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SAP Inspire for Digital Supply Chain – Session 3
**How EOS GmbH harmonizes and speeds up
their service execution worldwide**

EOS GmbH & proxia consulting group ag
June 27, 2022



Speakers



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Agenda

Introductions

EOS Service Cloud

- Service Execution Challenges
- Solution Overview
- Project Success Factors
- Service Business Benefits

Q&A



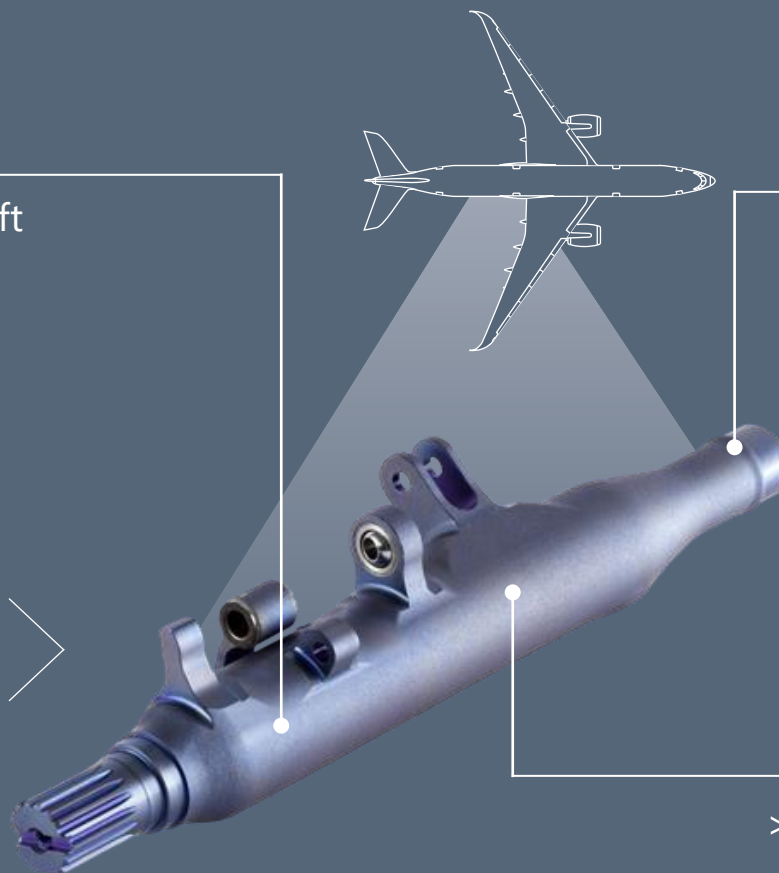
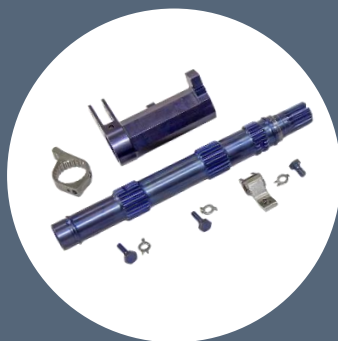


Airbus A350 XWB

From Ten to One 3D-printed Component

ONE AM PART – Latch shaft

Weight: 45 % lighter, about 4 kg per aircraft
Cost: 25 % less expensive to produce
Traditional 10 parts vs. 3D printed 1 part
Each A350 requires 16 latch shafts



Fuel cost reduction potential

Lightweight part design could equate to significant savings of fuel costs per plane

