- Inaccurate demand forecasts
- Volatile raw materials prices
- Inaccurate data/reporting
- Lack of measurement and allocation of environmental cost per finished goods produced
- Increase in returned goods
- Increase in inventory write-offs
- Increasing regulatory and compliance requirements
- Inability to manage multiple manufacturing sites within a single system
- Inconsistencies between procurement, warehouse, production, finance and sales data

Your shared the above challenges are impacting client relationships, and your ability to properly plan production resources, maximize plant capacity and capitalize on your recent expansion/acquisition. While nothing has been documented, the economic impact of the above challenges are estimated to be in the hundreds of thousands of dollars annually.

To address these challenges, you stated that <company name> is looking for the following new capabilities:

- Improved inventory management capabilities
- RFID (receipt to ship)
- Materials and finished goods inventory consumption reports
- Batch and series traceability throughout the entire supply chain
- Compliance governance and quality management
- Aggregated production and procurement scheduling
- Integration to artificial intelligence and robot systems
- Capture and transfer customer specific BoMs into the net requirement process
- Improved BI/reporting capabilities
- Automated and finite machinery and location maintenance planning

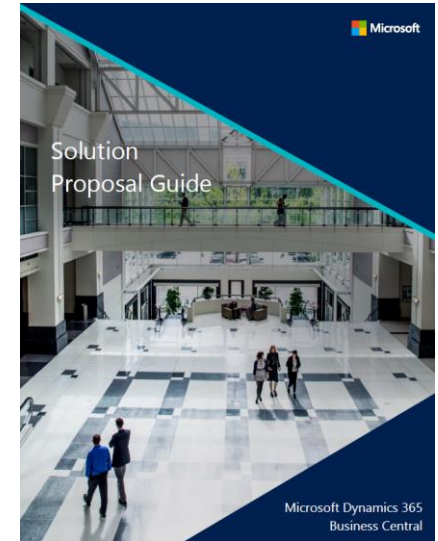
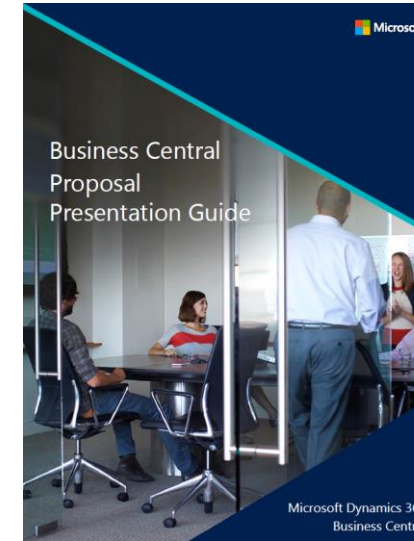
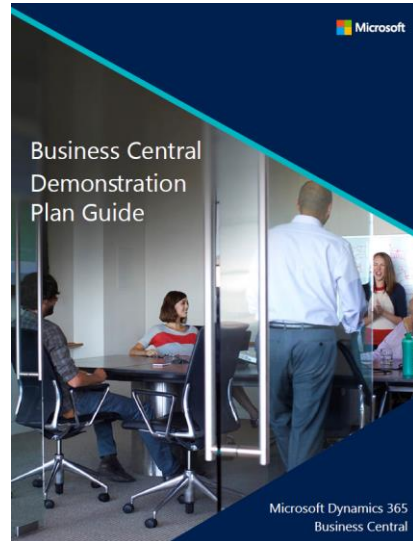
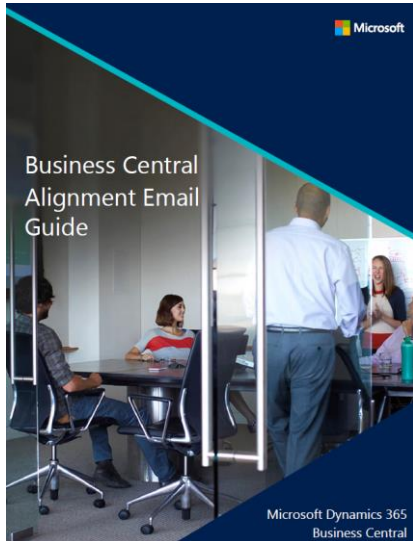


“How” and
“What”

Negative “Why”
challenges!

