



Service Management Solution Map

Edition 2004

Service Management

Customer Service Management	Service Sales & Marketing	Service Planning & Forecasting	Service Parts Management	Service Procurement Management	Service Operations Management	Customer Service Management Analytics
Enterprise Asset Management	Investment Planning & Design	Procurement & Construction	Maintenance & Operations	Decommission & Disposal	Asset Life-Cycle Analytics	

Service Management

Customer Service Management

Service Sales & Marketing	Service Planning & Forecasting	Service Parts Management	Service Procurement Management	Service Operations Management	Customer Service Management Analytics
<ul style="list-style-type: none"> ● Marketing & Campaign Management (S14) ● Lead Management (S14) ● Territory Management (S14) ● Account & Contact Management (S14) ● Activity Management (S14) ● Opportunity Management (S14) ● Customer Interaction Management (S14, S59) ● Service Quotation & Order Management (S14, S59) ● Service Contract Management (S59, S14) 	<ul style="list-style-type: none"> ● Strategic Service Planning & Forecasting (S14) ● Resource Planning & Optimization (S14, S59) ● Service Activity Planning (S14, S59) 	<ul style="list-style-type: none"> ● Supply Chain Design (S1, S51, B12) ● Life-cycle planning (S1, S51, S64) ● Forecasting (S1, S51, S64) ● Inventory Planning (S1, S51, S64) ● Distribution Requirements Planning (S1, S64, S51) ● Deployment Planning (S1, S51, S64) ● Collaborative Inventory Management (S51, S1, S64) ● Order Management (S54, S6, S51, S64) ● Foreign Trade (S64, S56) ● Transportation Management (S1, S51, S64, S73) ● Inventory & Warehouse Management (S51, S64, S7) ● Reverse Logistics (S64, S51, S14, S59) 	<ul style="list-style-type: none"> ● Supplier Selection (S47, S63, S46) ● Contract Management (S47, S63) ● Demand Determination (S47, S63, S59, S64) ● Purchase Order Management (S56, S47, S63, S50) ● Receipt of Service Parts (S47, S63, S64, S62, S50) ● Confirmation of Services (S47, S63, S50) ● Invoice Management (S47, S63, S60, S50) 	<ul style="list-style-type: none"> ● Installed Base Management (S59, S14) ● Knowledge Management (S14, S59) ● Case Management (S14) ● Complaints Management (S14, S59) ● Returns & Repair Management (S59, S14, S64) ● Warranty Management & Entitlement Validation (S59, S14) ● Service Scheduling & Optimization (S14, S59, P32) ● Escalation Management (S14, S59) ● Service Billing (S59, S14) 	<ul style="list-style-type: none"> ● Service Profitability Analytics (S59, S14, B12) ● Service Contract Analytics (S59, B12, S14, P67) ● Customer Analytics (S59, S14, B12) ● Warranty Analytics (B12, S14, S59) ● Installed Base Analytics (S59, B12, S14) ● Service Parts Analytics (B12, S51, S64) ● Spend Analytics (B25, S47, B12, S63) ● Supplier Performance Analytics (B12, S47, S63, P67) ● Sales & Marketing Analytics (S59, S14, B12)




- SAP Product Available
- ▶ SAP Product Available with Future Releases
- Future Focus




- P Partner Product Available
- P Partner Product Available with Future Releases
- C Collaborative Business Map Available

Sxx, Vxx, Bxx SAP Product & Service
 Pxx Partner Product
 For more information see: <http://www.sap.com>

