SAP Solution in Detail
SAP Service and Support
Field Service Management Solutions

Simplify Field Service Management with SAP® Solutions
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Quick Facts

Summary
Understanding customer preferences and needs has become a key competitive business advantage. To deliver optimal services, your back-office service representatives as well as your frontline field engineers and technicians need a complete view of your customers’ service issues to identify and deliver potential resolutions.

Objectives
- Enable real-time information access and sharing to resolve service issues
- Adapt to increasing product complexity
- Minimize the cost of service operations
- Optimize your resources
- Make the most of the skills and experience of an aging workforce and develop new talent

Solution
- Comprehensive field service management
- Enterprise mobility with real-time communication among field and office staff
- Resource scheduling to meet service-level agreements and reduce cost
- Customer intelligence for contacts, work and sales orders, opportunities, and contracts
- Knowledge management for quick problem solving
- Talent management from recruiting to ongoing development

Benefits
- Streamlined service management
- Optimized enterprise mobility
- Real-time resource scheduling
- More comprehensive customer intelligence
- Integrated knowledge management
- Strategic talent management

Learn more
To find out more, call your SAP representative today or visit us online.

Simplify field service delivery and management while developing customer trust using SAP® solutions that provide comprehensive support.
Resolve Service Issues While Developing Customer Trust

Meeting the expectations of today’s well-informed customers requires that you simplify field service delivery. This calls for timely, detailed customer insights you can use to connect the right resources with the right parts at the right time to address customer issues on initial service visits. You also need to train your workforce in ways that enhance performance and optimize service operations while reducing costs.

To meet the high expectations of your digitally connected and socially networked customers, your organization must:

- Enable real-time information access and sharing to resolve service issues
- Adapt to increasing product complexity
- Minimize the cost of service operations
- Optimize your resources
- Make the most of the skills and experience of an aging workforce and develop new talent

By meeting these expectations, you empower field engineers to develop relationships and build trust with customers.

SAP offers a comprehensive portfolio of solutions for field service management that can help optimize the performance and the operations of your field service organization.

Built on the SAP HANA® platform, the solutions enable high-speed processing of large amounts of data in the cloud. Through advanced predictive analytics, SAP HANA can help your organization anticipate and meet service demand. The platform also enables members of your organization to collaborate in context, anywhere and at any time.

GAIN TRUST AND VALUE USING FIELD SERVICE SUPPORT FROM SAP

The key components of SAP® solutions that support field service include:

- **Service management** – Manage comprehensive field services – from work orders and service-level agreements (SLAs) to contracts, warranties, and service parts – as well as telephony integration and universal routing
- **Enterprise mobility** – Enable real-time communication among field engineers and the back office, quick access to relevant information, and automatic tracking of time and resources for accurate, timely billing
- **Resource scheduling** – Optimize scheduling of work orders to meet SLAs and increase first-time fix rates while minimizing costs
- **Customer intelligence** – Provide a single, comprehensive source of customer-related data, including contacts, sales orders and opportunities, service contracts, installed base and equipment, past work orders, and insights gathered from previous interactions
- **Knowledge management** – Gather, store, track, and deliver knowledge that field engineers and back-office reps can use to solve problems quickly
- **Talent management** – Manage the recruiting, onboarding, and ongoing development of your staff
Deliver Exceptional Field Service Through Cloud and On-Premise Solutions

Gain quick and cost-effective ways to help your workforce take full business advantage of the value of new field service technologies with cloud-based solutions. The SAP Cloud for Service solution, which includes a full-featured mobile app, helps your staff take field service to a new level of speed and flexibility:

- Manage service orders, warranties, contracts, and SLAs more effectively
- Manage customer installations and service and parts catalogs
- Access relevant service and customer information for faster issue resolution through omnichannel support
- Encourage collaboration among reps and business experts in real time across your company
- Optimize schedule and resource assignments

You can use the SAP Cloud for Service solution to manage work orders across multiple channels, run rich service analytics, and manage contracts, warranties, and SLAs, as illustrated in Figure 1. The software integrates readily with the SAP ERP and the SAP Customer Relationship Management (SAP CRM) applications.

OPTIMIZE REMOTE RESOURCE SCHEDULING FROM THE FIELD

The SAP Multiresource Scheduling application, related to SAP ERP, can help your field service managers find suitable resources for work orders, assign those resources where they are needed, and view those assignments in real time. Drag-and-drop tools let managers readily update project details and see the impacts of those changes on downstream projects.

Figure 1: SAP® Cloud for Service
You can use SAP Multiresource Scheduling to:

- Automate the dispatch of service personnel, based on availability and qualifications, to boost productivity and reduce operational downtime
- View, analyze, and interpret order data, making it easier for managers to match technician skills to assignments and improve service quality
- Optimize daily assignment planning and use of resources, minimize travel times, and adhere to SLAs

Figure 2 shows a sample screen in the SAP Multiresource Scheduling application.

Figure 2: SAP® Multiresource Scheduling

Connect the right resources with the right parts at the right time through field service management innovations.
Unlock Knowledge to Help Field Workers Resolve Service Issues Rapidly

Manage enterprise knowledge content from both internal and external sources using the SAP Knowledge Central application by MindTouch or by using the SAP Jam™ social software platform. These knowledge platforms can help your contact center service representatives conduct initial diagnostics and your field engineers and customers access technical documents and other content (as seen in Figure 3).