Business Applications Partner Sales Acceleration Program (PSAP)

<https://partner.microsoft.com/en-us/training/assets/collection/business-applications-partner-sales-acceleration-program-psap/>



Documentation

Engagement Comm.	Discovery Questions	Educational Insights
Differentiation Demonstration	Alignment Email/Video	Engagement Plan

Requirements Survey	Demonstration Plan
Project Summary	

Proposal Presentation	Solution Proposal
Contract (Digital)	

Connect: 14 Days

Confirm: 14 Days

Close: 7 Days

Identify High
Volume Opportunity
& Focus

Create Differentiated
Solutions

Package & Price
Offers/Fast Track
Immediate Value

Generate Demand

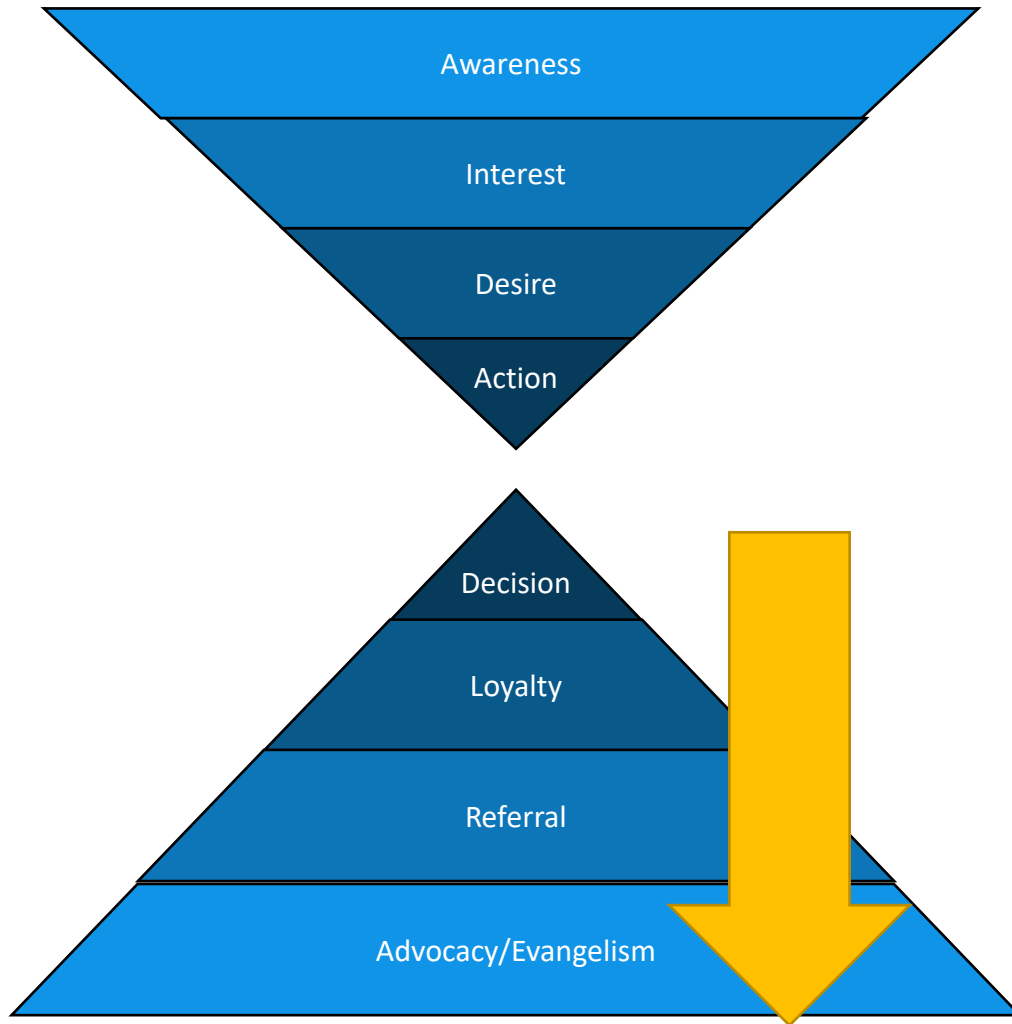
Engagement &
Conversion

Accelerate Remote &
Virtual Sales

Increase Customer
Lifetime Value

Driving Scale &
Growth

Drive a Digital Buying Journey



Have you invested in SEO?

