

SAP Customer Success Story

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Denis Courchesne, Project Director, Bell Canada



AT A GLANCE

Company Name

Bell Canada
www.bell.ca

Industry

Telecommunications

Key Challenges

- Simplify and accelerate material ordering for technicians
- Provide greater ability for managers to track ordered parts and inventory levels

Implementation Partner

CGI (IT group)

Solution and Services

mySAP™ Mobile Business

Implementation Highlights

Solution up and running in only four months

Key Benefits

- Solution improves catalogue search functionality
- Enables technician to work remotely in a disconnected mode

BELL CANADA

BELL CANADA IMPLEMENTS mySAP™ MOBILE BUSINESS IN FOUR MONTHS TO SIMPLIFY MATERIAL ORDERING FOR FIELD SERVICES TECHNICIANS

Bell Canada is Canada's national leader for communications. The company provides connectivity to residential and business customers through wired and wireless voice and data communications, high-speed and wireless Internet access, IP broadband services, e-business solutions, and local and long distance phone and directory services.

That means a lot of equipment – more than 55,000 stock keeping units (SKUs) for modems, telephone sets, PBX equipment, wiring, jacks, and so forth. In an ongoing effort to improve customer service and automate its supply chain, Bell Canada provided 4,000 field services technicians with mySAP™ Mobile Business, a solution for mobile procurement. The solution enables them to order materials accurately and quickly from a customized service catalog.

“We are continuously adding SKUs for the new types of equipment coming into the telecommunication world,” says Denis Courchesne, project director on the supply chain reengineering team. “It's too costly and time-consuming to print new catalog pages. We used mySAP Mobile Business to provide our technicians with connected and disconnected access to these rapidly changing parts to simplify and accelerate material ordering.” Bell Canada got the mySAP Mobile Business solution up and running in four months and realized a return on its investment in just under six months.



Technicians search by SKU, description, or key word, view item pictures and cost information, load a shopping cart, and specify delivery location. Orders over a certain value or quantity threshold, or within a restricted material group, trigger a workflow request for manager approval.

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Minutes later, the technician gets feedback – quantity available, delivery date, ship-from location. Out-of-stock situations launch a purchase order and provide lead time information for delivery.

“It’s quick and it’s easy,” Courchesne says. “Our technicians need to be in the field and working – we don’t want to tie them down to their desks or the telephone searching for materials. Technicians themselves estimate they can spend 30 minutes to 2 hours a day on these issues. mySAP Mobile Business helps us reduce this search time. The technicians are really satisfied with it.”

“Technicians now know when they are going to get the materials, ensuring that they are ready for each customer appointment,” Courchesne says. “If there is a problem getting the material, they know about it right away and can search for an alternate source of supply.”

Managers also have better information. Previously, they didn’t know what the technicians were ordering until they received reports at the end of each month. Now management has that information as soon as a technician order triggers the workflow, along with a consumption report that tracks ordered parts and inventory levels.

A key selection criterion for the system was the ability to work in a disconnected mode. When the technician reconnects online, he simply clicks on a button and mySAP Mobile Business transmits the shopping cart contents automatically and updates the catalog.

“We wanted the technicians to be able to work in off-site environments where they didn’t have online access,” Courchesne says. “We also chose mySAP Mobile Business because we needed a system that would interface easily with our SAP® back-end system and material masters.”

“We used mySAP Mobile Business . . . to simplify and accelerate material ordering.”

Denis Courchesne, Project Director

Bell Canada next plans to deploy mySAP Mobile Business to other technicians in the company. It also plans to take advantage of additional capabilities with mySAP Mobile Business, such as confirmation of goods receipts in the field.

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