



Service Management in the Intelligent Enterprise

Markttrends und Herausforderungen im Field Service Management Überblick und Update zu SAP Intelligent Asset und Service Management

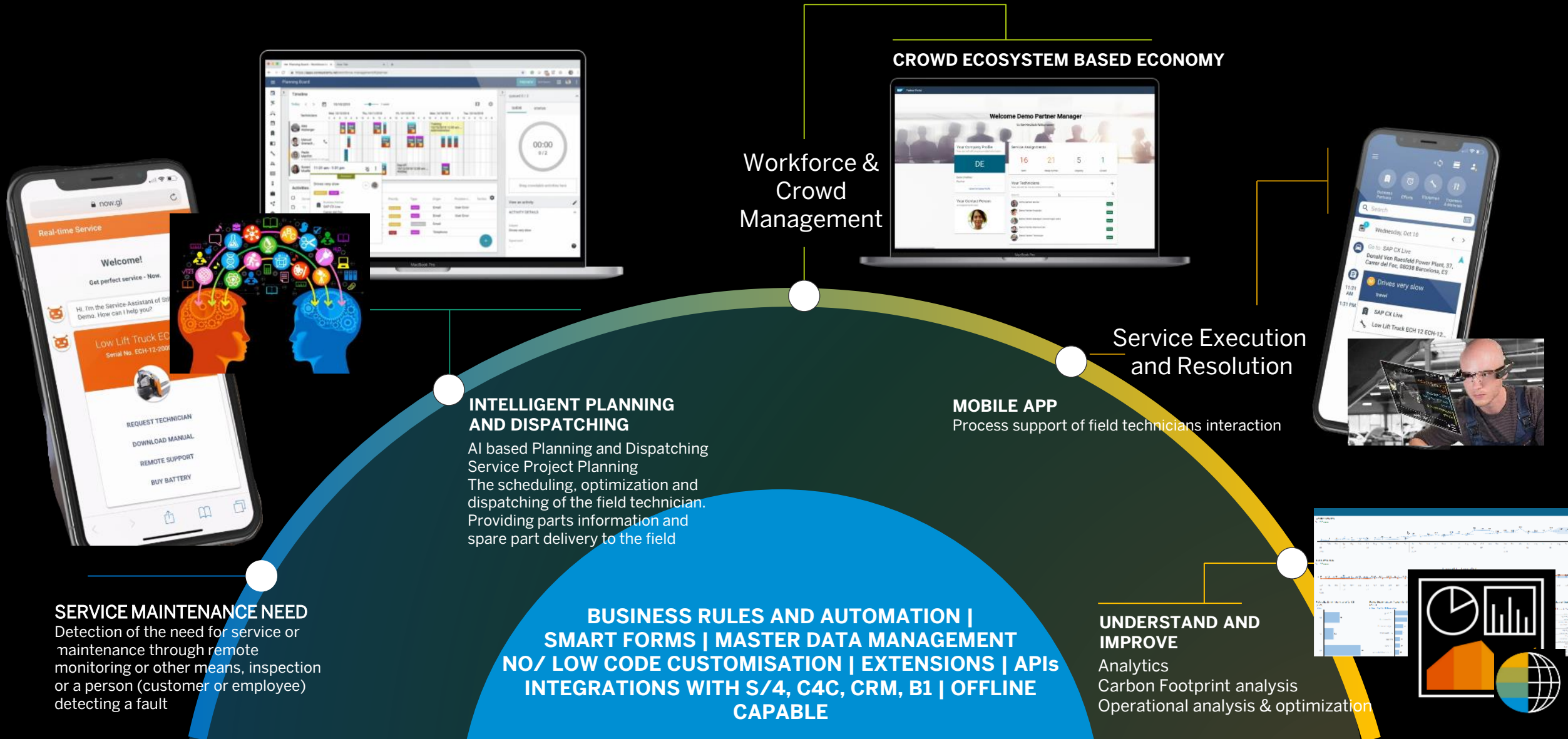
Stephan Bahr, Global CoE, Intelligent Asset and Service Management
Mittelstandsforum 4./5. Mai 2022