Do you need to invest in new searchable content such as blogs and videos?

What high value educational assets can you create to drive online conversion?

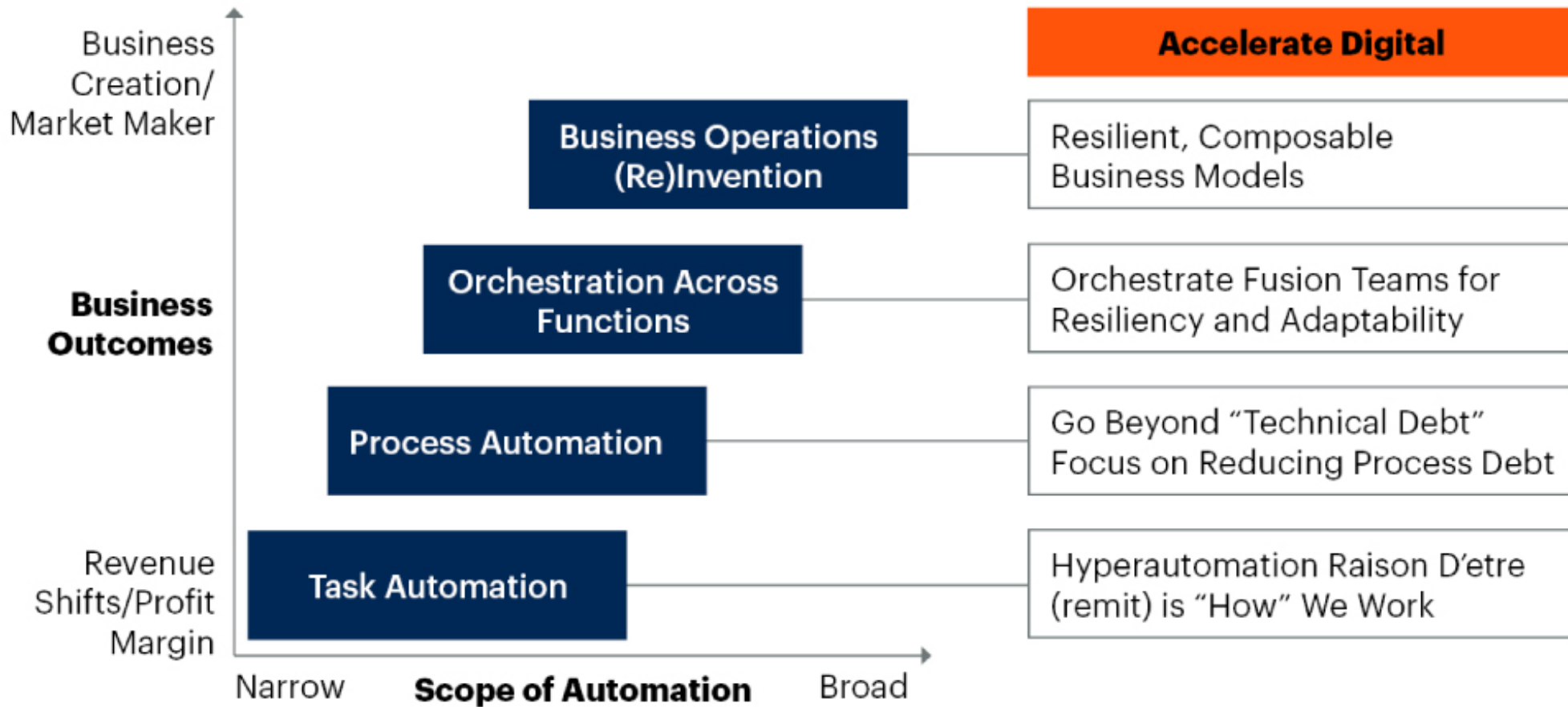
Do you provide any special incentives or offers?

