



Pressured to increase profits and reduce costs, utilities are searching for ways to eliminate the inefficiency of paper-based systems and extend the ability of their service technicians to “connect” easily from remote repair sites. SAP provides this capability with a version of SAP® Mobile Asset Management tailored specifically for utilities. The solution allows utility field employees to access, enter, and share information from any location using any mobile device – independent of back-end systems.

SAP for Utilities

SAP® MOBILE ASSET MANAGEMENT – HANDHELD VERSION FOR UTILITIES

AN APPLICATION OF SAP® SOLUTIONS FOR MOBILE BUSINESS

Computing has revolutionized the way utility companies do business. But until recently, computing has had strict physical boundaries. Service and maintenance technicians repairing equipment in the field were beyond the reach of a company’s networks.

This situation caused many problems and inefficiencies. Field technicians couldn’t request information, provide feedback, or receive important information and instructions. They entered data manually – after the fact and often repeatedly. Paperwork was unending and time-consuming.

Today, when competitive pressures are pushing utilities – yours included – to increase profits, reduce costs, and comply with regulatory standards, such inefficient operations just aren’t good enough. Your survival may well depend on finding a way to keep your mobile workforce in the enterprise loop.

SAP can help. It offers comprehensive, tried-and-trusted solutions tailored to the specific needs of your business, your processes, your employees, and your customers – solutions that allow remote employees to gather, enter, and share information from any location using the mobile device of their choice.

AN SAP MOBILE SOLUTION TAILORED TO UTILITY-COMPANY NEEDS

In the version of SAP® Mobile Asset Management specifically tailored for utilities, SAP offers a suite of tools customized for the needs of your field employees as they perform maintenance and customer service. The solution, which leverages the life-cycle management capabilities of mySAP™ Product Lifecycle Management (mySAP PLM), provides functions that help field technicians perform their daily activities at customer sites while disconnected from the back-end SAP system.

This connect-disconnect flexibility is made possible by the SAP NetWeaver™ platform, which supports mobile devices in either mode. A comprehensive integration and application platform, SAP NetWeaver works with your existing IT infrastructure to enable and manage change. It gives you the flexibility you need to rapidly design, build, implement, and execute new business strategies and processes.

The utilities version of SAP Mobile Asset Management delivers role-based applications as well as information and services tailored to your company's specific requirements. It can be deployed on a laptop or personal digital assistant (PDA). The information entered into it is later updated in back-end SAP systems. Although users still must connect to their enterprise networks and systems to retrieve and update information, SAP Mobile Asset Management runs independently of any network connections.

KEY CAPABILITIES

Like all SAP ready-made mobile solutions for utility companies, SAP Mobile Asset Management helps you get the most from your IT investments and capitalize on the solutions you've already implemented. It works seamlessly with the mySAP Business Suite family of business solutions. Key capabilities of the solution include the following.

Order Management

The solution allows users to execute work-order-management tasks for maintenance orders, service orders, or both. By setting parameters at the back end, you can ensure that each of your company's field employees receives only his or her own downloaded data. The solution lets your field technicians:

- View orders for a day or a week
- Confirm the tasks and activities to be performed
- View operations for a work order
- Display the equipment involved and its maintenance and repair history
- Check the terms of a service contract or a warranty

And it lets them do all this from the cab of a truck, a customer site, or wherever they may be.

Notification Management

SAP Mobile Asset Management enables field technicians to perform all aspects of the notification process. When technicians are dealing with a malfunction, the solution improves the quality of information they receive and increases the amount of information they exchange with the home office. It also lets them process customer-service notifications or plant-maintenance requests. In addition it enables them to:

- Display detailed lists of notifications
- Modify or complete notifications
- View a list of tasks for each notification
- Print out order or notification data
- Create new notifications

These capabilities improve technicians' ability to troubleshoot equipment, which decreases equipment downtime and increases customer satisfaction.

Business Partner Management

SAP Mobile Asset Management gives field employees customer contact details that include more than just address and location – and it allows them to review customer records that correspond to orders. It also enables technicians to display the business-partner master record, view the detailed record of a customer and change incorrect or outdated entries, and review the history of previous work performed.

In addition, the solution supports important industry-specific business processes such as:

- Periodic meter replacement
- Nonperiodic meter readings
- Disconnections, reconnections, and collections
- Repairs of malfunctions and outages

These functions, which give field technicians information about business partners, contracts, dunning, connection objects, and devices, are all fully integrated into the solution's order-and-notification processes.

BUSINESS BENEFITS

The utility version of SAP Mobile Asset Management delivers real business benefits for your organization and workforce. These include:

- **Accurate, up-to-the-second data** on customers, equipment, and assignments
- **On-the-spot input** that makes information on work performed and materials required immediately available to your entire company
- **Automation of all relevant processes**, resulting in fewer mistakes, fewer lost opportunities, and less time spent on routine tasks
- **Reduced costs** through ready-made functionality that can be deployed on inexpensive handheld devices

- **Greater customer satisfaction**, achieved by providing the right information instantly, fulfilling work orders faster and more accurately, and responding to customer inquiries quickly
- **Improved quality**, resulting from the greater accuracy and responsiveness of your field staff
- **Integration** into the back-end processes of SAP for Utilities

FIND OUT MORE

To find out what SAP Mobile Asset Management can do for you and your utility business, visit www.sap.com/mobile

POWERED BY SAP NetWeaver

SAP Mobile Asset Management is powered by the SAP NetWeaver platform – the open integration and application platform that provides the best way to integrate all systems running SAP or non-SAP software. SAP NetWeaver unifies integration technologies into a single platform and is preintegrated with business applications, enabling change and reducing the need for custom integration.

www.sap.com/contactsap

THE BEST-RUN BUSINESSES RUN SAP



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