Build first-class field service operations and foster close customer relationships

SAP

Enhanced efficiency and increased customer loyalty

Top-performing field service organizations move with speed, flexibility, and agility to meet increasing customer expectations for high asset availability and performance. New service models continue to rise, and manufacturers and service providers strive for higher profits by fostering servitization. By optimizing field service operations and helping customers keep equipment up and running, you can **build trust and long-lasting relationships**.

Improving the efficiency and effectiveness of field service operations and enhancing customer experiences depend on streamlined and automated processes, smooth data flow, and increased transparency. By connecting, coordinating, and standardizing field service procedures with built-in artificial intelligence (AI) and then tapping into advanced analytics and other functionality, you can respond to customer queries and questions – quickly and accurately. You can speed resolution of issues while keeping costs down and improving productivity and results. Do more with less, deliver on customer expectations, and lay the foundation for new service offerings and outcome-based business models that drive revenues and loyalty.

Comprehensive support for your field service operations

The SAP Field Service Management solution connects and enables operations while simplifying and automating processes, helping to accelerate execution, improve the productivity of service teams, and control costs. With it, you can enhance customer experiences and bolster loyalty by solving issues more quickly and effectively.

Using this solution, field service leaders, managers, and stakeholders can make decisions based on real-time insights, gain visibility of field service operations, and take advantage of advanced analytical dashboards. You can reduce field service costs and support cross-selling and up-selling while improving customer satisfaction and reducing churn through speedy, transparent resolutions and service processes.

Field service technicians get assignment information in advance, so they are better prepared. Flexible mobile tools, including knowledge bases, guided procedures, and checklists, help solve issues on the first visit while reducing time spent on administrative tasks. While on-site, technicians can collect relevant information about the assignment, get customer signatures, sync information and back-office processes within minutes for more-accurate invoicing, and capture sales leads and opportunities.

Optimized route planning and integrated service processes allow engineers and technicians to spend more time with customers and less time on travel, increasing employee satisfaction and productivity.

Dispatchers can assign service calls to the technicians with the right skills to help ensure appropriate and timely resolutions. Intuitive planning and AI optimization tools help match technicians to tasks based on skills, availability, and location. You can choose from manual, AI-assisted, and fully automated planning options to optimize field service scheduling and dispatching. You can also add information to service calls – such as pictures of equipment, spare-parts information, and checklists – to help ensure that necessary steps are followed and required information is gathered.

In addition, managers can check and approve time, materials, and mileage expenses before invoicing and reporting.

AI optimization tools provide more confidence in the scheduling process, enabling dispatchers to **allocate resources more efficiently and support smooth operations**.

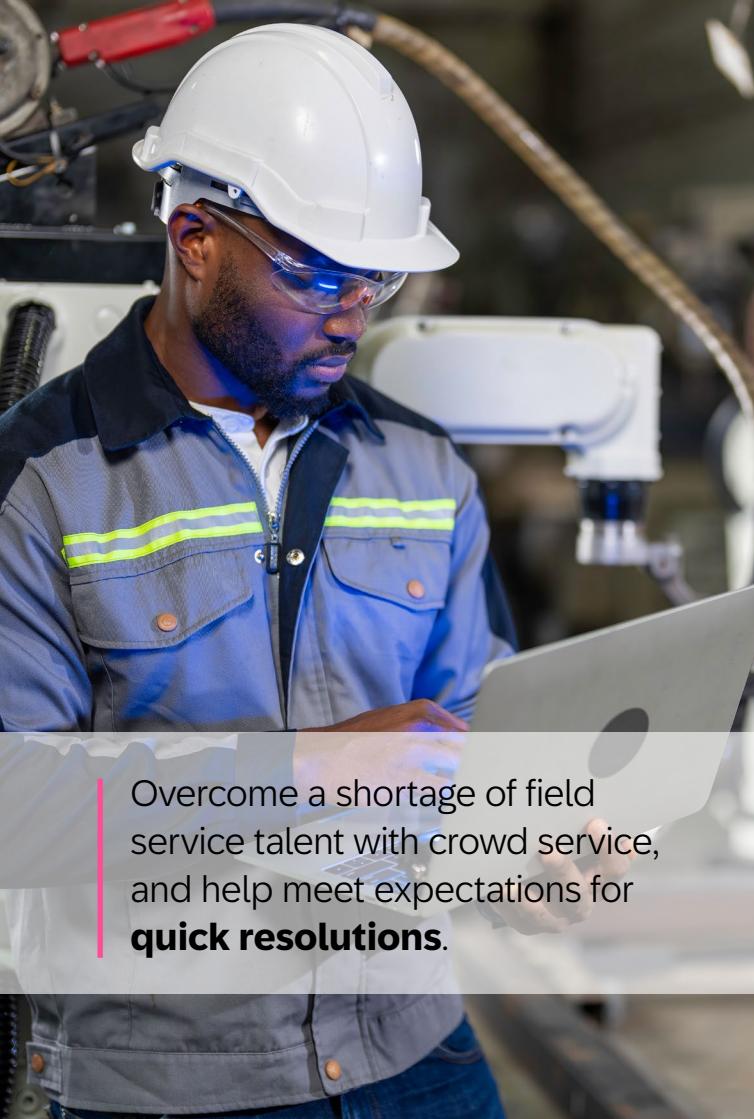# Service management support and intelligent technology

