



SAP Field Service Management

Taking the customer service and efficiency higher

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Public

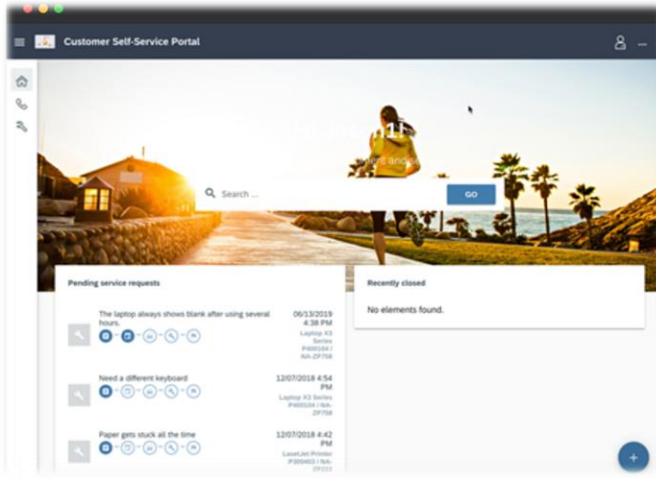
Agenda

- SAP FSM's solution's overview
- Why field service has so much space for improvement?

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- How SAP fills that improvement space
- The quiz & prizes!

SAP Field Service Management - solution components



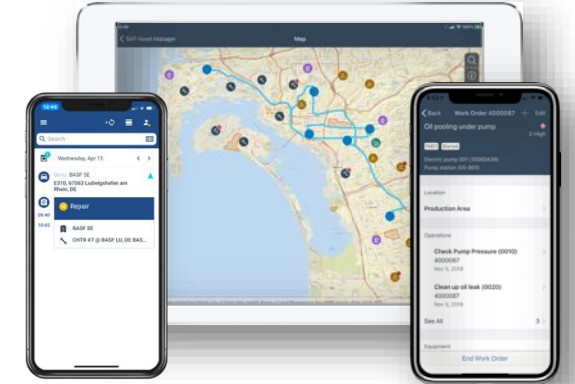
Self-service portal

- Learn the basics
- Ask questions
- Order service



Intelligent scheduler

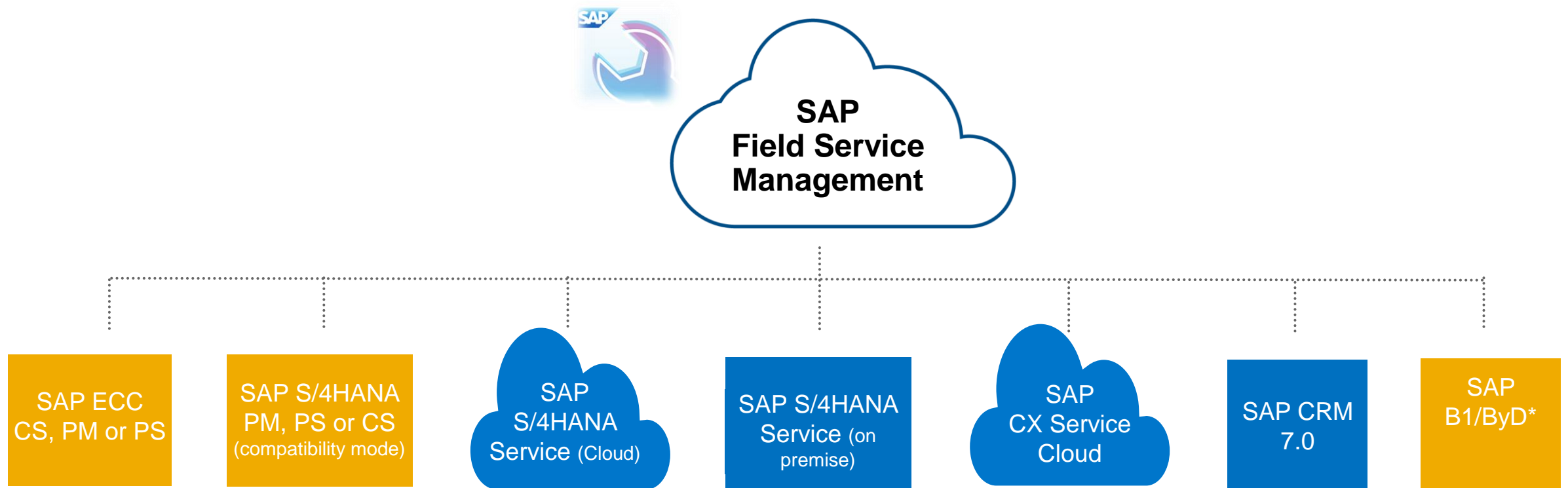
- Plan service orders
- Assign technicians: Own & Contractors'
- Update data: from tools to people