Can you leverage automated email campaigns to help move prospects along their buying journey?

Do you have a customer advocacy program?
Do you have strong case studies?

Do you have upgrade offers and an expand strategy?

Hyperautomation Principles are the Foundation for the “Future Work”



Identify Your Customer Journey

Sales/Order
Management
Integration
(Sales Professional)

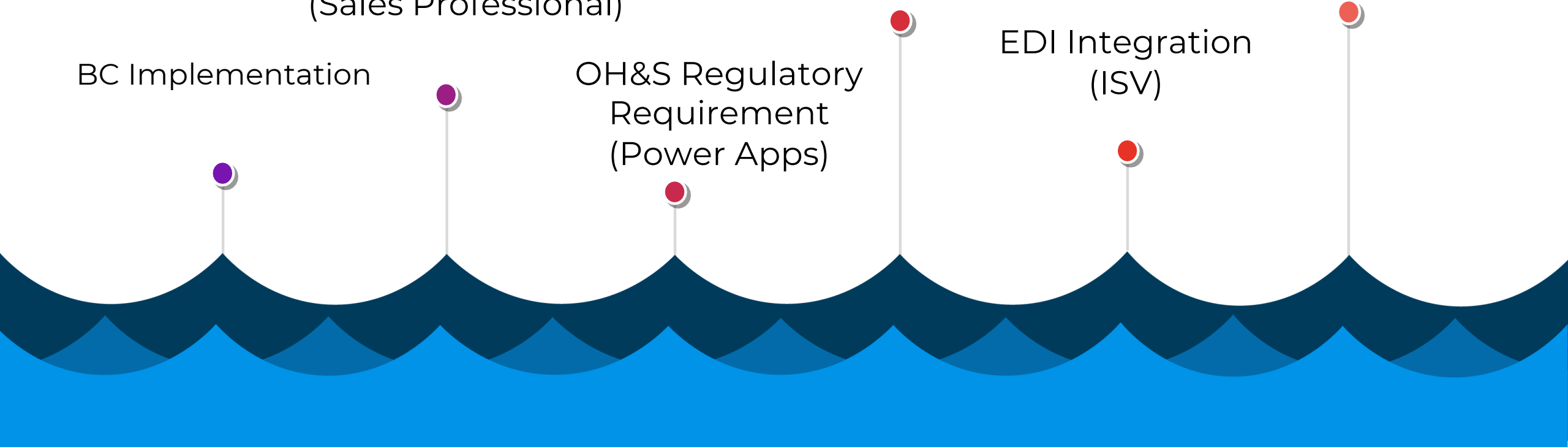
Production
Monitoring
(Power BI)

SharePoint
Proposal Workflow
(Power Automate)

BC Implementation

OH&S Regulatory
Requirement
(Power Apps)

EDI Integration
(ISV)



Identify High
Volume Opportunity
& Focus

Create Differentiated
Solutions

Package & Price
Offers/Fast Track
Immediate Value

Generate Demand

Engagement &
Conversion

Accelerate Remote &
Virtual Sales

Increase Customer
Lifetime Value

Driving Scale &
Growth

Partner to Partner

1. Better understand the P2P model
2. Find the suitable Financial Model
3. Get in touch with Indirect Providers

[Aka.ms/SMBP2P](https://aka.ms/SMBP2P)

Business Applications SMB P2P resources COLLECTION

Last Modified 2020-07-16












Leverage other partners to deliver end-to-end Business Central, Dynamics 365, and Power Apps solutions for your SMB customers.



