

SAP Field Service Management Taking the customer service and efficiency higher

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Public



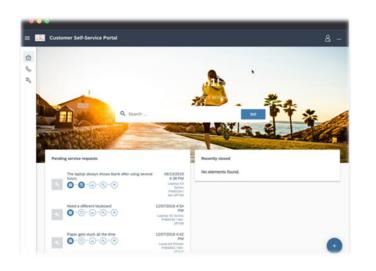
Agenda

- 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

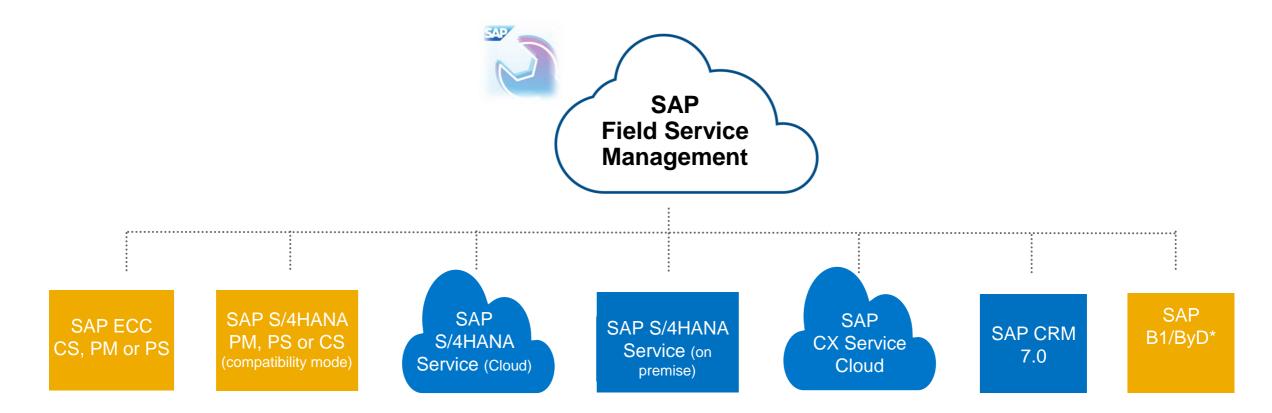
Intelligent scheduler

- 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

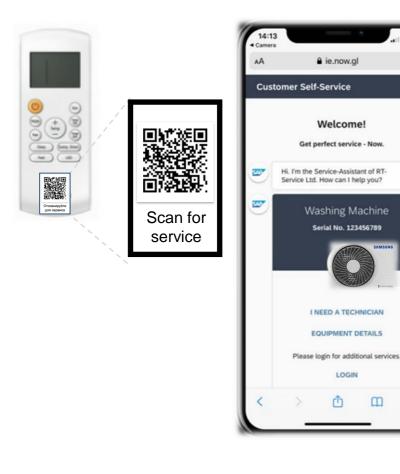
Intergrate SAP Field Service Management with Standard Scenarios or run in the stand-alone mode



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

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- Self-service the problem & order extras
- Provide complete info & book a visit

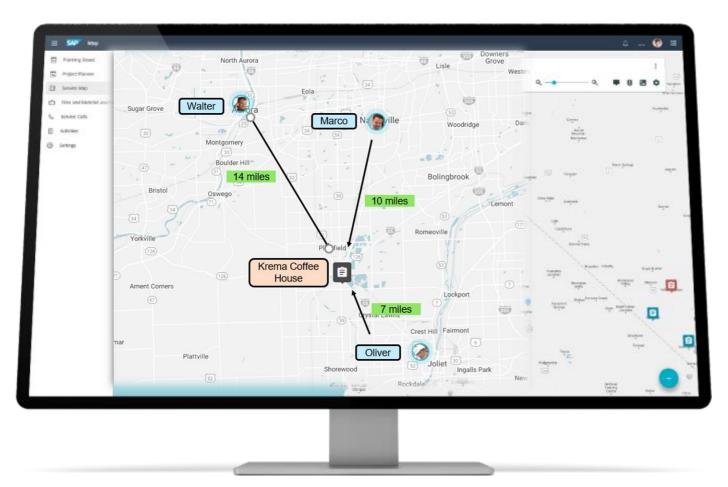
 Track technician/reschedule a visit

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

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- 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



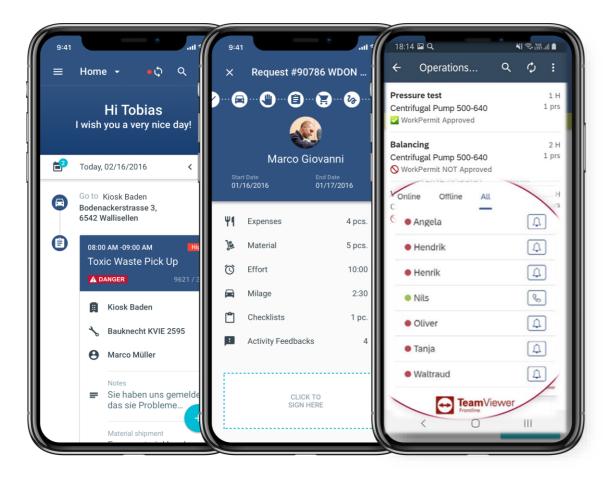
- Allocate orders
- Trace technicians & match perfectly
- Show warehouses

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

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Û		_	Preparation	18d	7/3/18	7/20/18	
			Security assess	1d	7/3/18	7/3/18	
۲			Parts delivery	12d	7/5/18	7/16/18	
			Plan technicians	3d	7/18/18	7/20/18	Duplicate
0		_	Installation	25d	7/22/18	8/15/18	Cancel
Ĩ		<u> </u>	Disassembly	5d	7/22/18	7/26/18	Palaces for directibles
		<u> </u>	Preparation	2d	7/27/18	7/28/18	Release for dispatching Ready to assign
			Assembly	7d	7/29/18	8/4/18	
		_	Testing	10d		8/15/18	Unlink from "Disassembly"
			Test function		8/6/18	8/7/18	Unlink from "Parts delivery"
			Customer Ac Configuration		8/7/18 8/9/18	8/8/18 8/15/18	Unlink from all

- 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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