Mobile apps

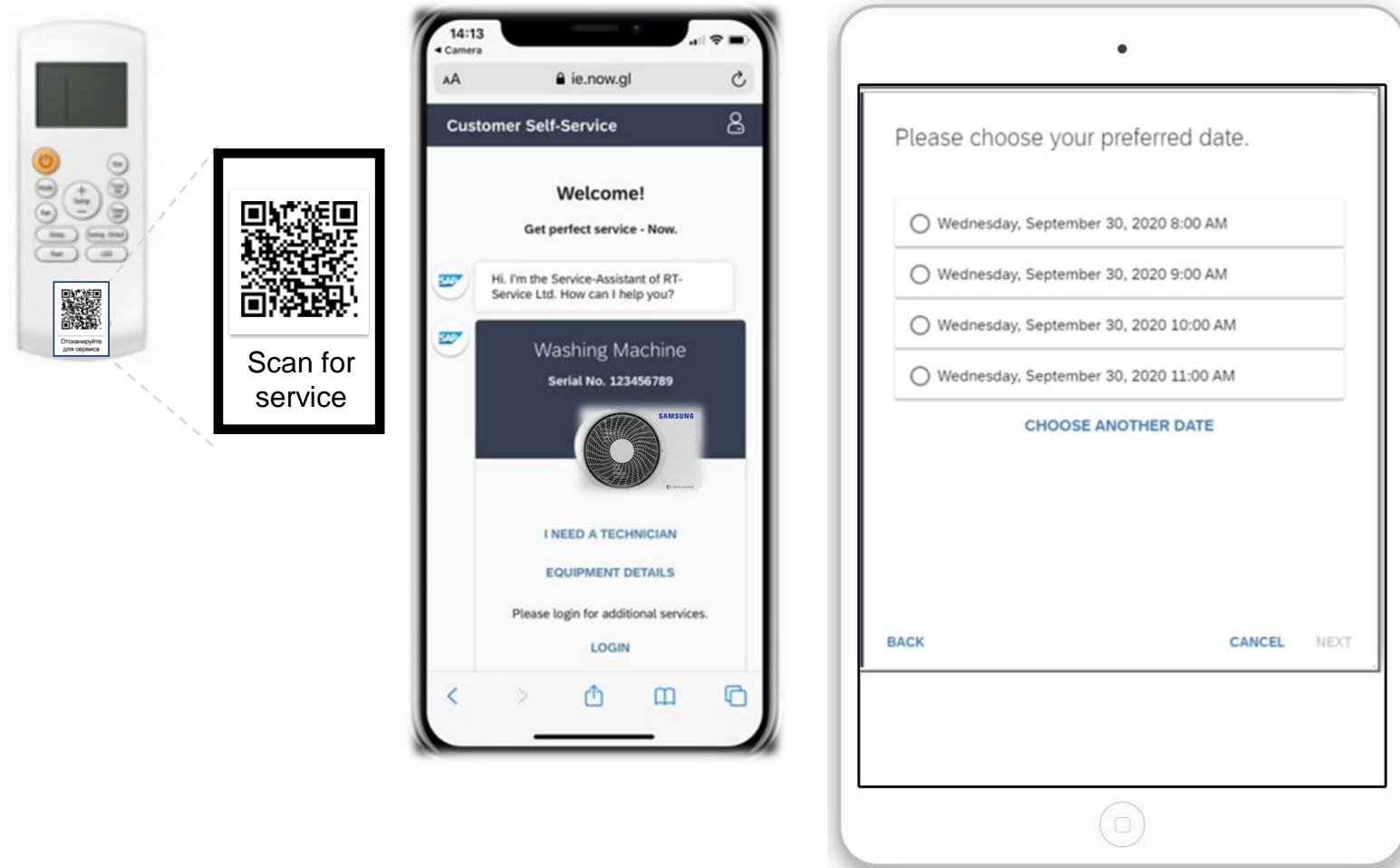
- Inform & check technicians
- Navigate on maps & GIS
- Report on jobs