This campaign's content

Showing 1-9 of 9 assets

 539.1 KB P2P overview: Sell Dynamics 365 without becoming an expert Launch a new business quickly by working with an experienced partner. 2020-08-17	 341.8 KB The Partner-to-Partner Opportunity An overview of the P2P value chain. 2020-07-16	 69.9 KB P2P Financial Model (MW Partner Lead Referral Revenue Share) Identify the financial impact of ongoing revenue share. 2020-07-16	 56.9 KB P2P Financial Model (MW Partner Lead Referral Incentives) Identify the financial impact of lead incentives. 2020-07-16
 113.8 KB P2P Financial Model (MW BC Build) Identify the financial impact of building a Dynamics practice. 2020-07-16	 128.8 KB P2P Financial Model (Dynamics Existing Provider) Identify the financial impact of implementing solutions from referrals. 2020-07-16	 07:37 Modern Workplace partner lead referral compensation models tutorial Learn how to complete the Lead Referral financial models. 2020-07-16	 05:54 Modern Workplace partner Dynamics practice build tutorial Learn to complete the financial model for building a Dynamics practice. 2020-07-16
 07:01 Existing Dynamics provider tutorial			

Post-deployment Nurture Programs

1. Customer onboarding
2. Education: lesson-based nurture
3. Product/service/news updates
4. Milestone nurture
5. Legacy customer nurture
6. Advocacy and case studies





+



Directions Asia Attendee Limited Exclusive Offer

**High Volume
Acceleration Program
50% off \$2,400 US**

<https://forms.office.com/r/cK1HdPBKwg>

- Limited to **first 5 partners only***
- Must register April 26 -30*
- On Demand*

Email: Marcie@neuralimpact.ca



For Sessions Slides and Resources Visit:

<https://neuralimpact.ca/directions-asia-2023>



What's Your Pain?

Your Business

How We Can Help

Online Courses

Useful Stuff

Why Us

Get In Touch



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APRIL 27 – 28, 2023 | AVANI HOTEL, BANGKOK



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**Directions 4
Partners!**



Session	Speakers	Time	Location
8 Capabilities Needed to Grow a SaaS Business	Sharka Chobot	Thursday April 27 3:10 – 3:55	Air
Accelerate the Sales Process with Packaged Cloud Solutions	Sharka Chobot	Friday April 28 2:10 – 2:55	Air