EXPAND INSIGHT INTO EQUIPMENT ASSEMBLY AND PARTS REPLACEMENT

Equip remote service technicians with state-of-the-art visualization solutions for maximum insight in the field using SAP 3D Visual Enterprise applications. Interactive, 3D visualization of equipment assembly can help technicians become more productive, and animation of repair and maintenance procedures can help improve first-time fix rates.

By enhancing the clarity of technical documentation, these applications can also help reduce service costs and errors. Your workforce can use 3D animations and other visualizations to support collaborative maintenance, repair instructions, and spare parts ordering, as illustrated in Figure 4. In addition, your workforce can readily convert 3D CAD files into lightweight, portable files for secure downstream use.
Manage Inbound and Outbound Communications Effectively

Provide consistent, speedy, and reliable service across communication channels with SAP Contact Center software, offered on premise and in the cloud. You can use the software to empower a robust call center to efficiently connect customers seeking service with knowledgeable agents and relevant and accurate information at the right time.

Streamline the processes of capturing field service orders, conducting initial diagnostics, and completing follow-up services. Connect remote workers with all your sites and employees while monitoring and adapting your contact center in real time. Support for interactive voice response provides enhanced contact routing.

STANDARDIZE FIELD SERVICE PRACTICES
For customers who prefer an on-premise solution, SAP CRM provides a powerful alternative to SAP Cloud for Service for managing field services. Supporting best practices from multiple industries, SAP CRM helps you track customer interactions related to field service and provides information your representatives need to handle those interactions most effectively.

SAP CRM fully supports field service, including installed-base management and contract management, SLAs, service scheduling, and warranties. Plus, SAP CRM integrates with SAP ERP for billing and financial processes. SAP CRM provides a comprehensive view of your customers – from contacts and sales activities to service orders and beyond.

TRANSFORM THE MOBILE EXPERIENCE FOR YOUR FIELD WORKERS
Field engineers can use two mobile apps from SAP to install, inspect, maintain, and repair assets efficiently. The SAP CRM Service Manager mobile app is designed for customers who use SAP CRM, and the SAP Work Manager mobile app is intended for customers who use SAP ERP. Field engineers and technicians can use the mobile apps to accomplish these tasks:

• Complete safety checks and follow safe work practices to reduce the risk of injury
• Streamline service processes by eliminating paperwork and shortening work cycles
• Reduce maintenance costs by helping technicians adhere to specific standards
• Improve visibility and analytics by capturing higher-quality data in real time
• Keep assets running at peak performance by shortening response times and enabling timelier maintenance

Optimize field service communications through mobile apps integrated with cloud and on-premise business software.
Understanding customer preferences and needs has become a key competitive advantage, as seen in Figure 5. To deliver great service, both your back-office service reps as well as your frontline field engineers need a complete view of your customers.

INTEGRATE FIELD SERVICE OPERATIONS WITH MOBILE DEVICES
Managers can track the status of individual assignments using the SAP Workforce Scheduling and Optimization application by ClickSoftware. This stand-alone application offers many benefits mentioned previously and is available if your organization has not implemented SAP ERP.

SAP Workforce Scheduling and Optimization can help you run at peak efficiency with smarter service forecasting, planning, execution, and analysis. The application can also help you maximize resource use and effectiveness while cutting various costs such as overtime to fuel.

MANAGE YOUR FIELD SERVICE TALENT MORE STRATEGICALLY
Manage your workforce beyond cost savings and process efficiency to stronger business results using SAP SuccessFactors® HCM Suite. You can use the software to align field service operations with your overall business strategy and optimize workforce performance. It can provide the insight you need to identify workforce challenges, understand how these challenges affect performance, and address them effectively.

In today’s highly competitive and connected marketplace, it’s more important than ever that your field service operations become more responsive and efficient. By taking advantage of our cloud-based and on-premise solutions, you can set your field service operations apart from others in your industry to gain a competitive advantage while helping to maximize incremental revenue for your organization.
Get Full Field Service Support from SAP to Gain Full Benefits

Provide field services that benefit your overall business.

Efficiently manage contracts, warranties, SLAs, and work orders across channels and run service analytics with the SAP Cloud for Service solution and mobile app, integrated with SAP ERP and SAP CRM.

Provide quick, reliable service across channels with SAP Contact Center software on premise or in the cloud. Manage enterprise knowledge from internal and external sources with SAP Knowledge Central, integrated with SAP Cloud for Service.

Help field service managers find and assign resources and view assignments in real time with SAP Multiresource Scheduling. If you do not run SAP ERP, you can maximize resource use with stand-alone SAP Workforce Scheduling and Optimization.

Install, inspect, maintain, and repair field assets efficiently with SAP CRM Service Manager and SAP Work Manager mobile apps.

Add clarity and cut service costs and errors by equipping service technicians with the interactive visualization tools in SAP 3D Visual Enterprise applications.

Optimize workforce performance by aligning field service operations with your overall business strategy with the SAP SuccessFactors HCM Suite. Identify workforce challenges and address them efficiently.

LEARN MORE
To learn more about field service management solutions from SAP, call a representative or visit us online.

Transform field service operations by integrating mobile, cloud, and on-premise SAP solutions to maximize insight for optimal resolution and repairs.