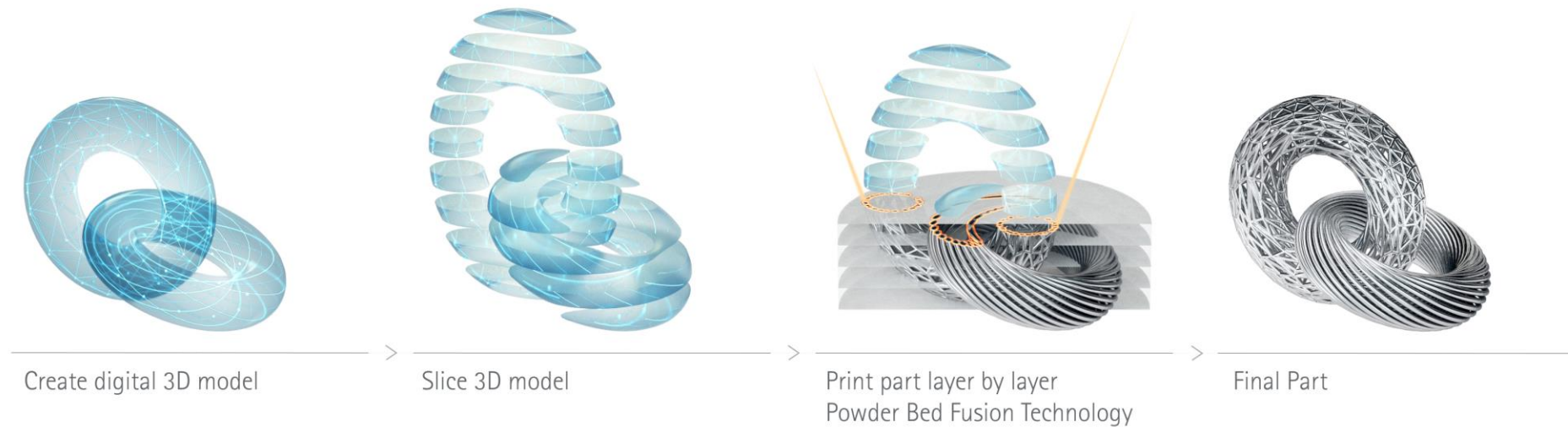
CO₂ reduction potential

> 3 000 kg CO₂ per plane, per year

EOS Additive Manufacturing

How It Works

General functional principle of laser sintering

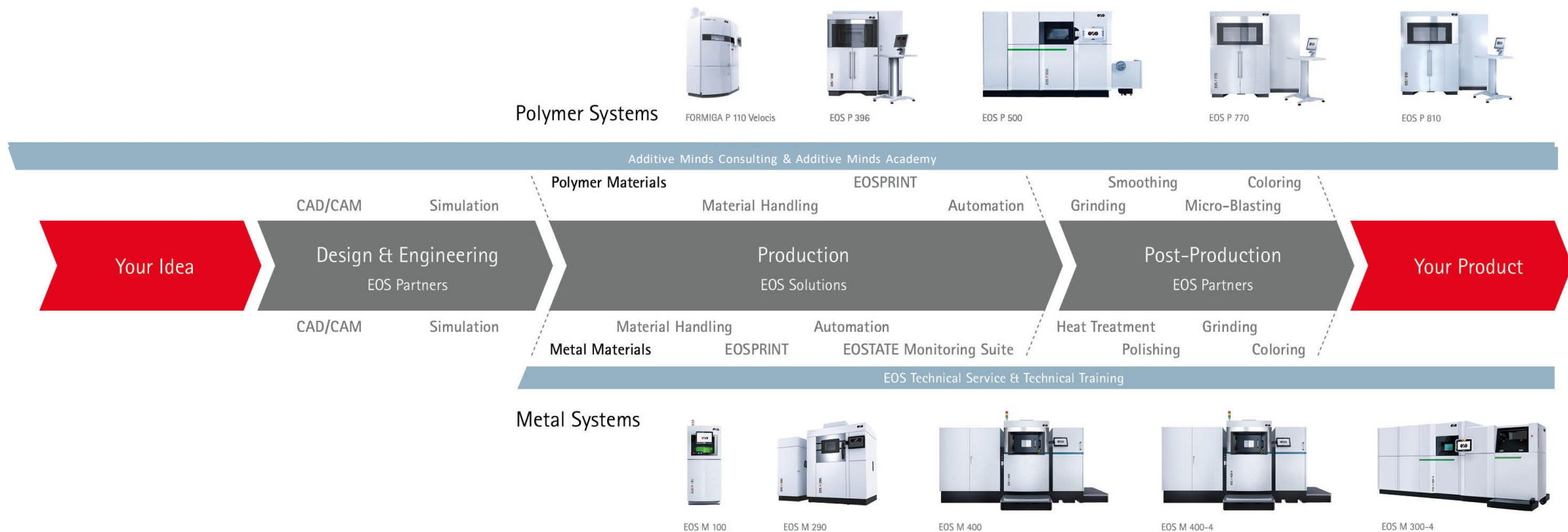


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From Idea to Product. With EOS.