Intergrate **SAP Field Service Management** with Standard Scenarios or run in the **stand-alone** mode



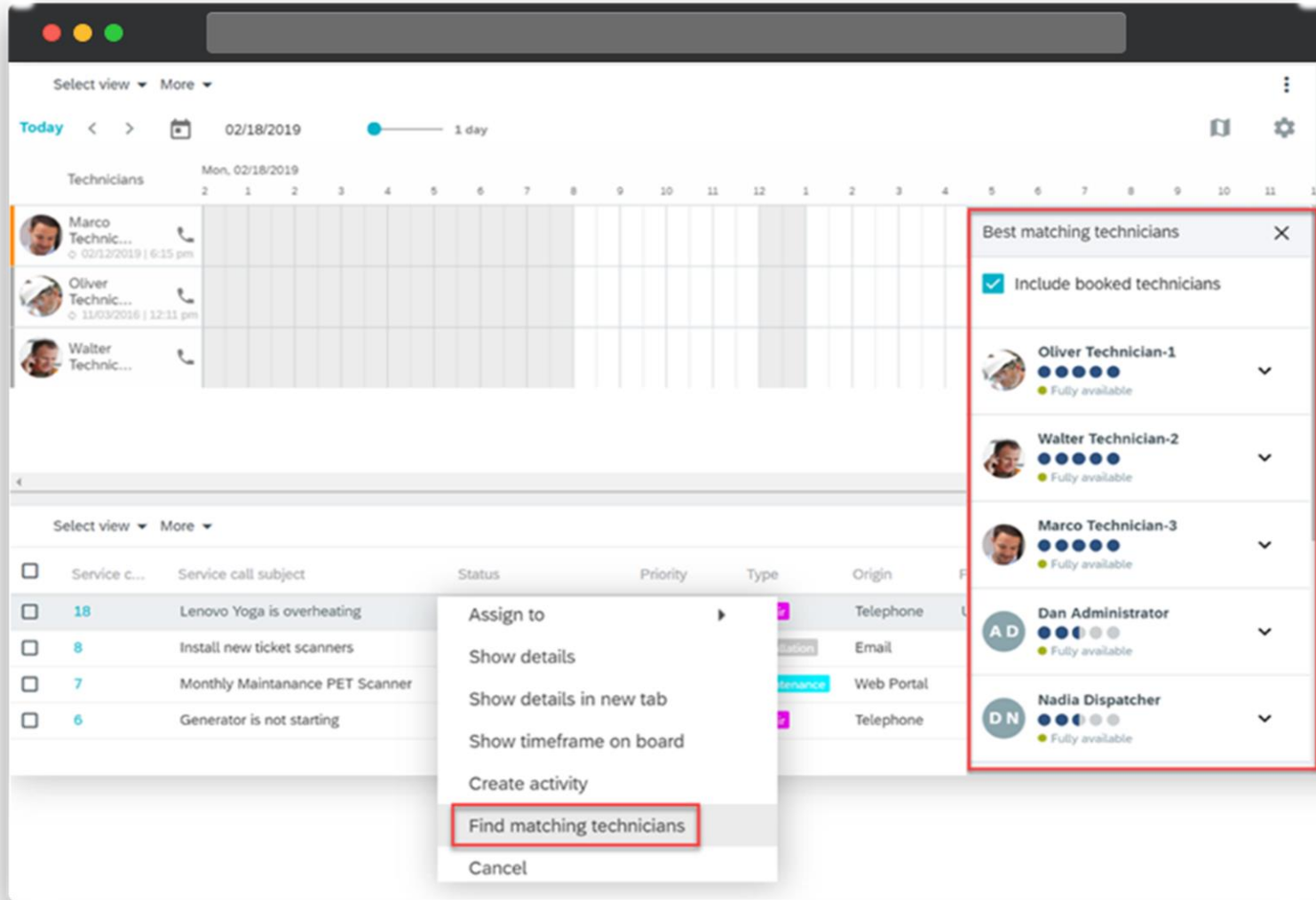
*Needs a partner's adapter

