

SAP Field Service Management (FSM)



Welcome!

Agenda

- System Architecture
- Modules
- Workforce Management
- Mobile Field Service
- Smartforms & Feedback
- Master Data Management
- System Monitoring
- Administration
- Analytics & Reporting
- Customer Self-Service Portal

System Architecture



Modules

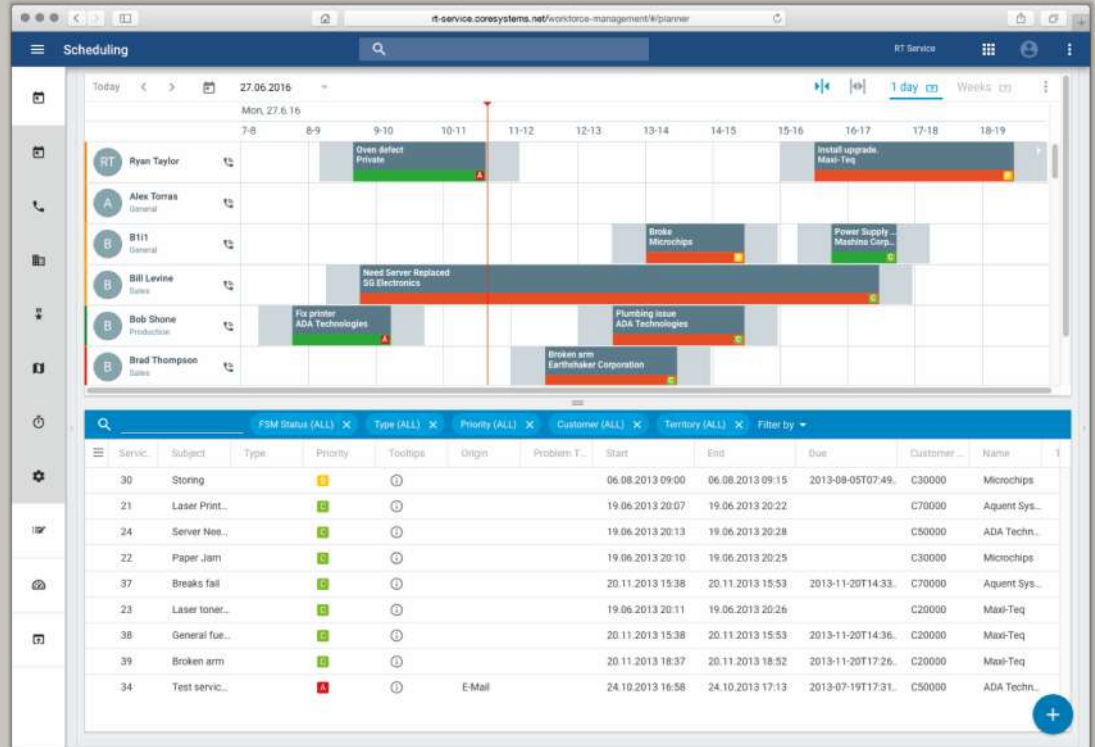




Workforce Management

Planning Board

- Drag and drop planning
- Colour code for status
- Filter possibilities
- Skills
- Worktime pattern
- SMS / E-Mail notification
- Approval for time, material, mileage and expenses