Enterprise Asset Management

Investment Planning & Design	Procurement & Construction	Maintenance & Operations	Decommission & Disposal	Asset Life-Cycle Analytics
<ul style="list-style-type: none"> ● Business Planning (S60) ● Investment Management (S60) ● Collaborative Specification & Design (S62, P14) ● Document Management (S62, P14) ● Interfacing CAD, GIS and SCADA systems (S62, P14) ● Project Management (S62) 	<ul style="list-style-type: none"> ● Supplier Qualification & Candidate Selection (S63, B12) ● Bidding & Contract Management (S63, S50, S62) ● Procurement Process (S63, S60, S56, S50) ● Document Management (S62, P14) ● Project Management (S62) ● Collaborative Construction (P14, S62) ● Project and Investment Controlling (S60, S62) 	<ul style="list-style-type: none"> ● Technical Assets Management (S62, P79) ● Preventive & Predictive Maintenance (S62) ● Work Clearance Management (S45, S62) ● Maintenance Execution (S62, P54) ● Shutdown Planning (S62, P60) ● Mobile Asset Management (S62, B26) ● Web-Based Processing (S62) ● Contractor Management (S62, S63, S46) ● MRO & Services Procurement (S63, S56, S60, S50) ● Service Parts & Inventory Management (S64) ● Document Management (S62) ● Employee Management (S62, S23) ● Maintenance Budgeting (S62) ● Integrated Asset Accounting (S60, S62) 	<ul style="list-style-type: none"> ● Asset Transfer & Disposal (S60, S62) ● Document Management (S62) ● Collaborative Disposal Management (S62, P14) ● Project Management (S62) ● Waste Management (S38) ● Asset Compliance (S38) ● Asset Remarketing (S64, S59) 	<ul style="list-style-type: none"> ● Asset & Maintenance Reporting (S62) ● Asset Performance Management (S62, B12) ● Reliability Centered Maintenance (S62, B12, P54) ● Asset Life-Cycle Costing (B12) ● Damage Analytics (B12, S62) ● Object Statistics (B12, S62) ● Spend & Supplier Performance Analytics (B12, S63)

 SAP Product Available
 SAP Product Available with Future Releases
 Future Focus

 Partner Product Available
 Partner Product Available with Future Releases
 Collaborative Business Map Available

Sxx, Vxx, Bxx SAP Product & Service
 Pxx Partner Product
 For more information see: <http://www.sap.com>

Solution Map Product Table

Key	Description
B12	SAP NetWeaver: SAP Business Intelligence
B25	SAP NetWeaver: SAP Master Data Management
B26	SAP NetWeaver: SAP Mobile Infrastructure
S1	Advanced Planning & Scheduling (applies to mySAP SCM)
S6	Event Management Engine (applies to mySAP SCM)
S7	Extended Warehouse Management (applies to mySAP SCM)
S14	mySAP Customer Relationship Management
S23	mySAP Human Resources
S38	mySAP Product Lifecycle Management: SAP Environment, Health and Safety
S45	mySAP Product Lifecycle Management: SAP Work Clearance Management
S46	mySAP Supplier Relationship Management: Strategic Sourcing
S47	mySAP Supplier Relationship Management
S50	mySAP Supplier Relationship Management: Supplier Enablement
S51	mySAP Supply Chain Management
S54	Sales/Service Order Processing (applies to mySAP CRM)
S56	SAP Global Trade Services: SAP Compliance Management
S59	SAP R/3 Enterprise / mySAP ERP / mySAP Customer Relationship Management
S60	SAP R/3 Enterprise / mySAP ERP / mySAP Financials
S62	SAP R/3 Enterprise / mySAP ERP / mySAP Product Lifecycle Management
S63	SAP R/3 Enterprise / mySAP ERP / mySAP Supplier Relationship Management
S64	SAP R/3 Enterprise / mySAP ERP / mySAP Supply Chain Management
S73	Transportation Optimization (applies to mySAP SCM)

Solution Map Partner Interface Table

Key	Description
P14	Computer Aided Design
P32	External Scheduling Interface - Service Orders
P54	Plant Maintenance - Process Control System Interface
P60	Project Scheduling Collaboration Workbench
P67	Service Performance Management by Digital Fuel Technologies
P79	Visual Information for Plants by NRX

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