



SAP innovation day for supply chain

Field Service Management Project Boon Edam International

07 November 2024, Ramon Hendriks

150
YEARS

BOON EDAM





ABOUT KONINKLIJKE BOON EDAM INTERNATIONAL

PROUD OF OUR WORK

Since 1873, Boon Edam has been designing and manufacturing high-quality access products specifically built to manage people flows in various types of buildings within a variety of industries.

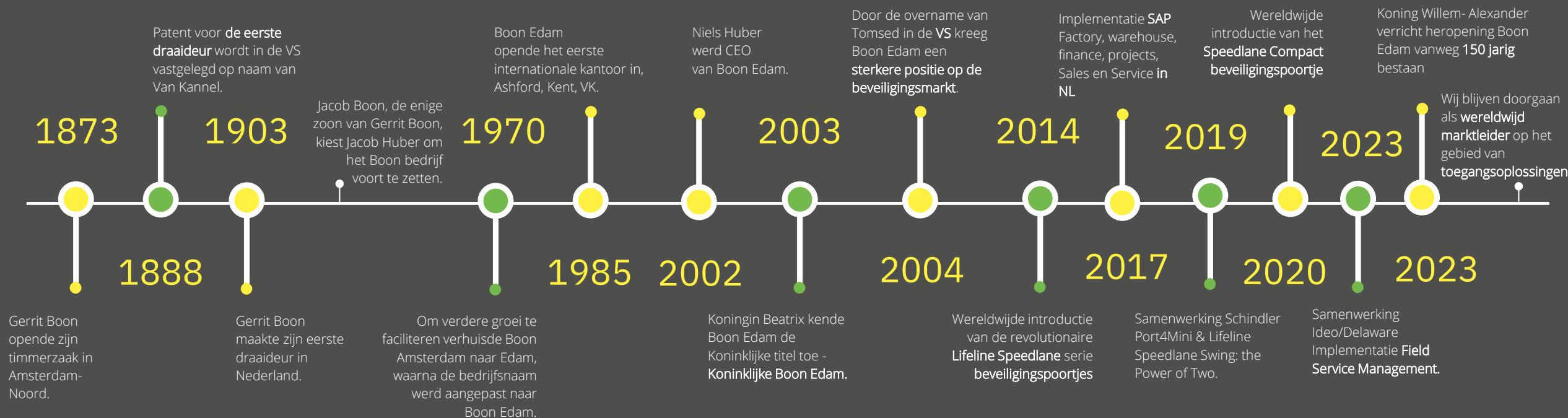
OUR HERITAGE.

CONTEMPORARY MASTERS

What began as a small Amsterdam carpentry workshop in 1873 has grown into a modern, innovative company that has never lost its sense of craftsmanship and family spirit. Our first revolving door was produced in that workshop in 1903. The values and heritage that formed the core of our brand back then continue to shine through in the way we work hand in hand with our customers to this day.



OUR Timeline.



WORLDWIDE PRESENCE.



Worldwide
1400 people
employed



Factories located in in
Netherlands, US en China



16 International
Subsidiaries



Exclusive distributors
in more than 55 countries

SUSTAINABILITY AND CIRCULARITY AT BOON EDAM

At Boon Edam we are extremely proud of what we have achieved over the past **150 years** and we have a strong focus on the future with sustainability. We believe it is important to contribute to a sustainable future and the preservation of the earth for future generations. As a family business we believe it is important that our children and their children have the opportunity to continue our work.

SUSTAINABILITY AND CIRCULARITY AT BOON EDAM



Own recycle center



Refurbish old doors



100% recycled packaging



Environmentally friendly powder coating



Sustainable renovation



Disposal of old doors



Reuse electrical components

RESPECTED CUSTOMERS.

IN THREE AREAS



DOORS

ALWAYS OPEN. ALWAYS CLOSED.



SECURITY

ALWAYS SAFE. ALWAYS SECURED.



SERVICE

ALWAYS RELIABLE OPERATION.