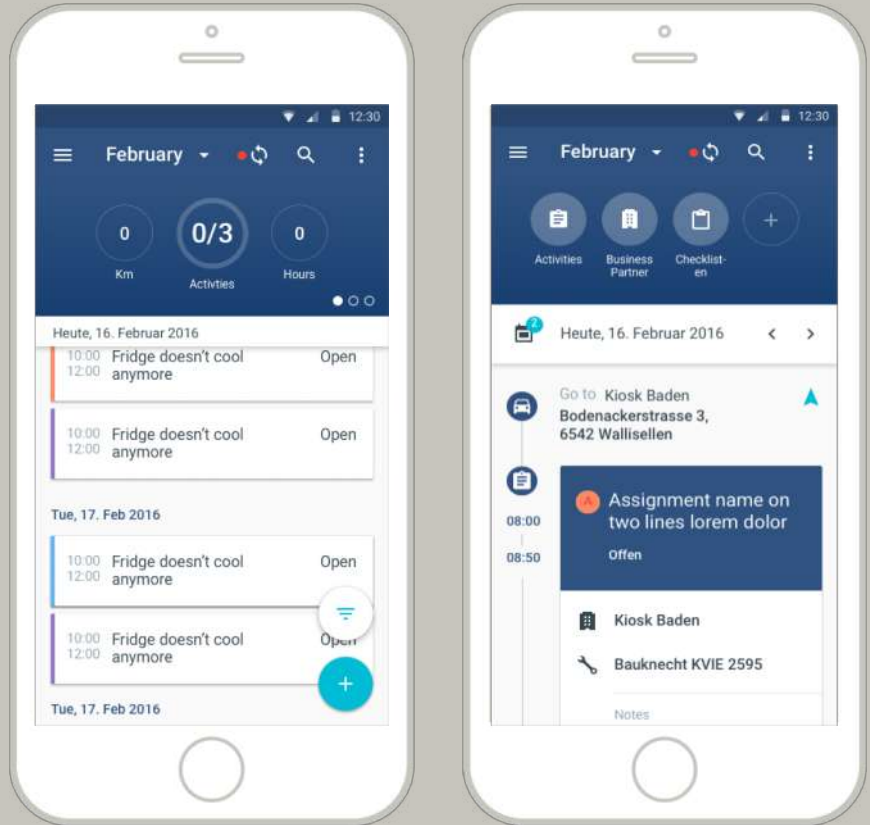




Mobile Field Service

Mobile App

- Offline usage possible
- Sync Button on every screen
- Direct access to ERP data
- Limitations with permission groups
- Smart forms
- App handling customized to your process





Smartforms & Feedback


Smartforms & Feedback

- Smartforms are created to define the steps onsite according to a check list
- Back-office can create Smartforms
- Service technician fill out the Smartform and finishes his Assignment
- Service report can be sent directly to the customer

Defibrilator Heart Start FR3 Date: 05/02/19 Page: 1 / 1

Go to the Defibrilator

Please take a foto of the product



How often has the defibrilator been used?	0-100
Does the defibrilator works properly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Please replace the defibrilator	
Did you replace it?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Servicebericht 92

DEC Computers (Schweiz) - Adressstrasse 89 - 8106 Ihre Kontaktperson bei uns

Microchips AG (C30000)
 Wehntalerstrasse 340
 8054 / Zürich
 Zürich | Switzerland

Adresse des Einsatzes
 Alexandra Deuber alexandra.deuber@microchips.ch
 Wehntalerstrasse 340
 Zürich
 CH

Bestell# Laserprinter maintenance (ledo dawa)
 Status g-Ken
 Problemtyp Mechanisch
 Typ Maintenance
 Problembewertung

Danke, dass sie sich für unsere Dienstleistungen entschieden haben. Datum: 01.02.2019 Seite: 1 / 2

Außerleistungen

Handl./Warennummer	Bezeichnung	Art/Nr. Defekt
	HP 800 Series Tinte	AK-000001

Leistungen

Datum	Von	Bis	Platz	Stund	Stunde	NETO	Umsatzsteuer	Gesamt
01/02/19	Dominik Leuenberger	Reisekosten	00:00	14:00	12:00	60:00		60:00
01/02/19	Dominik Leuenberger	Arbeitsstunde Produktion	00:00	11:30	16:00	60:00		60:30
01/02/19	Dominik Leuenberger	Arbeitsstunde Produktion	00:00	09:00	12:00	60:00		64:00
01/02/19	Dominik Leuenberger	Reisekosten	00:00	06:00	08:00	60:00		60:00
						Total		60:30


Benutzerdefinierte Felder

Bezeichnung	Wert
Fiscode Produkt	0 800000

Unterschrift

Alexandra Deuber

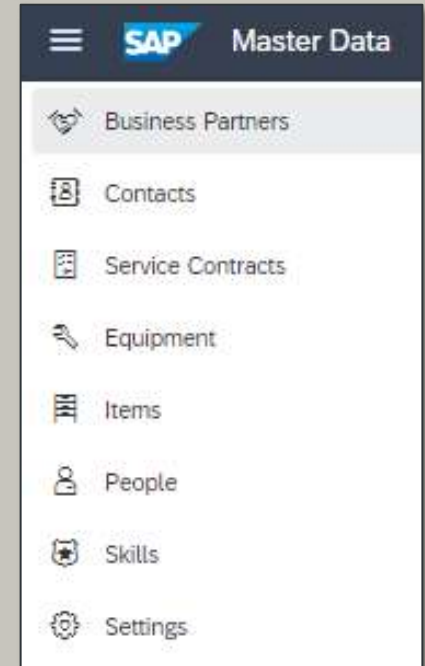
Alexandra Deuber
 Netizen
 Standard maintenance for Hahnson 1200 Laserprinter



