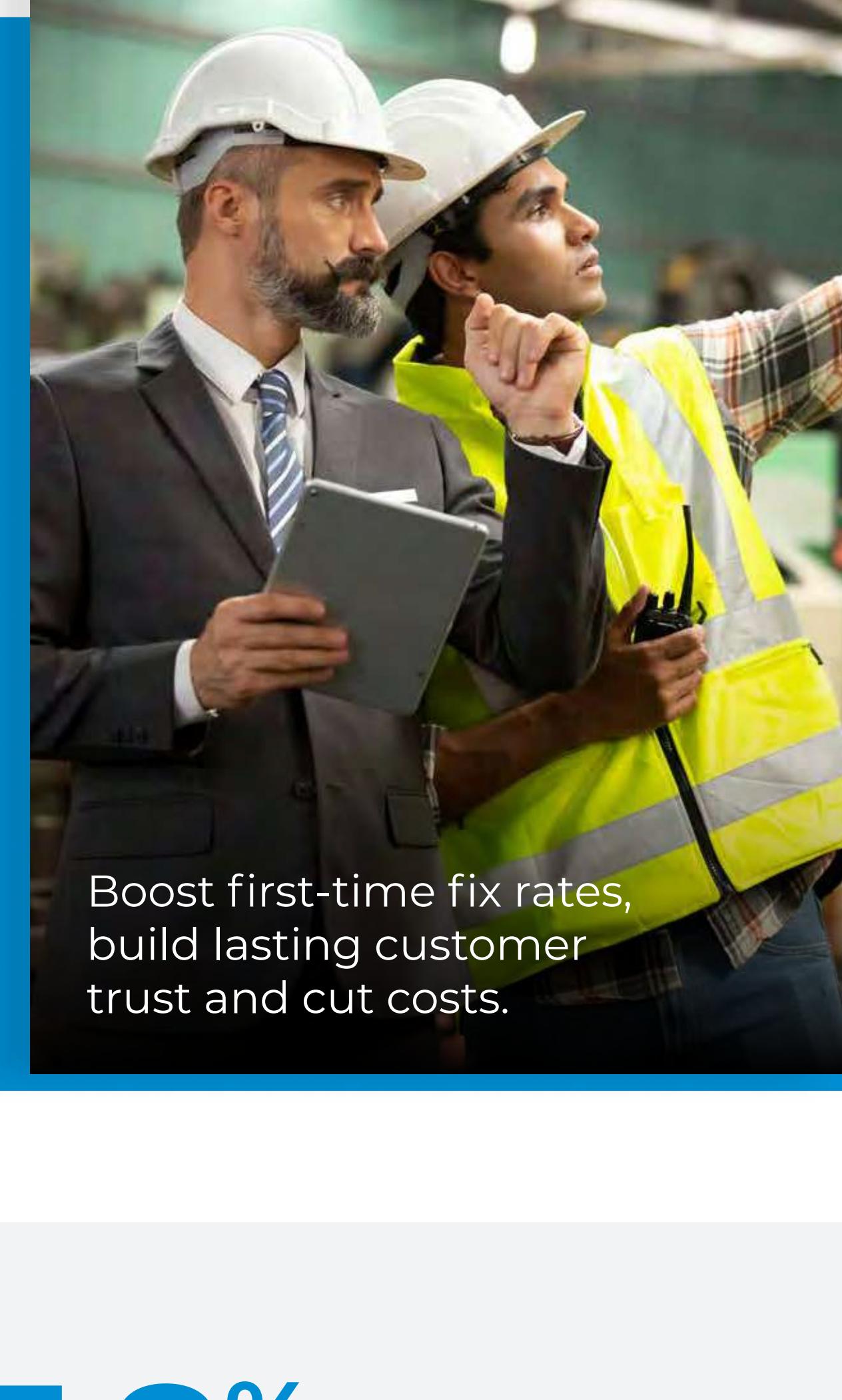


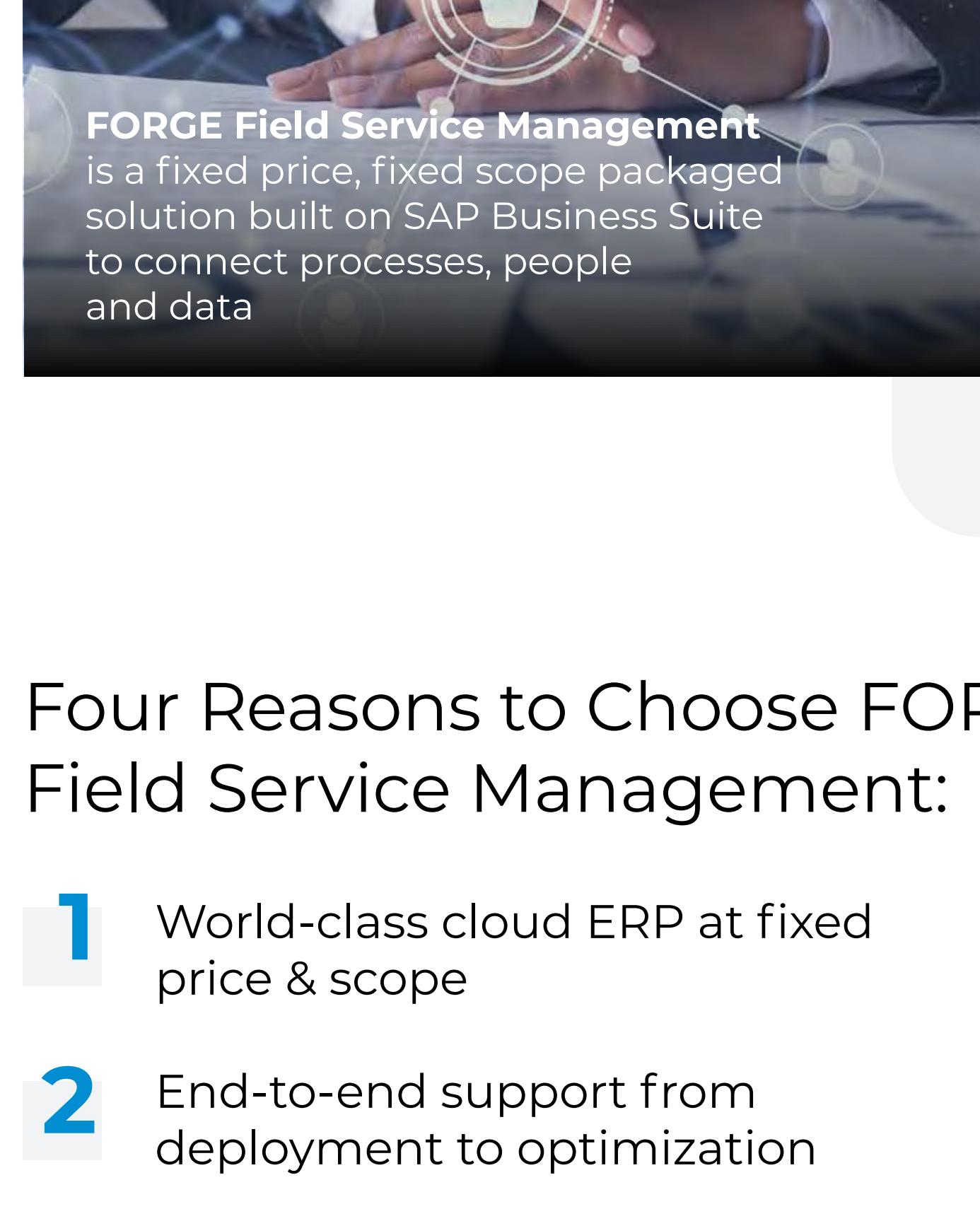
Built for Field Service Operations:

Empower your Mobile Workforce with FORGE Field Service Management

Find out more →



Boost first-time fix rates,
build lasting customer
trust and cut costs.