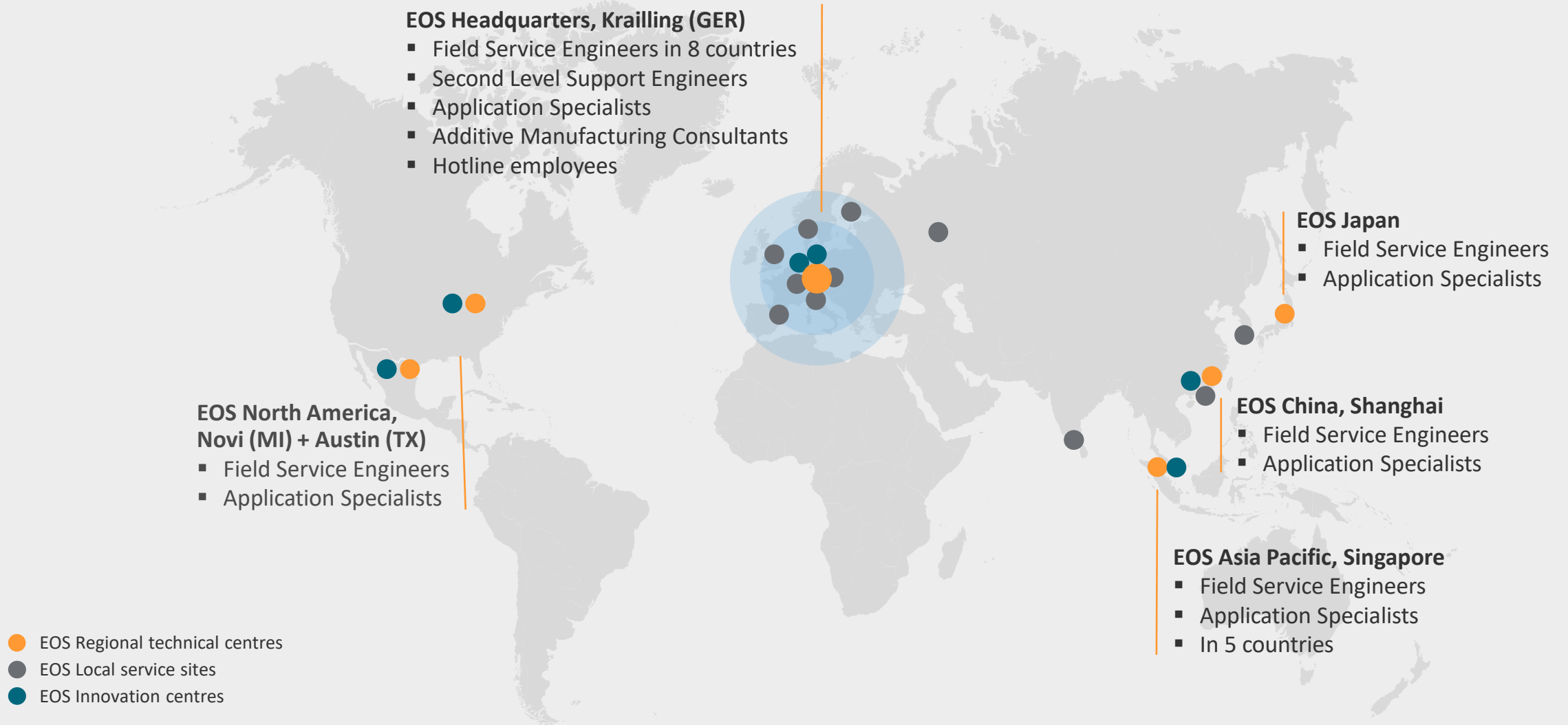
Powered by its platform-driven digital value network of machines and a holistic portfolio of services, materials and processes, EOS is deeply committed to fulfilling its customers' needs and acting responsibly for our planet.