Master Data Management

Master Data Management

- Master data can be edited in the ERP (B1) or Workforce Management (Stand alone)
- Masterdata can be uploaded via Excel file with the data loader

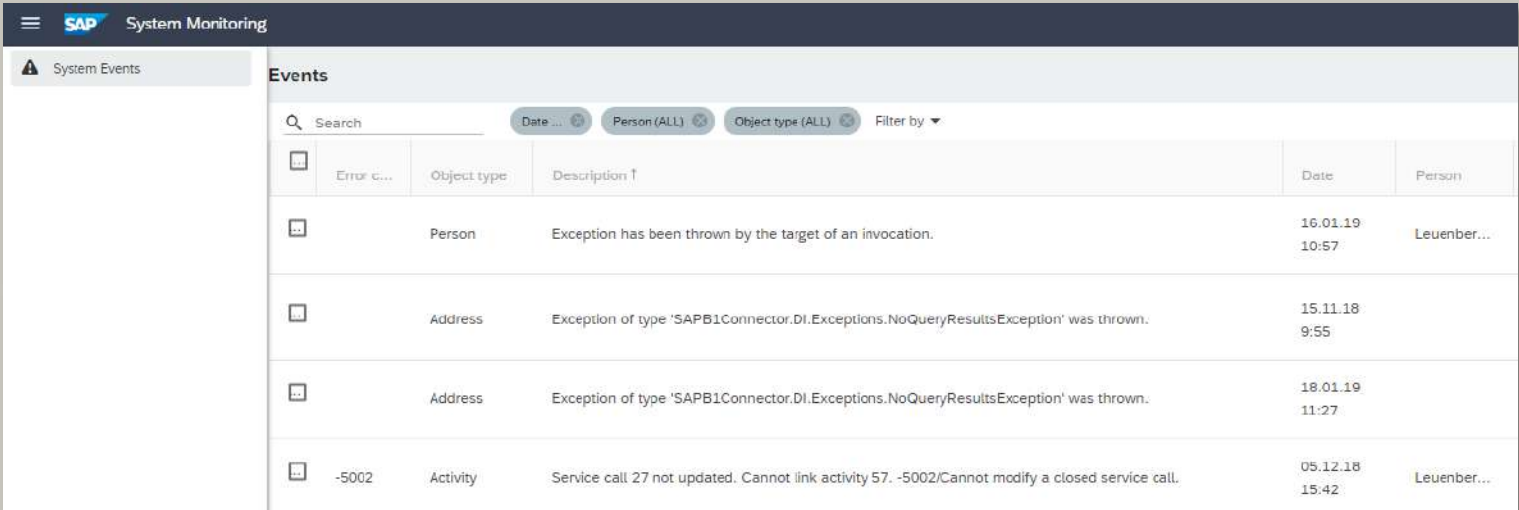




System Monitoring

System Monitoring

- The system monitoring shows the historie of all system relevant fault messages
- Example: The currency you choose is not included in the master data. This creates a message in system monitoring. After you have added the currency, you are able to continue directly.



The screenshot displays the SAP System Monitoring interface. The top navigation bar includes the SAP logo and the text 'System Monitoring'. A sidebar on the left is labeled 'System Events'. The main content area is titled 'Events' and features a search bar and filter controls for 'Date', 'Person (ALL)', and 'Object type (ALL)'. Below these controls is a table listing system events.

