Solutions Consultant – Business Value Assessments

OPENTEXT - THE INFORMATION COMPANY

As the Information Company, our mission at OpenText is to create software solutions and deliver services that redefine the future of digital. As part of our Digital Experience (DX) business, you'll join a winning team that leads the way in enabling enterprises to create continuous, connected customer journeys that optimise customer engagement and satisfaction for B2C, B2B, and B2E experiences.

The Role

Joining an established SME team of digital experience professionals, your role as Solutions Consultant – Business Value Assessments, is to support sales and prospective customers with the generation of compelling business cases leading to successful DX products and services proposals. You will work with the sales team and the customer to understand the specific DX products and services being proposed to understand their business case needs including gathering of qualitative and quantitative data as inputs to the business case. You will then generate a business case report identifying any facts and assumptions that make up the business case, the financial KPIs and the customer business benefits of the proposed products and services.

In this role you will have the opportunity to utilize current business case development tools such as Visualize ROI and to continuously improve upon the business value assessment practice. This will include development of business case assessment tools that may be utilized by others on the value engineering team, sales executives or customers in a self-serve model. You will also have the opportunity to bring thought leadership to the domain of business case analyses and to engage with our customers and sales teams in bringing best practices to business case analyses. In this role you will be a supporting contributor to achievement of OpenText DX sales and growth targets.

When engaging with customers in support of sales led initiatives, you will be comfortable positioning and articulating business case assessments for the DX Platform to C-level and key departmental decision makers to establish buy-in and participation in the business case creation and review activities.

As part of the Value Engineering team, you will collaborate cross-functionally with sales, marketing and product management to influence our GTM strategy and product development. Success in the role will be measured on business case quality, customer satisfaction and contribution to sales objectives.

About You

<u>Personal Traits</u>

- Customer-centric approach
- Highly articulate - excellent written and verbal communications skills

- Persuasive presentation skills
- Strong negotiation skills
- Excellent relationship builder
- Strong influencing skills
- Entrepreneurial spirit and "bias for action"
- Strong sense of ownership
- Structured and analytical thinker
- Self-reflective and adaptable
- Comfortable in a fast-moving, ambiguous environment

Experience and Qualifications

Required

- Native/fluent English speaker
- Bachelor's degree in business or relevant experience
- Background in digital experience that makes you a persuasive and insightful thought leader
- Experience (5+ years) in conducting and delivering economic business case assessments, reports and presentations in the domain of print, publishing, communications and digital experience products and services
- Ability to foster and maintain relationships with management, peers, support personnel, and clients to contribute to large, complex, and enterprise-scale sales cycles
- Possesses knowledge of key DX business processes, challenges and solutions.

Preferred

- Highly developed business assessment consultation skills in the field of digital experience products and services
- Fluent with business case assessment tools generating ROI, NPV, IRR and timeline horizon benefits reports
- Knowledge of OpenText DX products and services and their benefits to customers in improving customer experiences leading to improved service delivery, revenues or satisfaction, process improvement and reduced risk, and cost improvements
- Sales experience in the domain of software sales and service
- Relevant experience within Fortune 1000 organizations in conducting business case assessments
- Language skills (English and French)

If after you have reviewed the qualifications and would like to know more please contact: Michael Monette, Director | Value Engineering at mmonette@opentext.com .