

Realizing Value from SAP Mobile EAM and Field Service Solutions

MEE Mobile Customer Conference



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Agenda

Understanding Mobile Asset Management and Field Service

Customer Example: Carl Stahl

Considerations for Realizing Value

What are Mobile EAM and Field Service?



Mobile EAM

- Maintenance activity performed on owned assets
- High value equipment, asset / capital intensive industries
- Safety, reliability & productivity critical
- Challenging environments
- Poor or Limited Connectivity (wifi or public internet)



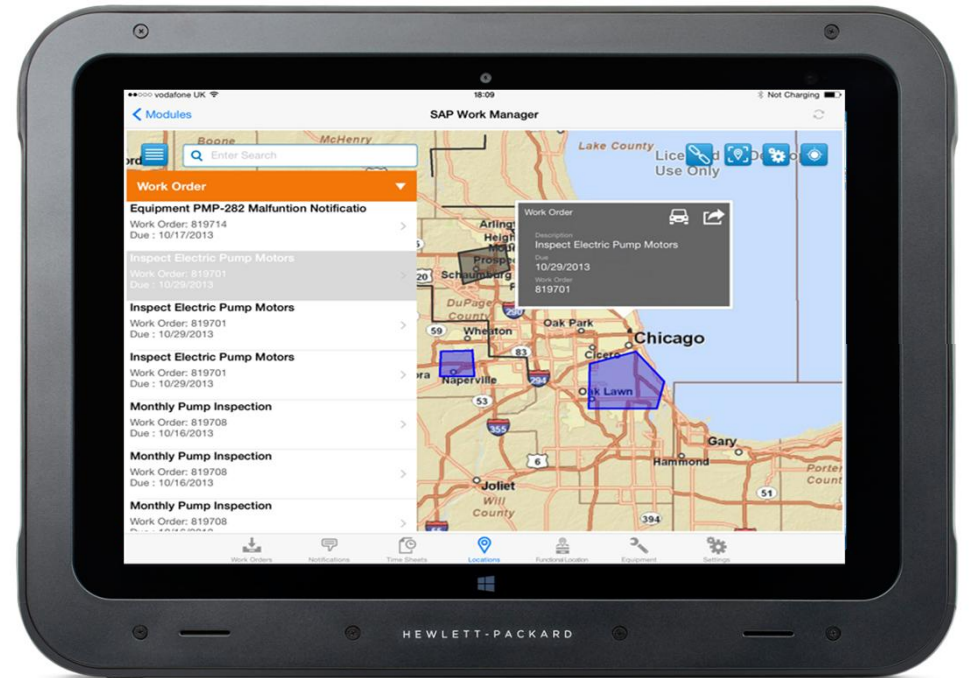
Mobile Field Service

- Maintenance performed on behalf of another party who owns the asset
- SLA compliance is critical
- Broad industry scope (services companies, consumer goods, public sector, high tech, life sciences, ...)
- Unreliable connectivity (wifi or public internet)

Data input from this...

[illegible]

.....to this



How does Mobilizing the business process drive value?

Address the key challenges in asset & service industries

- Lack of visibility & useful data
- Safety / Regulatory Compliance
- Costs of re-work and lost time
- SLA compliance breaches
- Breakdowns and unscheduled outages
- Equipment effectiveness / optimization
- Backlog reduction



How does Mobilizing the business process drive value?



People & Process



Assets



Data



IT

Travel from office to job
Printing work orders
Picking-up/returning parts
Viewing asset history
Re-keying hand-written work orders
End of shift turnovers
Validating asset to be worked on
Notifying the office of a defect

Fewer terminals & printers
Improved PM schedules
Improved 1st time fix rate
Extended asset life
Reduced spares inventory
Production uptime
improvement
Faster response times
Improved accountability

Reliability Centred Maintenance
PM cycle optimisation
Timely data entry/retrieval
Business rule enforcement
Reduced entry errors
Accurate repair history
Real-time status reporting
Accurate labour accounting

Want to own the applications
Manage the devices remotely
Need least cost routing
To trouble shoot it easily
Expand to new systems
Need it to cope with new devices
Security
Multi-platform support

