

## SAP Customer Success Story

**“The order reports are now transmitted directly to headquarters. Previously, we had to create them in the back office before we could send them. That saves us a huge amount of time and a lot of money.”**

Anton Fildan, System Support Services Development, ONE



### AT A GLANCE

#### Company Name

ONE GmbH,  
Austria  
www.one.at

#### Industry

Telecommunications

#### Key Challenges

- Avoid losing or damaging data during mobile transmission
- Remote software and data transmission to field technicians

#### Implementation Partner

SAP® Consulting

#### Solution and Services

SAP NetWeaver™ with  
SAP Mobile Infrastructure

#### Existing Environment

- SAP R/3® for financials and HR (now available in the mySAP™ ERP solution)
- mySAP Supply Chain Management

#### Implementation Highlights

Solution ensures software and data can be securely transmitted to remote Pocket PCs with dead-battery data loss

#### Key Benefits

- More flexibility for service technicians in the field
- Reduced costs in logistics

## ONE GmbH

### SAP® MOBILE INFRASTRUCTURE HELPS AUSTRIAN TELECOMMUNICATIONS COMPANY STREAMLINE SERVICE ORDERS AND LOGISTICS

#### ONE BELIEVES IN MOBILITY

When ONE GmbH, the Austrian telecommunications company, started business in 1998, it did not take long to establish its presence in the growing market for mobile services including cell phones, networking, and Internet access. Today, the company employs over 860 full-time staff, provides services to 1.8 million customers, and has generated first-half 2004 revenues of €355 million. ONE describes the vision for its products and service as “simple, reliable, innovative, and with a smile.” In fact, ONE’s easy-to-use “Smile” interface offers customers single-button access to around 100 online services. In its determination to provide fast technical support to customers, ONE looked to the SAP NetWeaver™ platform and its SAP® Mobile Infrastructure (SAP MI) component to provide the robust reliability the company wanted.

The Austrian cellular network provider is not only connecting its customers on the move: it is the first company in the telecommunications industry to use SAP MI as part of the SAP NetWeaver platform. ONE’s service technicians are equipped with Pocket PCs for a much more flexible means of exchanging data with the central enterprise resource planning (ERP) system. In addition to faster processing of service orders, the system also creates decisive benefits for materials management.

## **STREAMLINING SERVICE ORDERS**

When a system indicates a problem with a transmitter, a service technician is dispatched to inspect the installation. Previously, the technician first had to perform a number of logistical steps. Now, with SAP MI, technicians simply download the data about problem transmitters from ONE's central ERP system (SAP R/3® – available today in mySAP ERP) to Pocket PCs. A technician can confirm online that an order has been accepted. On site, the

**“Mobile devices make our service much more flexible and speed up our reaction time, because we access the relevant data in real time.”**

**Anton Fildan, System Support Services Development, ONE**

technician replaces the defective device in the transmitter. Any materials used during the service call are scanned and logged in the Pocket PC. Finally, the technician synchronizes the data in the Pocket PC with the ERP system using a General Packet Radio Service (GPRS) connection, and the service order is complete.

“Mobile devices make our service much more flexible and speed up our reaction time, because we access the relevant data in real time,” says Anton Fildan from ONE's system support services development. The smooth technical operation is managed by SAP NetWeaver, which enables the easy connection of any

third-party systems. In ONE's case, the system is Netzwerklogistik (Network Logistics), an application developed by CNT Management Consulting and Anecon. “SAP NetWeaver is an open application and integration platform and enables the fast integration of existing systems. This means that companies protect their current investments when they extend their IT infrastructure,” says Regina Pötsch, the account manager for service industries at SAP Austria.

## **OPTIMIZED LOGISTICS**

The service technicians' mobile connection to the headquarters also offers benefits for logistics. The purchasing department now has accurate knowledge of the available stock and can monitor goods movements in real time. Material purchasing orders are now processed faster and delivery bottlenecks are avoided, proof that SAP MI has enabled the more efficient organization of ONE's materials purchasing. “Mapping logistics processes in real time cuts reaction times and makes stockholding leaner. There is great potential for companies to save costs in this area,” says Pötsch.

### **COMPLETE DATA SECURITY**

The utmost priority for the communication between technicians and headquarters is that no data is lost or damaged during the transmission. The SAP MI asynchronous communication ensures that the data is always secure. Even if the mobile device loses reception during the transmission, the system ensures that all data is transmitted completely when the device reconnects. Another security feature is the ability to remotely transmit all software and data to the mobile device.

A well-known problem with Pocket PCs is that when the battery of a Pocket PC is completely run down, all data stored on the device is lost. Normally, this would require the technician to return to the office and copy the software and data back onto the device. With SAP MI, however, the technician needs only to recharge the batteries and the lost data is copied back remotely. "It's important to us that we provide our customers with secure, reliable devices. SAP MI's asynchronous communication is a 100% guarantee that data is transmitted correctly," says Pötsch.

### **PAPERLESS COMMUNICATION**

The bells have tolled for the end of ONE's paper-based systems. Where service orders once involved filling out order forms and material requirements were submitted on paper, ONE's employees can now accomplish these administrative steps easily and quickly with the Pocket PCs. "The order reports are now transmitted directly to headquarters. Previously, we had to create them in the back office before we could send them. That saves us a huge amount of time and a lot of money," says Fildan.

### **FLEXIBILITY AND EFFICIENCY**

SAP MI, as part of SAP NetWeaver, is an efficient solution for communicating with employees in the field. The application helps ONE's employees on site by reducing administrative necessities to a minimum. "Employees in the field can finish work more quickly and flexibly, while concentrating on their core competencies," says Pötsch. The solution's benefits are also evident in the back office, because post-processing of orders is eliminated entirely, freeing up many of ONE's valuable resources.

[www.sap.com/contactsap](http://www.sap.com/contactsap)

**THE BEST-RUN BUSINESSES RUN SAP™** 

50 071 693 (04/12)

© 2004 by SAP AG. All rights reserved. SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary. Printed on environmentally friendly paper. These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.