Capability Map

What enables us to do what we do?
Do these capabilities deliver to our objectives?

Digital Leadership	Innovation Management			

Marketing Management
- Customer Experience
- Campaign Management
- Brand Management
- Event Marketing Management
- Digital Marketing Management
- Marketing Analytics

Sales Management
- Customer Relationship Management
- Customer Account Management
- Pricing Management
- Order Management

Product Manufacturing
- Production Automation
- Manufacturing Robots

Order Handling
- Warehousing
- Order Fulfillment
- Order Dispatch

Customer Success Management
- Call Centre Management
- Customer Feedback Management
- Customer Service Management
- Customer Support Management

Enterprise Information Management
- Enterprise Data Management
- Enterprise Content Management
- Enterprise Search
- Records Management
- Knowledge Management

Product Management
- Product Design
- Product Development
- Product Support

Business Process Management
- Business Process Monitoring
- Business Process Improvement
- Business Process Engineering
- Business Process Governance
- Business Process Automation

Supply Chain Management
- Supply Chain Sourcing
- Supply Chain Procurement
- Supply Chain Contract Management
- Supply Chain Materials Management
- Supply Chain Logistics Management

Business Performance Management
- Business Intelligence
- Data Analytics
- Reporting Management
- Benchmarking
- Outcomes Based Management

Training Management

Project Management

Agile Solutions Delivery

Information Technology Management
- Cloud Computing
- Production Sensors (IoT)

Information Security Management