Native integration with the SAP ERP application and SAP S/4HANA enables smooth data flow to and from field service processes and back-office processes. SAP Field Service Management helps improve technician productivity and efficiency, streamline invoicing and sales activities, and enhance process transparency and customer service efforts. Service technicians can access the information they need about customers and equipment from the field. Data, including time, materials, and mileage costs, is automatically transferred to back-office functions to be used for billing, reporting, and quality assurance.

AI functionality helps optimize scheduling, planning, and dispatching. The solution can suggest technicians to match with assignments based on set criteria – or it can automate the selection process entirely. Automatic route planning minimizes driving times for each technician and assignment.

Internet of Things (IoT) capabilities and sensor data enable you to detect issues early, provide proactive and preventive maintenance, and reduce intervention and travel costs – while increasing customer satisfaction and reducing downtime.

Our business network helps you profit from many possible extensions on top of the field service management solution. For example, you can integrate an augmented reality remote support solution and empower your technicians to collaborate virtually.

Overcome a shortage of field service talent with crowd service, and help meet expectations for **quick resolutions**.

Improving productivity and lowering your carbon footprint

Choose your own level of automation for your processes. The intelligent scheduling and dispatching feature supports your needs and helps your company to be agile and maintain visibility when it comes to the complex process of planning service execution. Optimize work and resource planning and improve productivity using AI.

Intelligent route planning saves time but also cuts vehicle miles and contributes to a more sustainable service execution.

The SAP Crowd Service solution helps you overcome resource limitations – such as having enough skilled technicians in all locations and at peak times – to help meet dynamic customer demand and expectations. You can build a network of service experts and manage third parties through crowdsourcing and partner collaboration.

Revealing insights and improved customer experiences

By gathering information on customer experiences and combining it with data from your service operations, you can gain illuminating insights, create better customer experiences, and act with speed and agility.

With Qualtrics CoreXM solutions, you can listen to customers and better understand their experiences. You can collect feedback with user-friendly surveys, take advantage of advanced analytics, and get actionable insights with role-based dashboards. You can share customer satisfaction scores with service teams to foster improvement and give managers a more complete view of performance.

SAP Field Service Management allows you to monitor metrics and key performance indicators with a customizable analytics dashboard to help meet service-level agreements. Mobile access to reporting and printing functionality allows you to efficiently manage field service operations and enables successful outcomes.

Take advantage of **actionable insights** to enhance management of your field service operations.

An advanced solution for speed and efficiency

SAP Field Service Management helps build operations that foster customer trust and rewarding, long-lasting relationships. With the solution, you can accelerate field service execution, reduce costs, and improve productivity and efficiency with simplified and uniform processes. You can gain visibility of data and processes, support better decision-making with real-time insights, and increase the value of field service to your business. And you can take advantage of advanced functionality, including AI, augmented reality, the IoT, and crowdsourcing capabilities, to automate and optimize processes and scale to meet demand spikes and changes.

Reduce your carbon footprint with optimized route planning, empower employees from field service technicians to managers, and help ensure the right people are assigned to the right jobs – speeding resolution and enhancing customer and employee satisfaction. Increase technician utilization rates and efficiency, reduce service and support costs and administrative efforts, and improve invoicing speed and accuracy. With the solution, you can seize opportunities for up-selling and cross-selling and enable lead generation. You can also improve transparency and responsiveness and enhance customer experiences for greater loyalty and reduced churn.

Summary
The SAP Field Service Management solution streamlines and connects processes and data and helps you improve efficiency and decision-making while reducing costs and doing more with less. With the solution, you can optimize field service operations, empower managers, technicians, and dispatchers, and enhance customer experiences.

Objectives
- Meet customer expectations for optimal asset and equipment uptime and performance
- Improve issue resolution and productivity
- Empower your service team and get your organization ready for new business models
- Reduce costs and process inefficiencies

Solution
- Unified processes and native integration with enterprise solutions and data
- Manual, AI-assisted, and automated planning
- Flexible mobile tools such as knowledge bases, guided procedures, and checklists

Benefits
- Increased efficiency and productivity
- Improved decision-making thanks to real-time visibility and insights
- Optimized route planning
- Reduced costs, administrative tasks, and travel expenses

Learn more
To find out more, call your SAP representative today or visit us **online**.