Challenges to Field service management SAP

Change management

- Local support needed, key users teams to be available
- New solution Full training needed for end users

Local challenges

- Legal requirements
- Small Differences in way of working
- Accurate Time recording

System challenges

- Workmanager not supported
- FSM implementation phasing needed due to time pressure, phasing out workmanager

PM Setup to Field Service Management

Preparations

- Direct link to business
- Local Key users business
- Initial set up FSM

Planning

- Local training key users PM team

Execution

- End user training by key users
- Migration to FSM

Time line

Entity	FSM Roll-Out Planned (when)	2023			2024								2025				
		September	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January
United kingdom	25-Sep-23	FSM															
Germany	18-Mar-24		Prepare	Prepare	Prepare	Prepare	FSM										
Sweden	22-Apr-24			Prepare	Prepare	Prepare	Prepare	FSM									
Norway	03-Jun-24				Prepare		Prepare	Prepare	Prepare	FSM							
Netherlands	27-Jan-25										Prepare	Prepare			Prepare	Prepare	FSM

Change to Field Service Management

Workmanager not sustainable for future

- Not supported
- Only in English language
- Not fool proof and lacking user friendliness

Planning optimization

- No Optimization in MRS possible
- Inefficient / manual planning (non-productive hours)
- Workarounds in place via Excel with additional work involved

Prepare for Future technological developments



SAP FSM functionalities



FSM vs WM

Functional Overview - Field Operations Management vs Workmanager

Topic	FSM	WM	Phase
Online navigation	✓	✗	1
Real time notifications new jobs	✓	✗	1
E-mail notifications to Customers	✓	✗	1
Overview of hour bookings Mechanics	✓	✗	1
Customer signature	✓	✓	1
Add customer name to signature	✓	✗	1
Incorporated smart forms	✓	✗	1
Use of notification for Remedials	✗	✓	1
Internal notes possible	✓	✗	1
Confirmation Stage / Check in FSM, before hours and materials are entered in SAP	✓	✗	1
User Friendly	✓	✗	1
Usable on all Devices	✓	✗	1
All Language supported	✓	✗	1

Functional Overview - Field Operations Management vs MRS

Topic	FSM	MRS	
Planner overview	✓	✗	1
Planner grouped into Days-Weeks-Months	✓	✗	1
Skills Matrix	✓	✗	2
Auto scheduling	✓	✗	1
Customer Portal	✓	✗	1/2* * Creation Service call by customer

Boon Edam FSM Web-service

Full service call details available, also available on I-pad for engineers.

FSM Web-service
eric.kok@boonedam.com - Royal Boon Edam International B.V. [Sign out](#)

Good Afternoon

FSM Planner

Planning Information

7 – 13 Oct 2024

week list month

Resources	Mon 07/10	Tue 08/10	Wed 09/10	Thu 10/10	Fri 11/10	Sat 12/10	Sun 13/10
Service Kontor	Madde och David till GBG 07:00 - 16:00		Hawsar på REP Centralstation #4403811 12:00 - 16:00	Madde och David i Skåne 00:00 - 23:59	Townhallmöte 08:00 - 08:30		
Portpartner Johan	REP JKPG Tingsrätt #4372283 + #4372278 + #4372280 07:00 - 16:00						
Portpartner Per	REP JKPG Tingsrätt #4372283 + #4372278 + #4372280 07:00 - 16:00						
Underentreprenör 5							
Projekt Kontor					Townhallmöte 08:00 - 08:30		
External							
Mikael Olsen	Start at: 07:00 Order: 4400260 Uppsala Stadshus - Stadshusgatan 2 - 753 21 - Uppsala Not Communicated	Start at: 07:00 Order: 4400260 Uppsala Stadshus - Stadshusgatan 2 - 753 21 - Uppsala Not Communicated	Start at: 07:00 Order: 4400260 Uppsala Stadshus - Stadshusgatan 2 - 753 21 - Uppsala Not Communicated	Start at: 07:00 Order: 4400260 Uppsala Stadshus - Stadshusgatan 2 - 753 21 - Uppsala Not Communicated	Start at: 07:00 Order: 4400260 Uppsala Stadshus - Stadshusgatan 2 - 753 21 - Uppsala Not Communicated		
				Start at: 11:00 Order: 4403811 Centralstationen - 3044 - Centralplan 15 - 111 64 - Stockholm Not Communicated			
				Start at: 12:00 Order: 4409637 Westinghouse Västerås - Bränslegatan 1 - 721 36 - Västerås Communicated			

Links, integrations, partners



delaware

FSM Progress



NL Live 27th January 2025



Goal reached by 27th of January 2025,
all 5 Sap subsidiaries live on FSM

Next steps , Q&A



Support and connect our other subsidiaries



Any Questions?

For more details you can reach met at Ramon.hendriks@boonedam.com

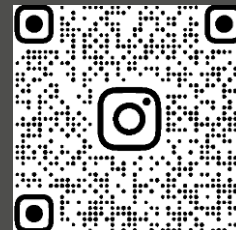
LATEN WE CONTACT HOUDEN.



LINKEDIN



FACEBOOK



INSTAGRAM



X




BOON EDAM
YOUR **ENTRY** EXPERTS.

THANK YOU.