

Empower Field Service Engineers to Achieve Service Excellence



Quick Facts

Summary

Outstanding service in the field is key to customer satisfaction. The SAP® Field Service mobile app gives field engineers anywhere, anytime access to relevant information from mobile devices. By bringing the right resources, knowledge, and information to the point of interaction, you can enhance the productivity of your field service engineers and improve the efficiency of service operations, while maximizing value from the SAP Customer Relationship Management (SAP CRM) application.

Business Challenges

- Deliver exceptional field service and maintain profitability
- Improve efficiency and productivity of field service engineers
- Make optimal use of resources
- Get timely and accurate information from the field

Key Features

- **Alerts** – Send assignment notifications that engineers view and accept or reject
- **Debrief** – Empower engineers to debrief orders at the point of service
- **Mobile access** – Give engineers access to service, customer, inventory, asset, and product information in SAP CRM
- **Support for offline work** – Enable field engineers to work offline and, when online, have data refreshed automatically
- **Google Maps integration** – Let field technicians view assignments on a map, so they can plan visits
- **Dashboard** – View and monitor status and progress of a service order in real time
- **Sybase® Unwired Platform** – Take advantage of a prebuilt solution to mobilize SAP applications
- **Built-in security** – Improve security by centrally managing, securing, and deploying devices

Business Benefits

- **Raise customer satisfaction** by meeting service-level agreements and resolving issues early
- **Increase productivity of field service engineers** with real-time mobile access to information in SAP CRM
- **Lower costs** by better utilizing field engineers
- **Reduce broken calls** with real-time visibility into spare parts information
- **Reduce downtime** with ability to view and update install base information
- **Capture high-quality data** with real-time data collection at customer sites
- **Increase ROI in SAP CRM** with easier and frequent use

For More Information

Call SAP, or visit www.sap.com/mobile.

To **deliver superior customer service**, your organization must resolve issues quickly. But once field engineers leave the building, they lack access to critical data – such as customers' service requirements and history – housed in your SAP® Customer Relationship Management (SAP CRM) application. With the SAP Field Service mobile app, field engineers gain anywhere, anytime access to customer data and functionality in SAP CRM from their mobile devices, maximizing productivity and effectiveness.

HAMPERED BY LACK OF APPLICATION ACCESS AND MANUAL DATA ENTRY

To plan their day, respond to urgent assignments, and complete their tasks efficiently, field engineers require insight into orders, spare parts inventory, and previous interactions stored in SAP CRM. Without access to information such as customer service history, service contract details, and warranty status, they waste time and struggle to deliver timely service. Plus, your organization makes suboptimal use of its resources.

At the same time, your organization needs to capture data from the field. But manually entering a field representative's handwritten notes into SAP CRM is inefficient and increases the likelihood of incorrect data entries. Moreover, it causes delays in triggering the appropriate workflows in your back-end systems, such as billing.

TAKE YOUR FIELD SERVICE TO THE NEXT LEVEL

With the SAP Field Service mobile app, you can enhance customer satisfaction by helping to ensure that the right resources, knowledge, and information are available for field service. The solution provides full access to data stored in SAP CRM, enabling your field service engineers to work more efficiently. After

initially connecting to the SAP software server and downloading CRM data, service representatives can access this data from anywhere at any time using their mobile devices. Moreover, they can work offline and, when an online connection is available, all service-related data is refreshed automatically.

With access to all the information they need, field engineers can complete their work without interruption. Plus, integration with SAP CRM (and non-SAP software) means they can update your back-end systems with the latest information from their current service location. It also lets your managers stay on top of the latest order status.

Enable Efficient Field Service

From a single view, your field engineers can instantly access all information required to plan their day. Specifically, they can review upcoming orders, accept or reject service orders, find recently performed orders, access background information on service orders and order items, and create appointments in their calendar. They can also personalize the order list view to hide or display alerts, orders, and history.

Once field engineers click on an order, they can access all order detail, including order ID, description, and status; equipment information, including price; and account information, including address,

contact name, phone number, contract details, and notes. If your representatives need to interact with partners to complete a service visit, they can access the same information that they would access for an order, with the addition of the partner's contact and location details.

SAP Field Service integrates with Google Maps' mapping service, letting field engineers view the current day's assignments on a map. With access to all needed information, your service engineers can efficiently plan their day and fix issues on the spot. And that minimizes the number of required field visits, leading to lower service delivery costs.

More Easily Assign and Manage Orders

Any new assignments entered into SAP CRM appear instantly in your field representatives' mobile devices. Field engineers click a button to either accept or reject assignments. If an order is rejected, the dispatch manager is immediately notified, allowing the service desk to assign it to another field representative or to a third-party partner.