Get you fixed with no waiting on the Customer Self-Service portal



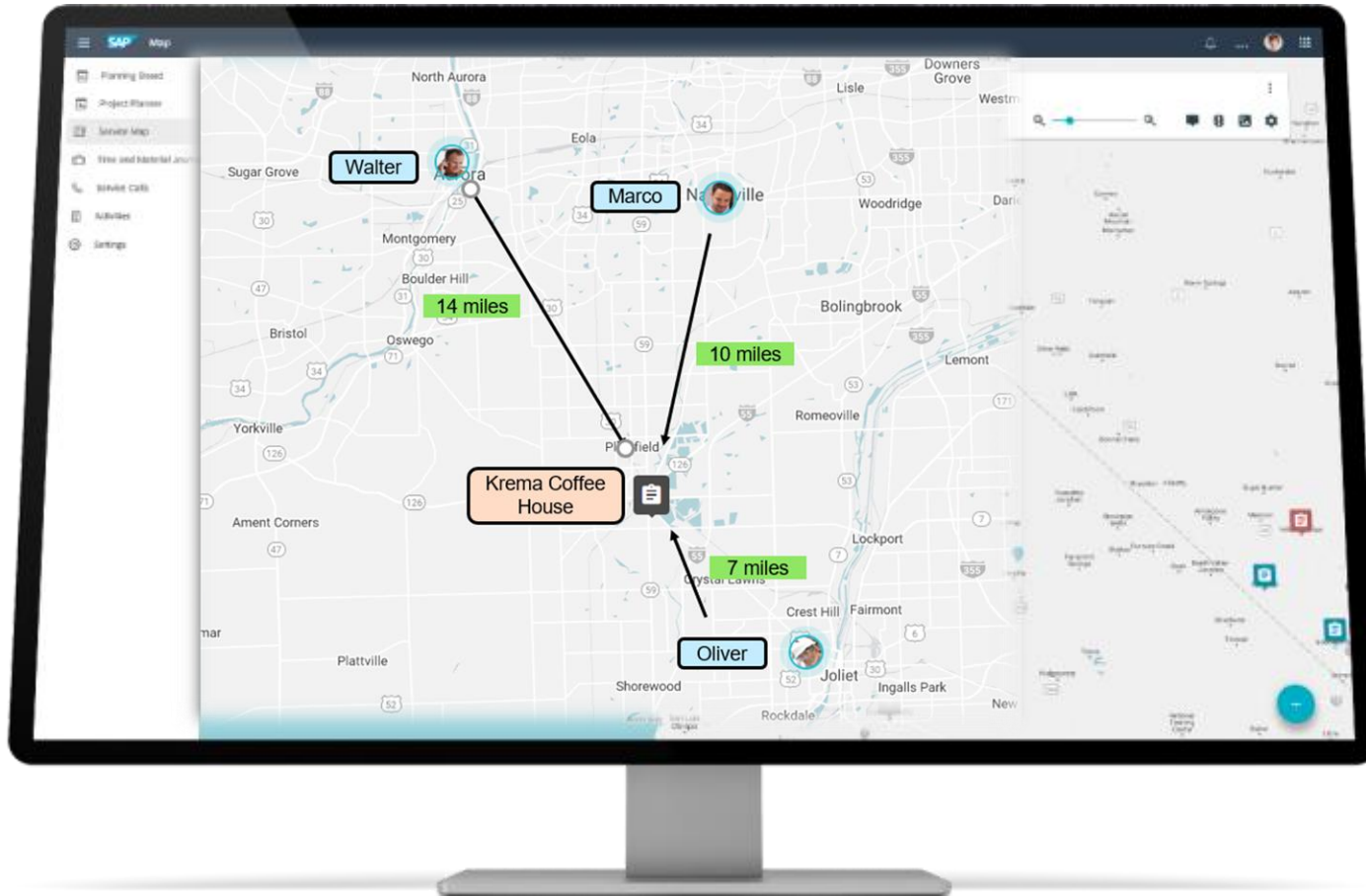
- Self-service the problem & order extras
- Provide complete info & book a visit
- Track technician/reschedule a visit

