SAP Field Service Management

SAP Field Service Management enhances the customer experience and increases the efficiency of the customer services team.

Busy customer service hotlines and long response times are a thing of the past. SAP Field Service Management allows end users to create their own ticket by scanning the QR code using a self-service app and arrange an appointment with the service team if necessary.

Deployment planning is supported by AI-based recommendations and can be scheduled automatically or manually in the graphical planning board. Once approved, the service engineer accepts the ticket on their mobile device, which can be subsequently used to provide a service report, including offline. This allows equipment, expenses, working hours and travel time to be recorded immediately, thus minimising follow-up work and feedback lead times.

Standardised integration into SAP ERP, the sales and service cloud or other peripheral systems not only increases efficiency, but also supports the solution-finding process. Real-time information, KPIs and dashboards facilitate rapid, secure decision making.

SAP Field Service Management provides a transparent, profitable process to all those involved:

– The customer service manager has complete oversight of all deployments and can initiate optimising procedures using real-time information.

– The operations manager's deployment planning is supported by AI and an intelligent planning board.

– Engineers receive all the necessary information on their mobile devices, where they write the service report, including offline.

– The end customer can view the status of their service ticket at all times and can contact the customer service team using the self service app.

Your benefits

– Standardised integration via integration suite or PO (process orchestration)

– Optimised planning through AI-based tools

– Process automation and digitisation

– Increased first-fix rate

– Mobile applications for ticket registration and service reports

– A future-proof solution – highly developed by SAP

– No operation or maintenance expenses

The whys and wherefores

As a simple rule of thumb, it costs 5 times as much to attract a new customer as to retain an existing one.

That is why after-sales processes are increasingly important and why customer service is increasingly the key to greater customer loyalty. Would you like to increase customer satisfaction with your customer service and save time and resources?

Discover & Prepare

With our Discover & Prepare programme, you are fully equipped for successful customer-experience projects. Further details:

Link to D&P factsheet

swisscom

Facts & figures

Features

Self-service app
Customer friendly and easy to use: the self-service app for end customers

– Service ticket registration (manually/using QR code)

– Uploading of photos and video

– Solution finding

– Arranging service engineer visits

– Ticket-status tracking

Planning board
Customised deployment planning for your company

– Manual scheduling of service calls

– Automated service-call scheduling based on time, location, priority and the skills of the engineer

– AI-based tools

– Dashboards and KPIs

Mobile Field Service Management
The digitisation and automation of service reports save time and increase efficiency

– Overview of service information

– Accept or reject a service call with a single click

– Recording of equipment, expenses, time and travel time (including offline)

– Status tracking to increase transparency for operations management

– Feedback/validation via operations management to ERP with subsequent invoicing

SAP Commerce Cloud – web shop, product management, customer portal, flexible front end, sales processes

SAP Sales Cloud – CRM, presales management, sales planning, sales automation

Other Solutions in the CX Suite

SAP Marketing Cloud – campaign management, segmenting, marketing planning and automation

SAP Service Cloud – ticket management, omnichannel engagement, customer service, self services, SLA

SAP Customer Data Platform – customer profile, customer identity and consent management

SAP Customer Experience Portfolio

Integration Suite

- Analytics
- Marketing
- Commerce
- Customer Data
- Sales
- Service
- Field Service
- Third-Party-Systems

Customer Journey