Streamline Order Debriefing

Once a service order is complete, your field engineers can debrief the service order, entering details about the repair, including parts replaced, time spent on the order, and expenses. Field engineers can easily update the asset information, even recording readings for assets that have counters or meters. They can also change an order status and create multiple debrief reports for a single order.

Monitor Order Status and Progress

Due to full integration between SAP Field Service and SAP CRM, you can simply and quickly extend critical business data to mobile workers' devices at any time. At the same time, the solution makes it easier for your managers

to view and monitor the status and progress of a field visit. Because your mobile device users have full access to SAP CRM notifications and service orders, along with the ability to accept, reschedule, and create new service orders as well as create service confirmations, your administrators can monitor order status and progress.

Manage Spare Parts Inventory

You are wondering, "Do I have the part I need in my vehicle?" Walking out to the vehicle to check could take anywhere from 5 to 15 minutes or more, depending on the customer's facility. That time adds up and reduces productivity. With SAP Field Service, your field engineers have accurate parts inventory at their fingertips. If they do not have the part, they can easily search across inventories to find it. SAP Field Service even manages the stock movement via the mobile device, ensuring that all inventory is always up to date. Inventory management is provided via integration with SAP® ERP.

TAKE ADVANTAGE OF A PROVEN MOBILE APPLICATION PLATFORM

SAP Field Service is built on Sybase® Unwired Platform, providing your organization with a prebuilt solution for mobilizing SAP applications along with the

flexibility to customize and expand the solution to meet your unique needs. With this mobile enterprise application platform, you can create and manage multiple mobile apps that securely connect a variety of back-end data sources to all major device types. As a result, you can embrace mobility across your entire organization.

With Sybase Unwired Platform, you can:

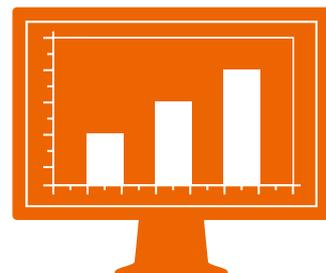
- **Accelerate mobile app development** – A powerful 4GL tooling environment enables you to speed mobile app development. Compatibility with common integrated development environments (IDEs), such as Eclipse, enables developers to leverage existing tools and expertise.
- **Support diverse mobile device types** – The platform gives you the ability to design once and deploy to a range of mobile phones, tablets, and laptops running a variety of operating systems, including Windows, iOS, and BlackBerry.
- **Extend back-end data to mobile devices** – Sybase Unwired Platform integrates with a variety of enterprise applications, including any application that leverages databases or service-oriented architecture (SOA) and Web services.

- **Enforce enterprise-class security and mobility management** – Full integration with the Afaria® mobile device management solution provides a single administrative console from which you can centrally manage, secure, and deploy mobile data, apps, and devices.
- **Help ensure your mobility investment is future-proof** – A flexible, open infrastructure allows you to strategically respond as the device types and data sources in the enterprise evolve.

REST ASSURED: YOUR DATA IS SECURE

Data security is built into SAP Field Service at multiple levels. Through the administration console on Sybase Unwired Platform, your organization can centrally manage, secure, and deploy devices. In addition to using the authorization methods you already have in place, you can feel confident that data is secure at both the enterprise and the device level. Remotely, you can lock a device, wipe out data, and update and patch devices. And, because encryption is built into the transport layer, all in-transit data is secure, eliminating the need for separate VPN (virtual private network) or SSL (secure sockets layer) security.

Field engineers gain **anywhere, anytime access to customer data** and functionality in SAP CRM from their mobile devices, maximizing productivity and effectiveness.





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REAP THE BENEFITS OF MORE EFFICIENT FIELD SERVICE

By using SAP Field Service, you realize a number of advantages. Anytime, anywhere access to all needed information increases the productivity of field service engineers. This in turn raises customer satisfaction by helping to ensure that you meet customer service-level agreements. Moreover, by increasing the utilization of your field engineers, you can lower the overall cost of service delivery.

Integration with and automatic updating of SAP CRM makes it easier to capture notes from the field, so you can eliminate data-entry errors. Plus, you'll increase the return on investment in SAP CRM by helping to ensure easier and more frequent use.

Tapping into Sybase Unwired Platform enables your organization to support mobile devices through a proven, scalable platform that includes built-in support for enterprise-class security. This platform makes it easier to deploy, support, and manage multiple mobile devices and apps, allowing you to future-proof your mobile strategy.

FIND OUT MORE

To find out how your company can deliver more efficient and timely customer service, call your SAP representative today or visit us on the Web at www.sap.com/mobile.



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