Provide instant visibility of all service orders & relevant technicians' availability



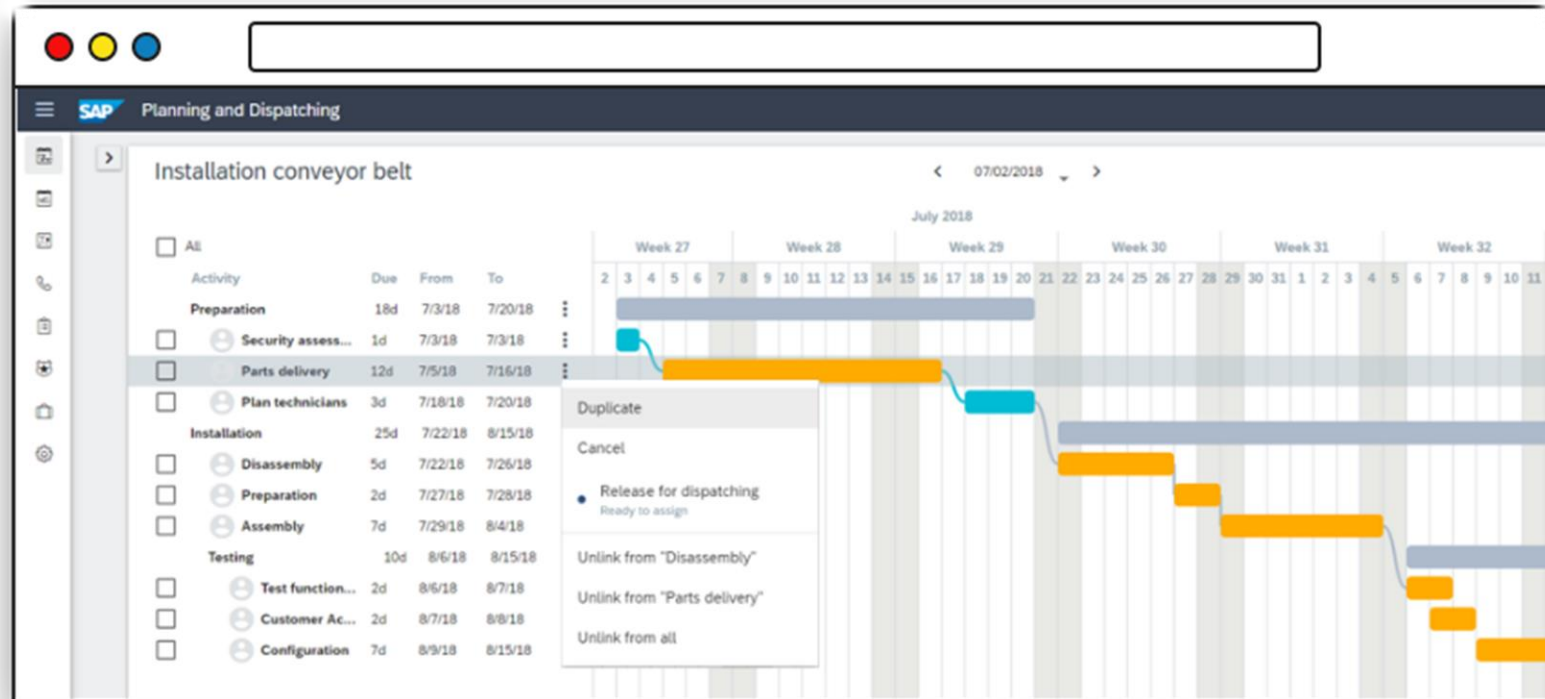
- Plan & edit the orders
- Assign automatically & manually
- Manage & integrate all critical info