77.8%

Benchmark for first-time fix rate (FTFR)¹

98%

FTFR achieved by top-performers²

15%

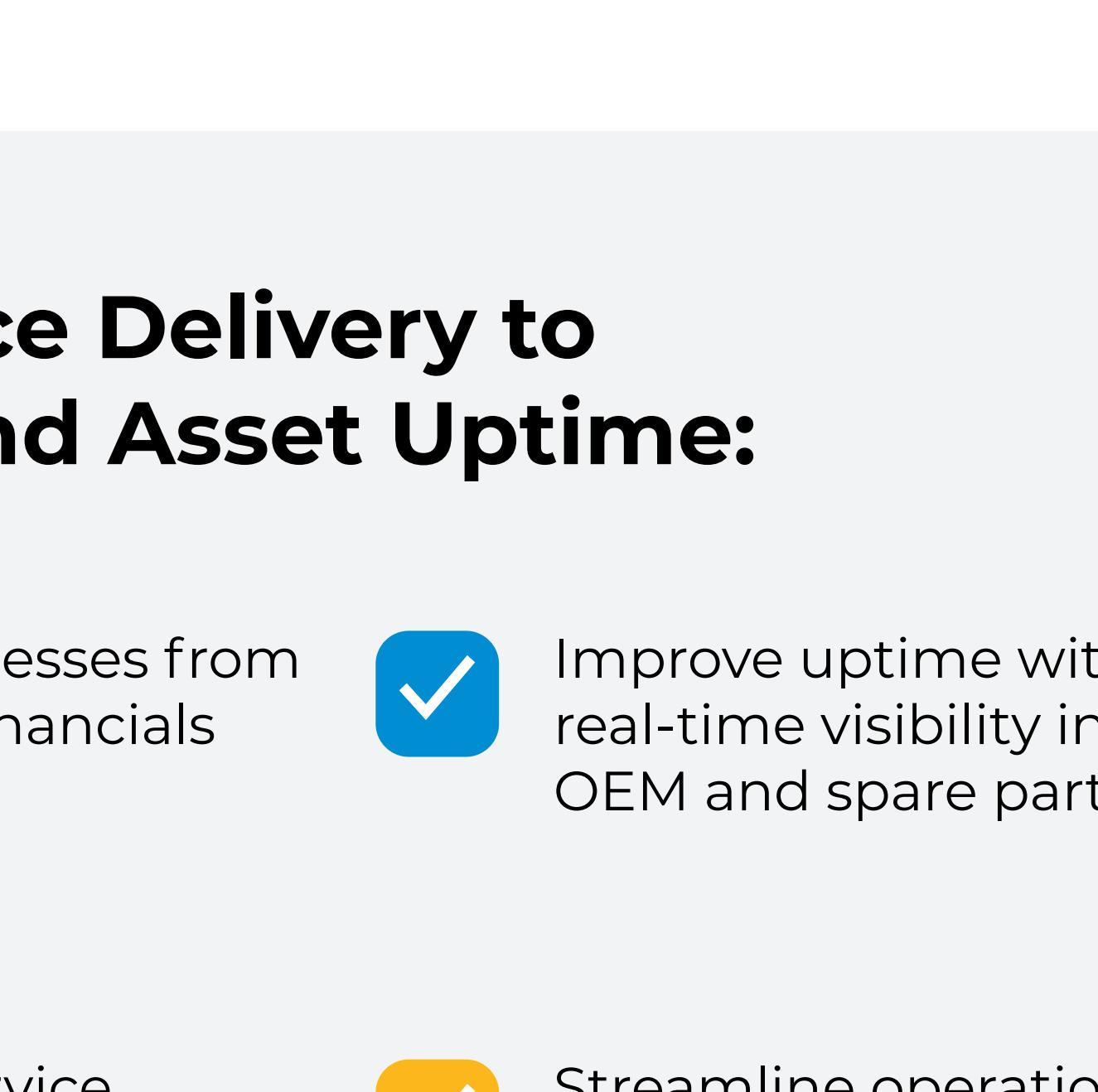
Average reduction in time to review and plan service requests³

12.5%

Average increase in dispatcher productivity⁴

Four Reasons to Choose FORGE Field Service Management:

- 1 World-class cloud ERP at fixed price & scope
- 2 End-to-end support from deployment to optimization
- 3 Canadian ERP specialists for SMBs focused on operational efficiency
- 4 Rapid implementation in as little as 26 weeks



Digitize your Service Delivery to Maximize Efficiency and Asset Uptime:

- ✓ Improve FTFRs with optimized scheduling, dispatching and routing
- ✓ Connect processes from field ops to financials
- ✓ Improve uptime with real-time visibility into OEM and spare parts

- ✓ Reduce administrative time with automated finance processes
- ✓ Automate service requests to reduce delays and downtime
- ✓ Streamline operations and reduce overall service costs



SAP is in the Leaders category for field service management

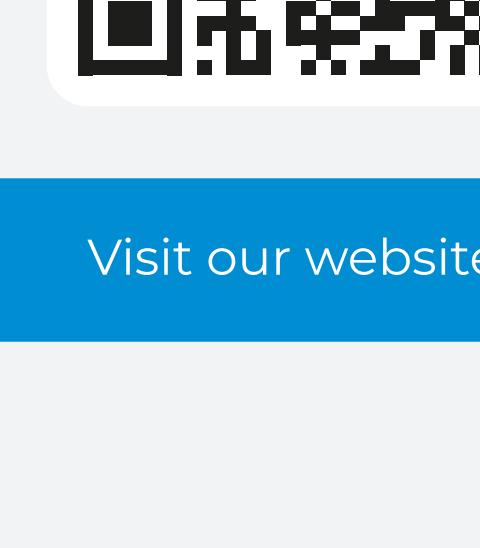
IDC MarketScape report 2023-2024⁵

SAP is a Leader in service life-cycle management based on scalability, flexibility, integration, and more

IDC MarketScape report 2023-2024⁵

Provide More Efficient, Better Value Operations with FORGE Field Service Management

Learn more about the **FORGE Field Service Management** packaged solution, part of SAP Business Suite and delivered via GROW with SAP.



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