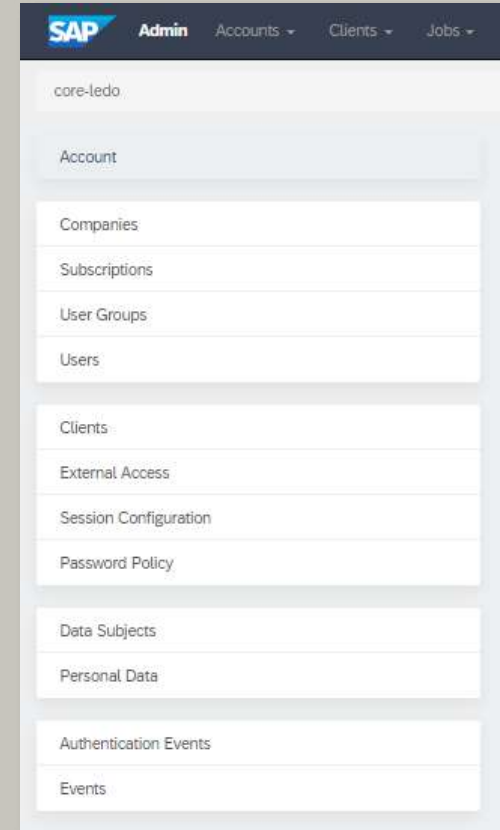
Error C...	Object type	Description f	Date	Person
...	Person	Exception has been thrown by the target of an invocation.	16.01.19 10:57	Leuener...
...	Address	Exception of type 'SAPB1Connector.DI.Exceptions.NoQueryResultsException' was thrown.	15.11.18 9:55	
...	Address	Exception of type 'SAPB1Connector.DI.Exceptions.NoQueryResultsException' was thrown.	18.01.19 11:27	
-5002	Activity	Service call 27 not updated. Cannot link activity 57. -5002/Cannot modify a closed service call.	05.12.18 15:42	Leuener...



Administration

Administration

- Cloud Account-, User data- and Password management
- Permission groups (read only, technician, manager, admin)
- Business Rules for customer specific processes
- Screenconfiguration for individual handling

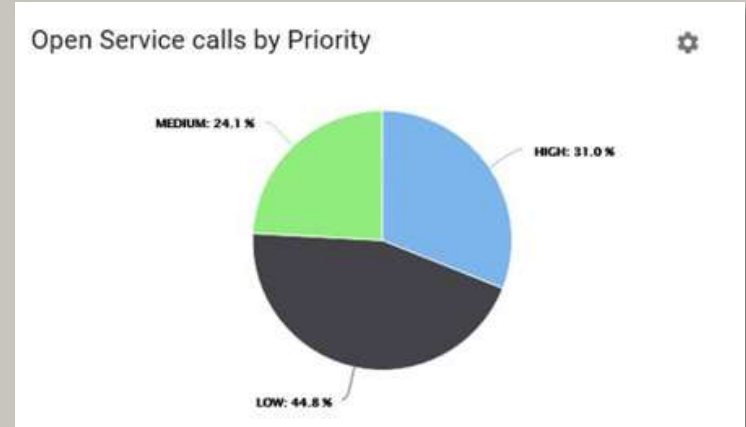
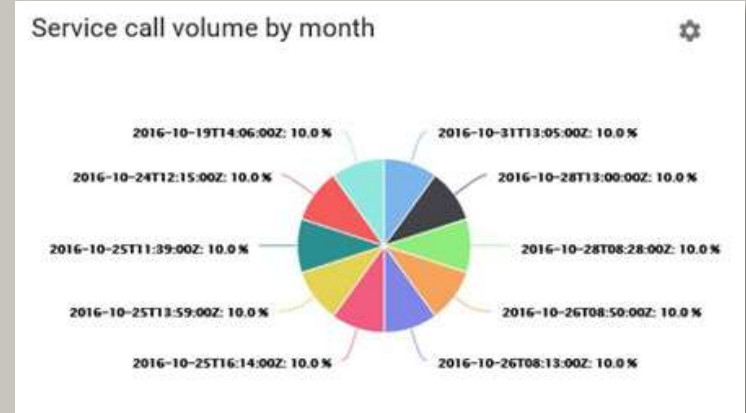