**Please Take 1 Min to
Rate this Session Now**



Thank you
Sharka@neuralimpact.ca
www.NeuralImpact.ca

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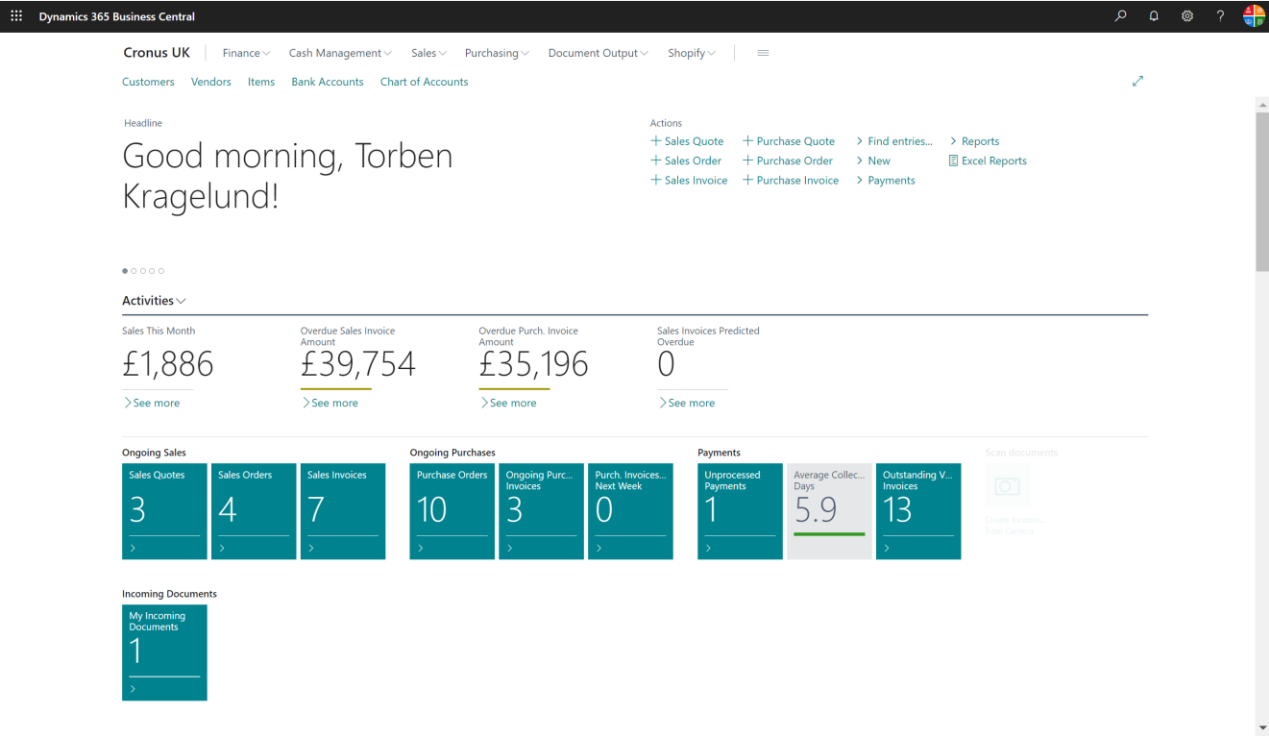
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