

# Model N

## NXP Case Study

SEMICONDUCTORS



Model N allowed us to raise the bar in how we respond to customers, made us more effective in the way we respond to customers, made us more capable in the way we price, and to avoid any errors we might make.”

— Peter Austin, Vice President, Customer Operations, NXP

### NXP Customer Service Excels with Model N

#### Challenges

##### **OUTDATED SYSTEMS AND PROCESSES, UNTRACEABLE OPPORTUNITIES**

As one of the worldwide top 20 semiconductor sales leaders, founded more than 60 years ago, NXP strained to support intensifying demand and growth using older systems and processes. Prior to implementing Model N, NXP managed their revenue and contracts through a mix of outdated homegrown systems, Excel spreadsheets, emails, and phone calls. This led to untraceable opportunities, price erosion, and unrealized revenue. NXP recognized they needed to automate, track, and provide transparency across the entire spectrum of their transactions to continue to fuel and streamline their business.

#### Benefits

##### **IMPROVED EFFICIENCY, EFFECTIVENESS AND SATISFACTION**

With Model N’s full suite revenue management solution, NXP has improved their win-ratio, reduced price erosion, and become more effective both as a quoting organization as well as in how they respond to customers. NXP has accelerated quote turnaround from upwards of two days, to a matter of seconds for a preapproved quote with Model N. For more complex opportunities, NXP now has the complete history, past commitments, and negotiation information at their fingertips to make more informed decisions.

By providing employees with the tools to add value to opportunity management and to affect change by leveraging data and insights from Model N, NXP employees have become more invested in the process and employee satisfaction has increased by 20%\*.

NXP can now implement best practices across their entire organization, and determine the impact both on their customers and on their bottom line.

\* As measured by an internal NXP Employee Survey

 **CLICK TO HEAR FROM PETER AUSTIN AT NXP**  
WATCH THE VIDEO

**20%** NXP’s employee satisfaction increased by 20 percent.



**MODEL N  
CUSTOMER  
SINCE 2010**

NXP® Semiconductors N.V. is a company with approximately 30,000 employees with operations in more than 30 countries and posted revenue of \$9.41 billion in 2018. [nxp.com](http://nxp.com)

## NEW CAPABILITIES

- Gain transparency into opportunity lifecycles
- Identify and remove roadblocks by measuring effectiveness throughout process
- Determine ideal prices using data and analytics
- Communicate more effectively with customers
- Accelerate quote turnaround
- Refine opportunities by leveraging systematic approval system and historical data behind each transaction
- Automate global pricing capabilities

## Model N Products at NXP Semiconductor

### Global Price Management

Ensures consistent and accurate pricing across channels and geographies by automating quote responses according to pre-established price lists, pricing rules, contract terms, registrations, and market price programs.

### Deal Management

Improves deal conversion rates and protects transactional margins by reducing quote cycle times, enforcing pricing policies, and eliminating internal bidding conflicts.

### Deal Analytics

Brings real-time, operational business intelligence to the price negotiation process with advanced customer and quote analysis functionality.

### Contracts and Compliance Management

Maximizes contract value and margin by reducing invoice and order pricing errors, improving controls over price concessions, and enhancing customer compliance tracking.

### Channel Management

Automates visibility into channel sales activity and improves financial controls by simplifying the POS reconciliation process, reduces credit over-payments, and facilitates compliance of revenue recognition policies.

### LIVE ON MODEL N

01 Asia 02 Europe 03 North America

### SOLUTION REPLACED

Excel and Homegrown

### KEY INTEGRATIONS

SAP®

### Model N Headquarters

777 Mariners Island Blvd., Suite 300  
San Mateo, CA 94404  
Phone: +1 (650) 610-4600, Fax: +1 (650) 610-4699

[sales@modeln.com](mailto:sales@modeln.com) | [www.modeln.com](http://www.modeln.com) | © 2019 Model N, Inc.

# Model N