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EOS Services, a strong partner at your side



Service Execution Challenges

Need for digital transformation in Customer Service



Multiple and complex interactions to understand customers' concerns



Fragmented management of service tasks for issue analysis and resolutions



Email first phenomena: very limited digital collaboration possibilities



Low acceptance of legacy systems' user experience causing less documentation



Extensive use of existing and proven SAP ERP processes



Restricted analysis and reporting capabilities to improve customer service



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Service Cloud—how it works

C4C

Customer Service

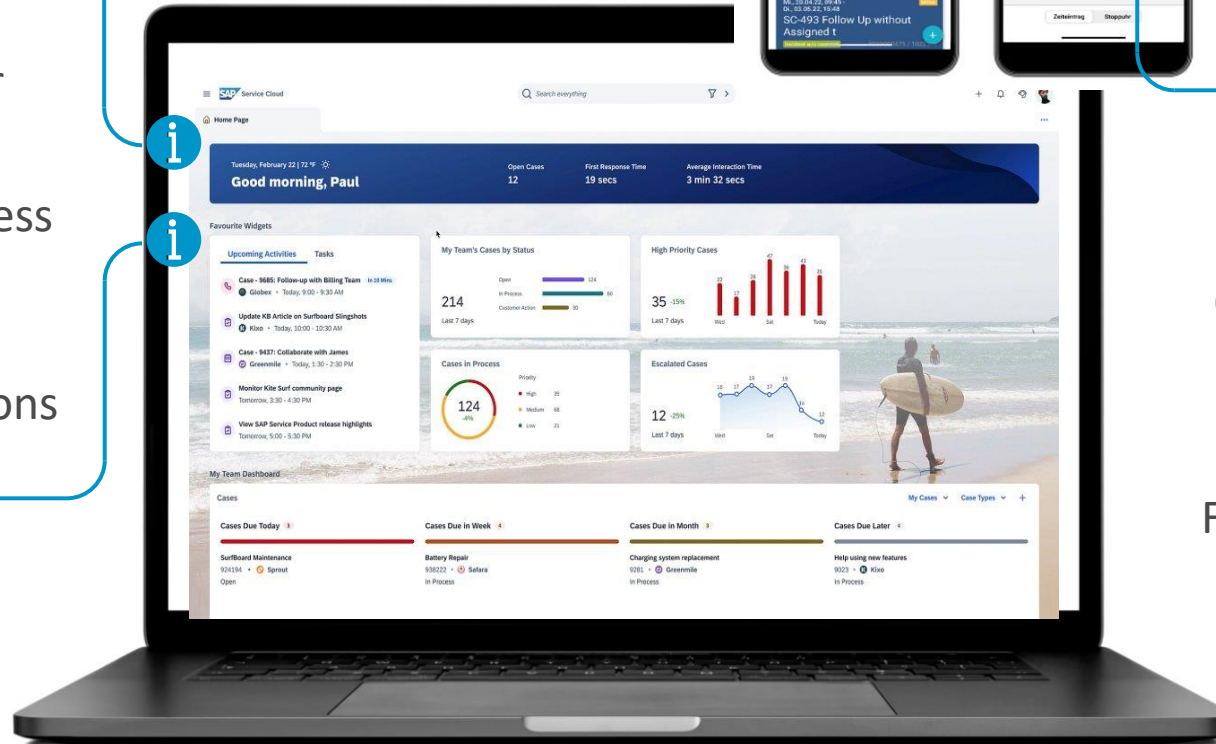
Central hub with all ticket information incl. customer communication

Intuitive UX and quick access to service history

Cross-functional collaboration and escalations

Knowledge Base

Solution articles directly suggested in the ticket system and provided to the technician or customer.