Track all orders' & technicians' locations on the map to serve faster & cut costs



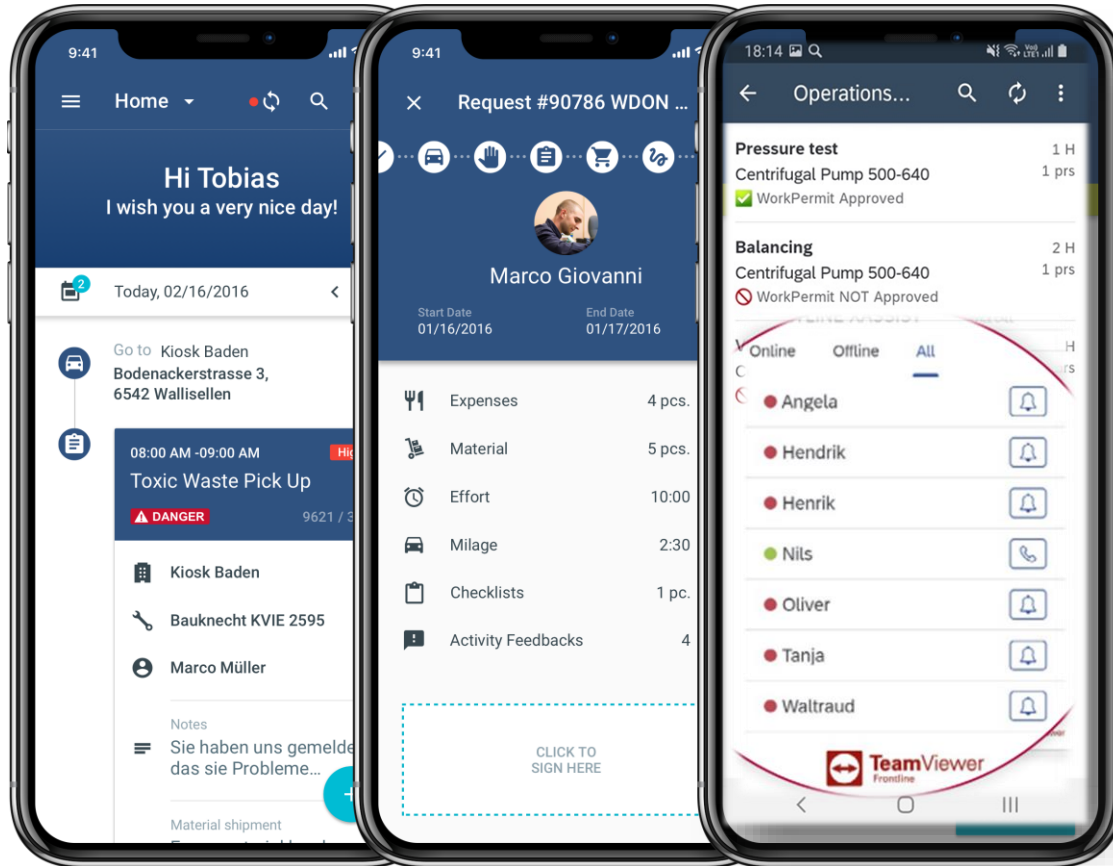
- Allocate orders
- Trace technicians & match perfectly
- Show warehouses

Have full visibility of all steps, assign no tasks before dependencies complete and unlock a Premium service



- Visualize the connected tasks
- Task all automatically
- Offer a fast-track customer service

Get complete orders' info/support, log expenses and make more money



- Stay fully informed & accept tasks with confidence
- Get remote support & log all info
- Get the customer acceptance & upsell

Thank you.

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