Org Model & Other Enablers:
A responsive customer-centric XaaS ready operating model

Highlights for organization structure and other mechanisms

1. Offering setup (SKU) and definition team:
   - Sets foundation with standardized tiered offerings structures, bundles and pricing models including freemium
   - Requires cross-functional mix
   - Reduce SKU complexity by rationalizing its current portfolio and implementing attribute-based SKUs

2. Strategic Deals Desk:
   - Manages exceptions (or processes when there is no self-service, quote to contract integration in place); relies on clear pricing/solution catalog and interlock with Deal Desk; may also need to manage deal registration
   - Requires rapid time to respond

3. Master Data team (Customer, Contract, IB):
   - Manages integration, enables data cleansing clarity and of data
   - Requires expertise in process and data architecture/integration

4. Order Management Hub:
   - Ensures structured “Quote-Order” integration; Order management and fulfillment orchestration (license key generation and delivery, activation & provisioning). Requires 24/7 support and tight system integration