SAP's Mobile Asset Management Solutions

ECC

SAP Work Manager



Asset Management

- Complete work orders and capture all relevant data
- Access to asset location, repair history, work order details, materials needed
- Create Notifications or Work Orders on the spot
- CATS - time & attendance
- Guided workflow



IBM Maximo Backend

SAP Inventory Manager



Material Management

- Speed receipt and back-order reporting to-and-from shipping/receiving
- Perform physical and cycle counts quickly
- Check availability of materials while on-the-job
- Accept & distribute incoming materials by PO

SAP Rounds Manager



Condition Monitoring

- Take measurements and readings
- Historic standards and safe ranges
- Generate notifications on-the-spot
- Trend readings, points and sequences to avoid emergencies and outages

CRM

SAP CRM Service Manager



Field Service

- Manage service orders and create confirmations
- View, look up, update and transmit
- Record status, materials, problems, actions, expenses, customer signatures and more
- View all relevant customer data

A Continually Evolving Solution Portfolio

Detailed roadmaps (updated June 1, 2015) are available at: <http://service.sap.com/saproadmaps>

2013

- Software business grows 5X in 2 years since acquisition
- SAP starts work on single 'SAP Mobile Platform' strategy
- Work Manager 6.0 & Service Manager 4.0 released on SMP 2.3

2015

- Shift to OS-based certification, release OpenScan SDK
- Deliver innovation & new capabilities to the core solution stack (e.g. master data & GIS enhancements, digital signature, etc)
- Begin transition to complementary HCPms capabilities
- In focus R&D topics include S4/HANA, Context Aware, Fiori UX, Wearables, next-gen iOS, Android & Windows)

2012

- SAP acquires Syclo in April 2012 → a strategic replacement for the MAM and MAU solutions
- Grew the Mobile EAM & Field Service business by 2.5x, expanded to APJ and Latin America
- Architecture based on the standalone Syclo Agentry platform

2014

- All applications platformed to fully leverage SMP 3 capability and development direction
- Two major releases for SAP Work Manager (v6.1 & v6.2)
- Major releases for CRM Service Manager, Inventory Manager and Rounds Manager → significant innovations delivered (Open UI, GIS integration, Visual Enterprise, etc)
- New OS capabilities delivered (iOS, Android, Windows WPF)

Key Roadmap & Customer Topics

**Fiori
User Experience**

**Industry Specific
Needs**

**Competitive
Landscape**

Windows 10

**Release schedule
& maintenance**

**Cloud
Strategy**

S4/HANA EAM

**Breakthrough
Innovation**

**Devices
Market**



Customer Example

Carl Stahl





Considerations for Realizing Value



#1: Help solve the business' big problems



- 1 Need to operate safely and productively in an environment of tight margins and constant change
 - Build benefit quantification in to investment proposals & project plans
 - Look across a range of value drivers: people, process, asset, IT & data
- 2 Balance operating and capital expenditure, so cash is used most effectively
 - Ability to deploy in either (1) on-premise (upfront capital license buy); or (2) subscription purchase through a managed service vendor
- 3 Take advantage of the big innovations from geospatial, user experience, IoT, context aware services, etc
 - Leverage open standards to enabling extensions for customer-specific use cases & consumable services
 - Ensure tight integration with back-end EAM systems and HANA services for bi-directional consumption of asset data

#2: Seek a total solution fit for your environment



#3: Manage Change

Manage change actively and deliberately → adapt your approach from a 'proven' method

Take time to clarify where you are headed & why you are going there

Be patient and accept there will be challenges along the way.
Learn & improve from experience



Mobilizing EAM & Field Service with SAP



SAP's mobile applications for EAM & Field Service are targeted specifically at asset intensive and Services industries

Mobile applications in the portfolio are mature and built on best practices, with roadmaps extending 18-24 months

Customers with well developed Maintenance & Services practices are best positioned to extend their current desk top deployment and realize value from Mobility



Thank you



Peter Roberts

VP, Market Execution
SAP Mobility
pe.roberts@sap.com



Stefan Aubele

Head of IT
Carl Stahl GmbH
Stefan.Aubele@it-kompass.com

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