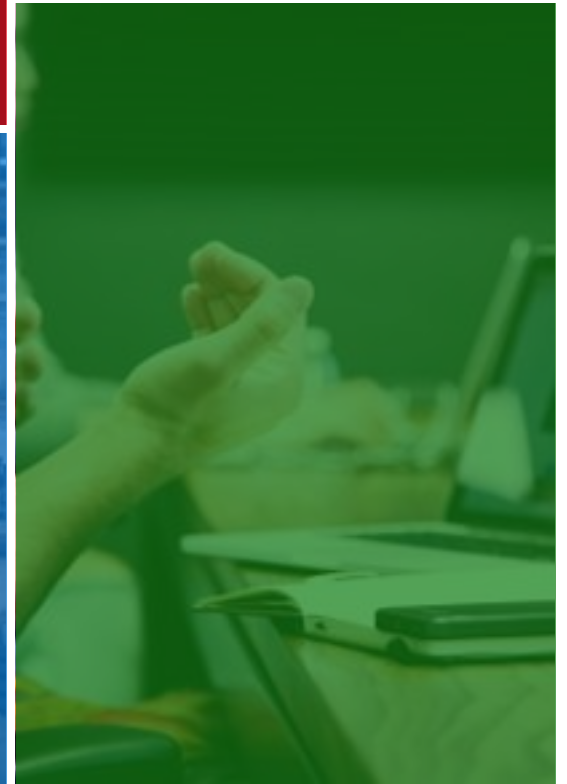
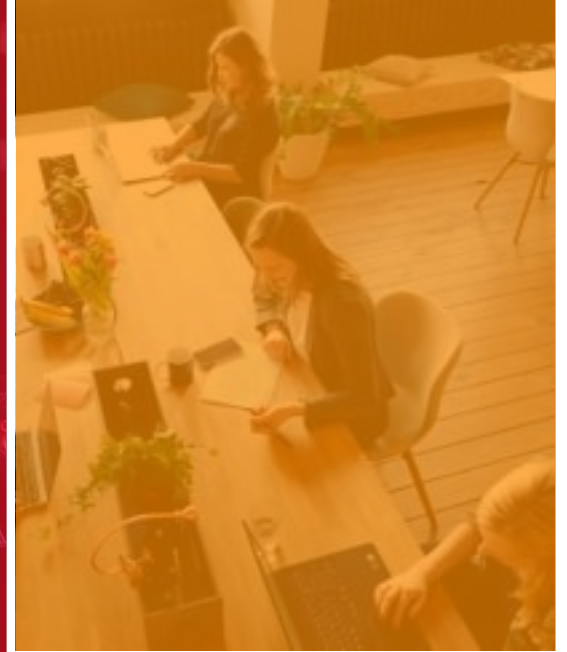
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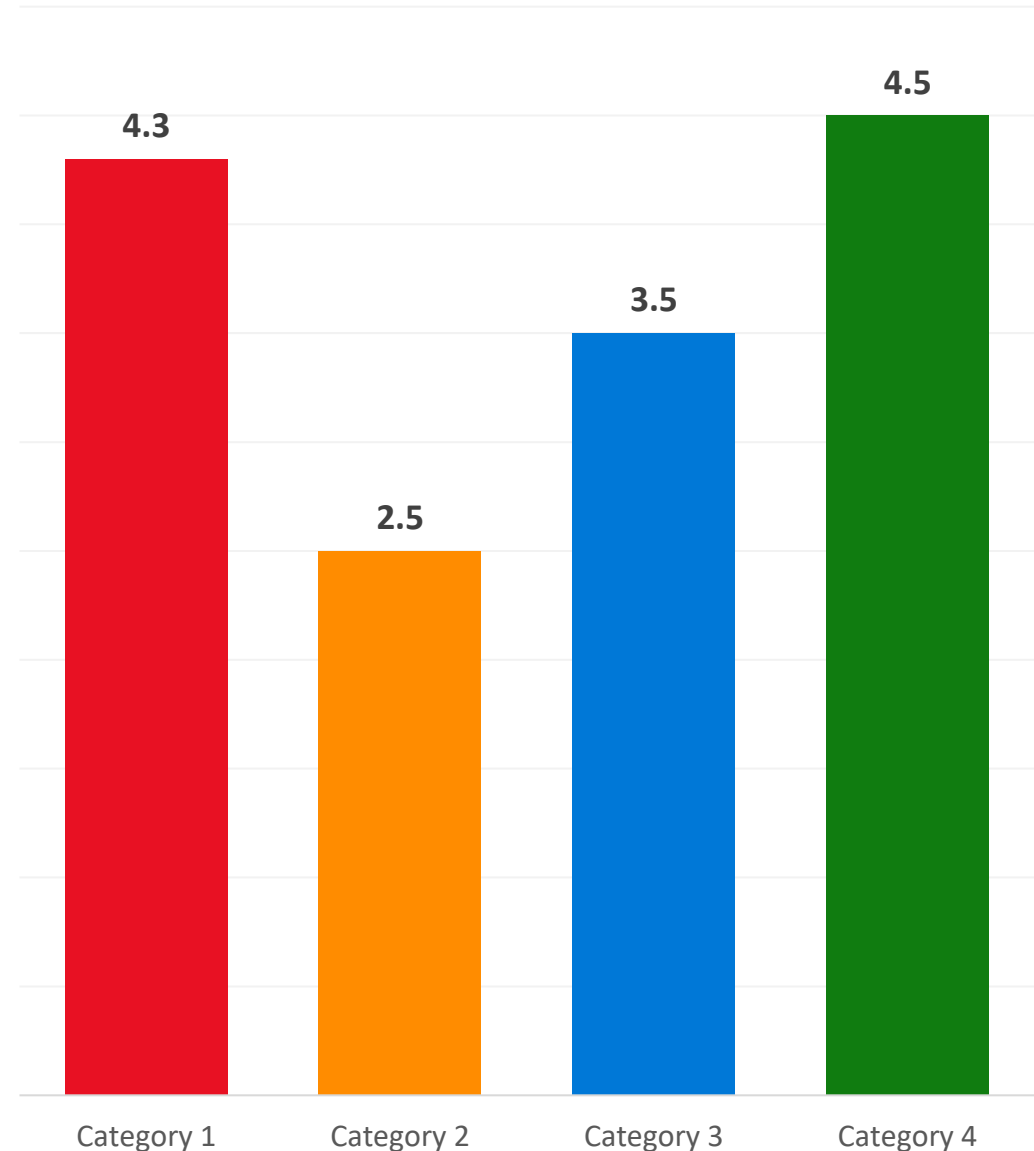
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