FSM

Field Service Management

Overview of booked times, easy entry of times

Mobile App (iPhone)

Fast & clear info in the app, simple guided process for service reporting

Handshake of information between C4C and FSM

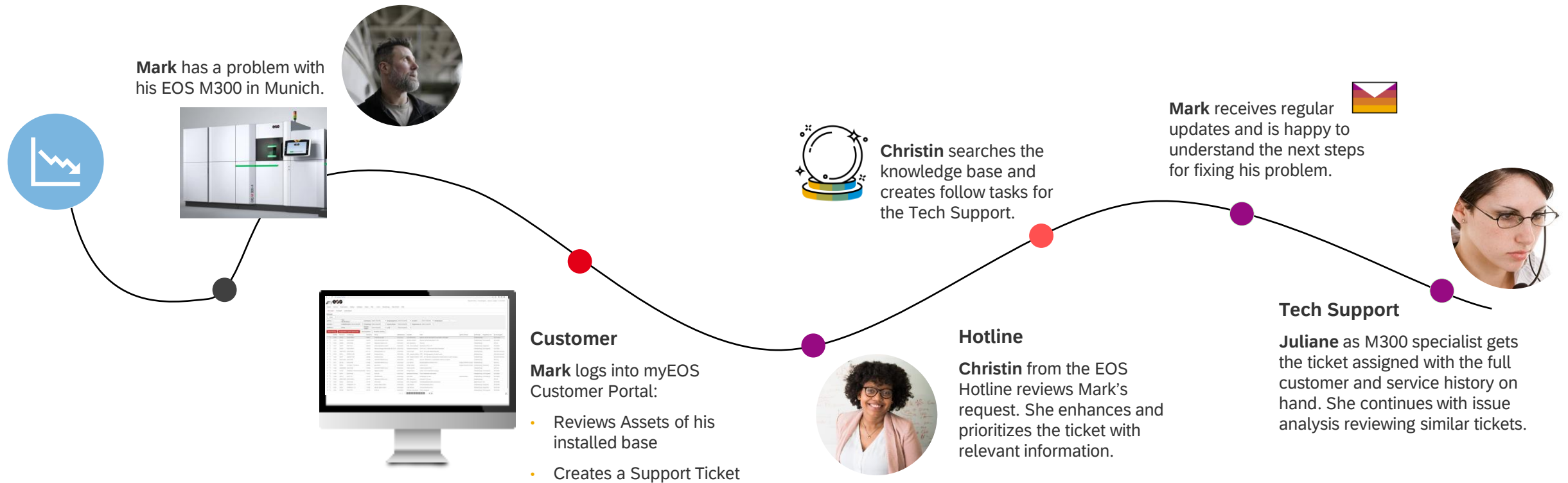
Service Cloud—how it works

EOS Service Customer Journey (1)