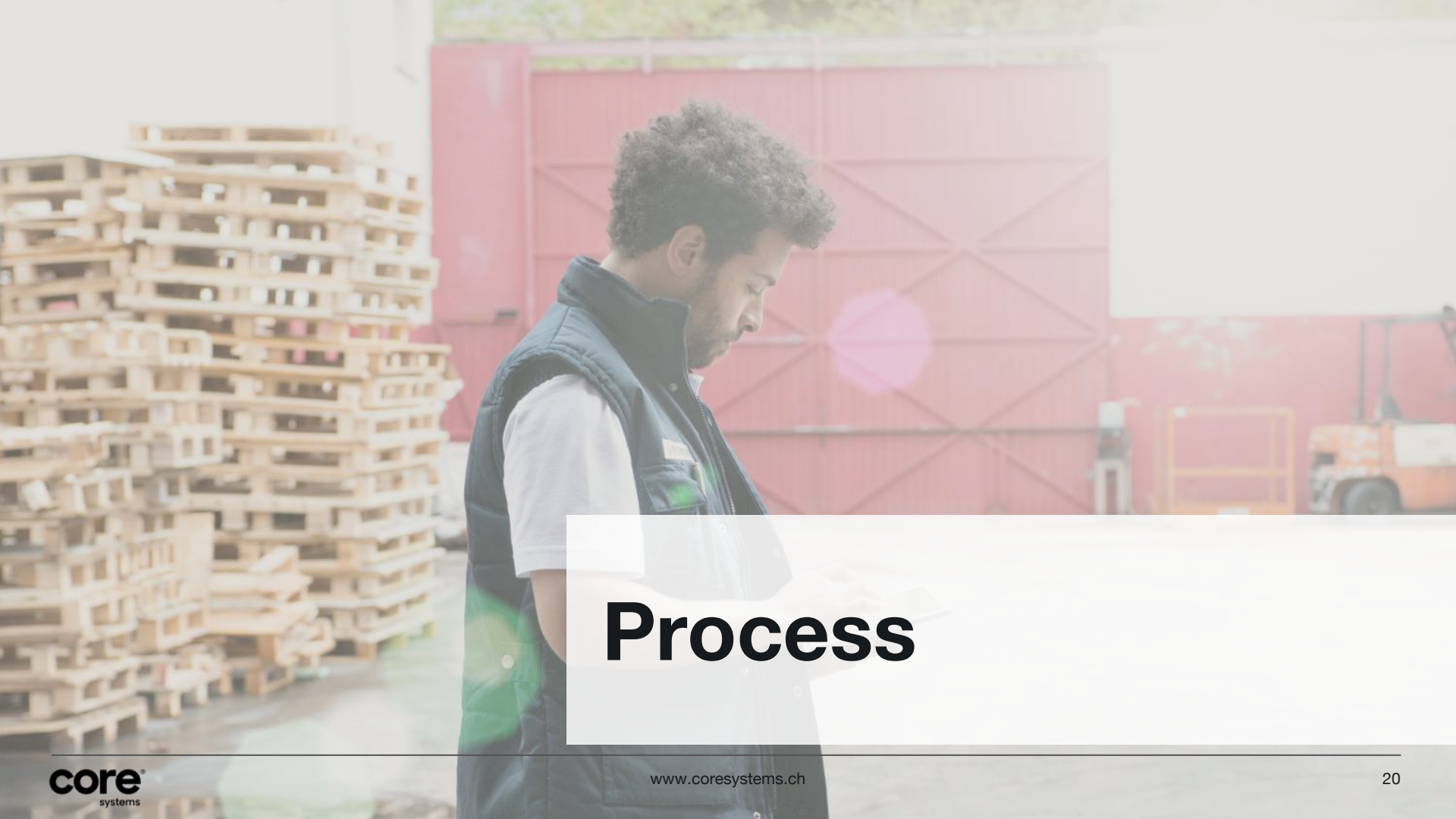


Analytics & Reporting

Analytics & Reporting

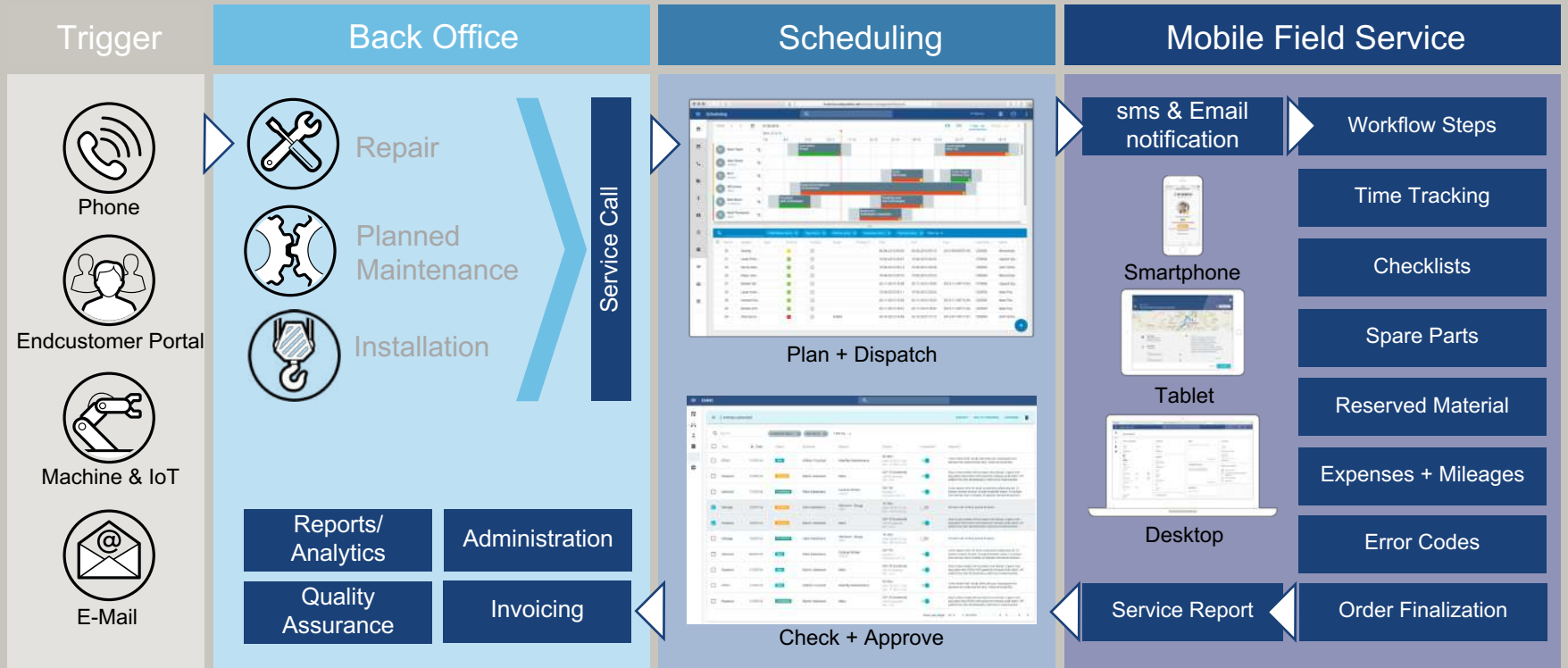
- Fast overview of all KPI's
- Easy creation of different dashboards
- Additional reporting possibilities with queries
- Creation of individual reports with Jaspersoftware





Process

Process – Happy flow

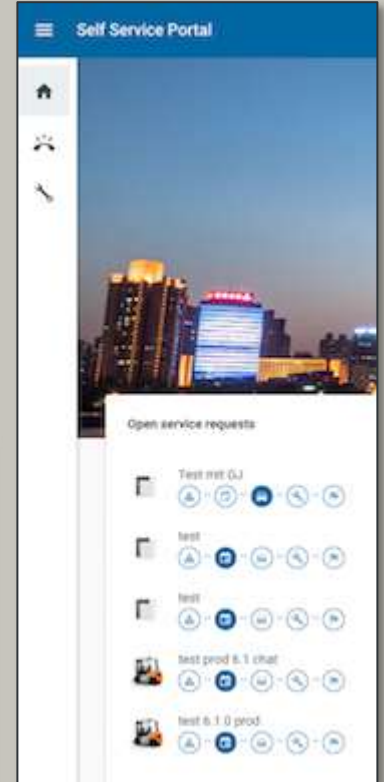


A man with a beard, wearing a dark suit and white shirt, is shown in profile from the chest up. He is holding a white smartphone in his right hand and looking at the screen. The background is a bright, modern office with glass partitions, a desk with a laptop, and a desk lamp. The overall lighting is soft and professional.

Customer Self-Service Portal

Customer Self-Service Portal

- Customer creates Service Calls by scanning the QR-Code
- Status tracking of all Service Calls
- Customer can order a technician and choose from the proposed time slots
- Customer Self Service Portal can be designed individual
- Customer can access all machine data by the QR-Code



Thank you!



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