Ticket Creation

Prioritization & Task Creation

Issue Analysis & Troubleshooting

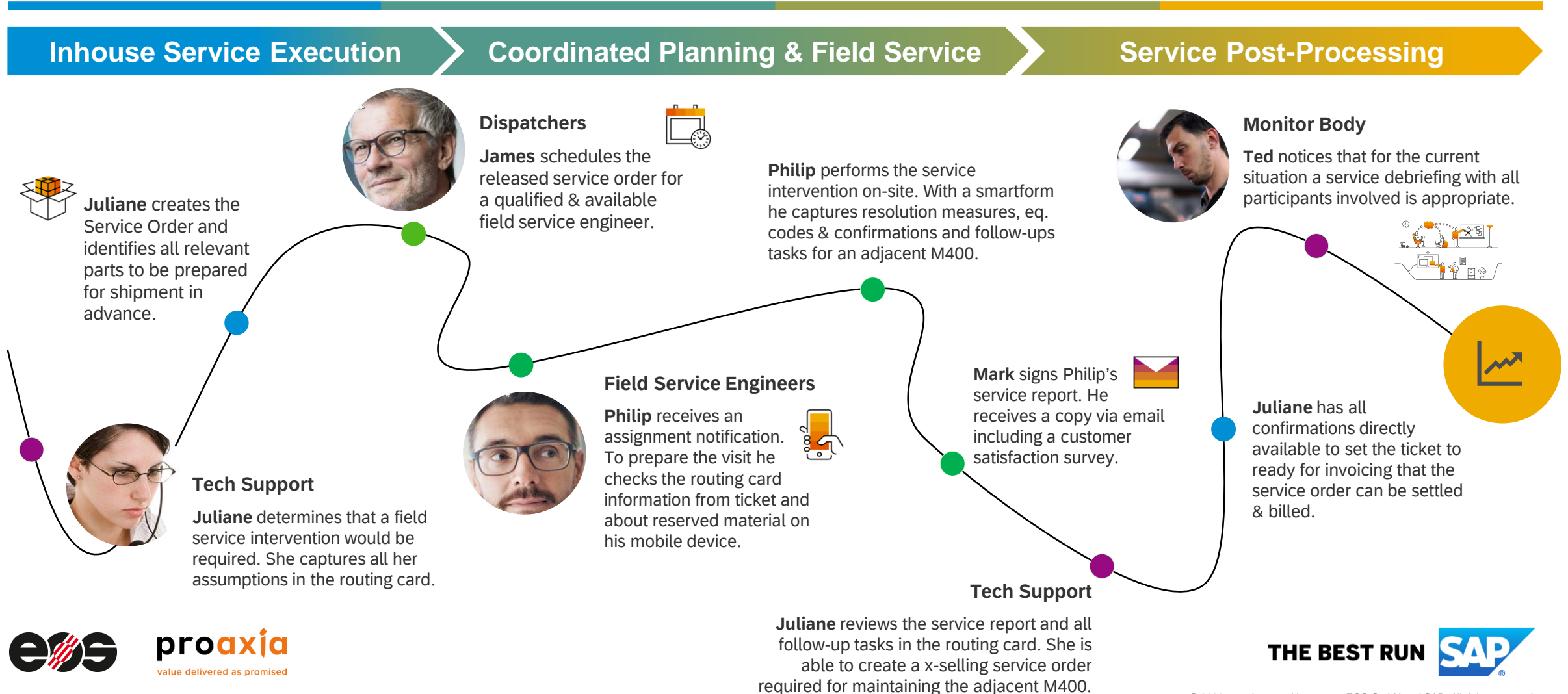


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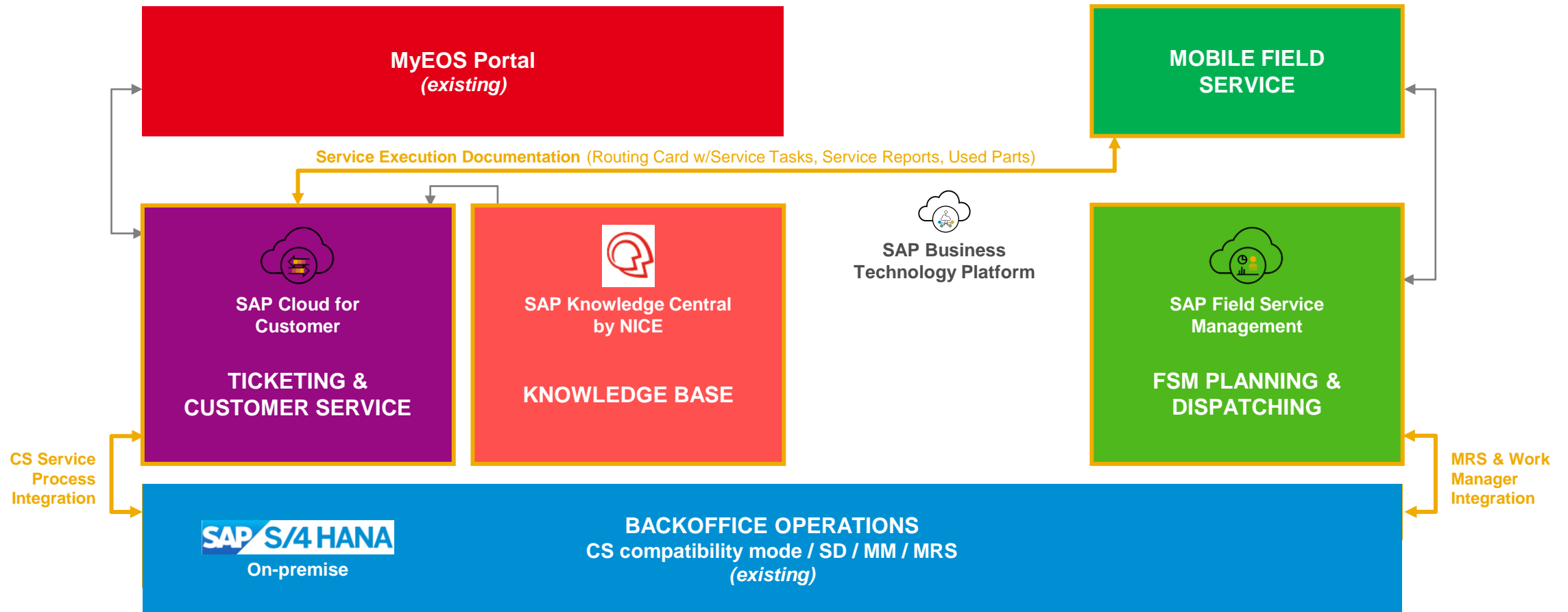
Service Cloud—how it works

EOS Service Customer Journey (2)



Solution Overview

High-level solution architecture



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Project Scope

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Project Success Factors

Lessons Learned

- 01** Guide project delivery decisions along **pre-defined project KPIs**:
1. Time > 2. Scope > 3. Budget
- 02** Start with **prioritized requirements** for a Minimal Viable Product (MVP) that ensures Pilot Production Go-Live asap
- 03** Rely on **SAP Cloud solutions' core processes and features** before EOS-specific business process variants
- 04** Take advantage and rely on the **established SAP S/4HANA Operations Backbone**
- 05** Think about and apply a **global template approach to control customization complexity** along the future rollouts
- 06** Be pragmatic – **80:20 is better than nothing!**
Communicate early and directly as well as prepare and make quick decisions



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Service Cloud benefits —powering the future of EOS Service



Service Cloud

Integrated service processes with thrilling UX



Customer Value

- + **Appealing service experience**
- + Fully collaborative ticket system with user friendly UX
- + **Faster time to resolution of incidents / less downtime**
- + Help-for-self-help
- + Seamless access via MyEOS or Remote Service solution

Strategic Goals

World-Class Customer Experience with focus on flawless Service UX for all stakeholders - customers, partners, and EOS

Business Model Evolution with Integrated Service Infrastructure



EOS Success

- + Customer 360° view
- + **High Process efficiency & less cost**
- + **Reduced MTTR**
- + Improved collaboration in escalation & CAPA process
- + **Revenue upside (contract, powder, ...)**

Thank you.



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Q&A



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