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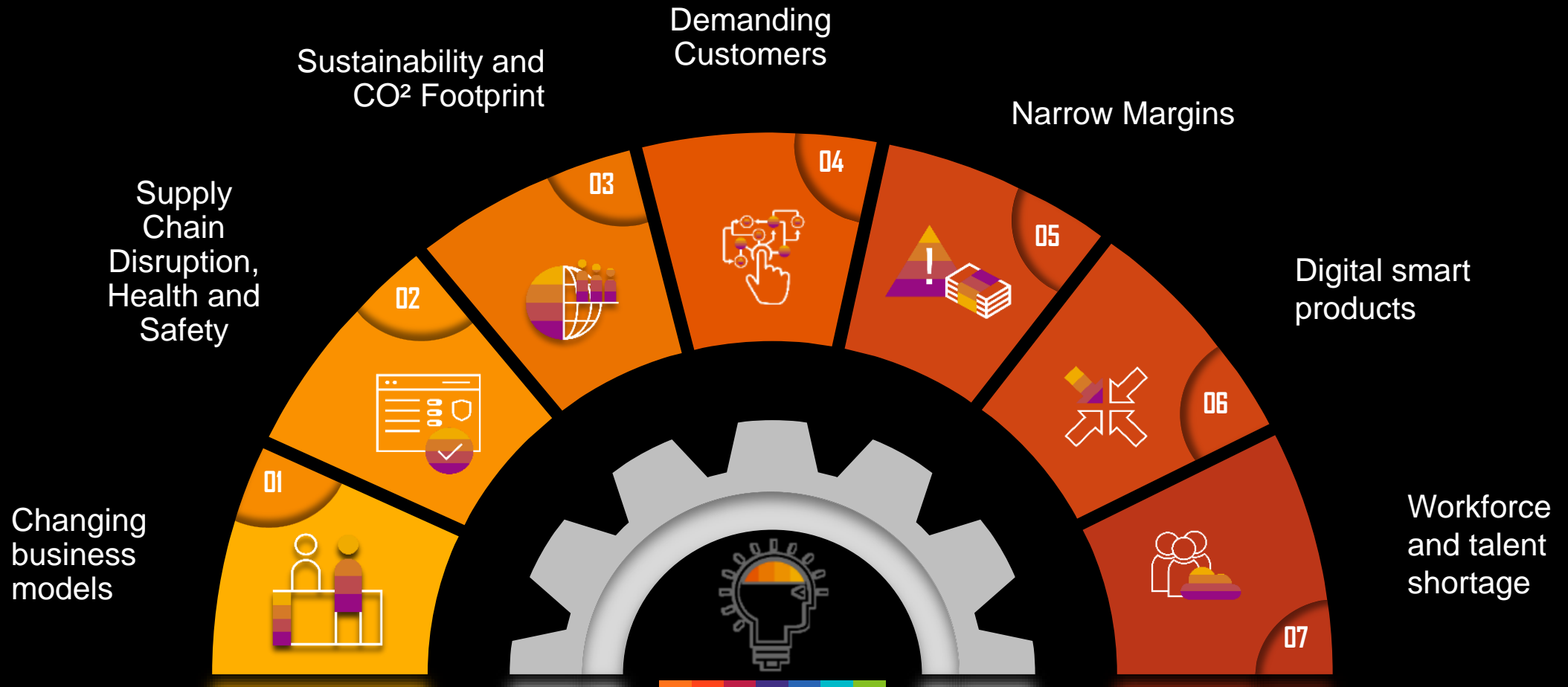
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Provide a Platform for delivering Intelligent End to End Field Service throughout the entire Value Chain...



Key trends driving change in Service Management



SAP Field Service Management Roadmap – Focus Areas



Intelligent Enterprise

- Integration to the Intelligent Suite / Business Tech. Platform
- Maintain 99.9% and Performance



Customer Success

- Improve and Learn from our Customer Feedback



Additional Industries

- Advanced Planning & Scheduling Optimization
- Support for 3rd party GIS & Linear Asset (Utility)
- B2C & Consumer market



Accelerate and Enlarge

- Growth of FSM App Extensions Marketplace to Give our Customers Access to 3rd party innovations

Performant service processes – Machine manufacturing



20% efficiency improvement

The precision of the planning timeframe increased from few days to 3 weeks

Increased customer satisfaction

Sending of unskilled technicians is almost eliminated and technicians are better prepared before they are onsite



Because performance counts

“Through a simple tool, we now have the potential to **maximize our time with our customers** and **minimize** our time between customer, **our travel time.**”

- Robert Unterrainer-Lewis, Head of KT Business Solutions

“After-sales service is the key to the satisfaction of customers and ensures sustainable development of enterprises. The perfect combination of our AR smart glasses and SAP FSM **greatly improves the user experience of field service.**”

Lou Shenqiang, General Manager of Enterprise Business, Beijing LLVision Technology Co., Ltd



THE BEST RUN



For a **greener and digitalized future** – Mechanical engineering



56% increase

in remote resolution rate

35% reduced

travel

35% increase

in service profitability

Mixed Reality Field Service Management

“With our strong digital backbone, consisting of our SAP services systems and Holo|One Sphere’s innovative fully integrated mixed reality solution, we are able to **provide best-in-class service** made by PILLER even in dynamic times, with a **customer experience that is second to none.**”

- **Christoph Böhnisch**, CEO, Piller Blowers & Compressors GmbH

“Sample customer”

Long Cycle

New installation

Live since: **April 2019**

Manual and assisted
dispatching of installation
jobs lasting 1-10 days

Rolled out in **27 countries**

Short Cycle

Maintenance & Repair

Live since: **July 2020**

Nightly optimization of
around 33,000 jobs

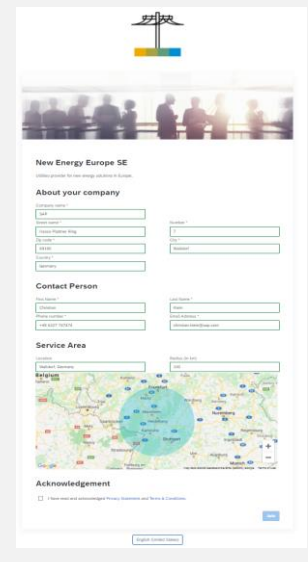
Rolled out in **7 countries**



Numbers updated in Nov 2021

Crowd Service | Crowd Partner Onboarding and End-to-End Field Service Management Process with Subcontractors

Service Partner Manager Register Company

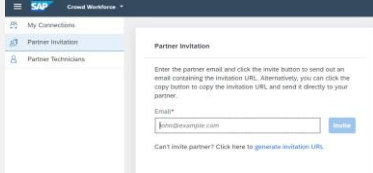


Maintenance of Partner Data

- Register company
- Accept Terms & Conditions
- Add technicians with skills
- Upload certificates
 - Company
 - Technicians
- Keep information up to date

Crowd Owner Review Partners

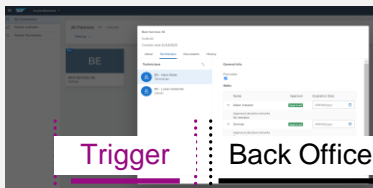
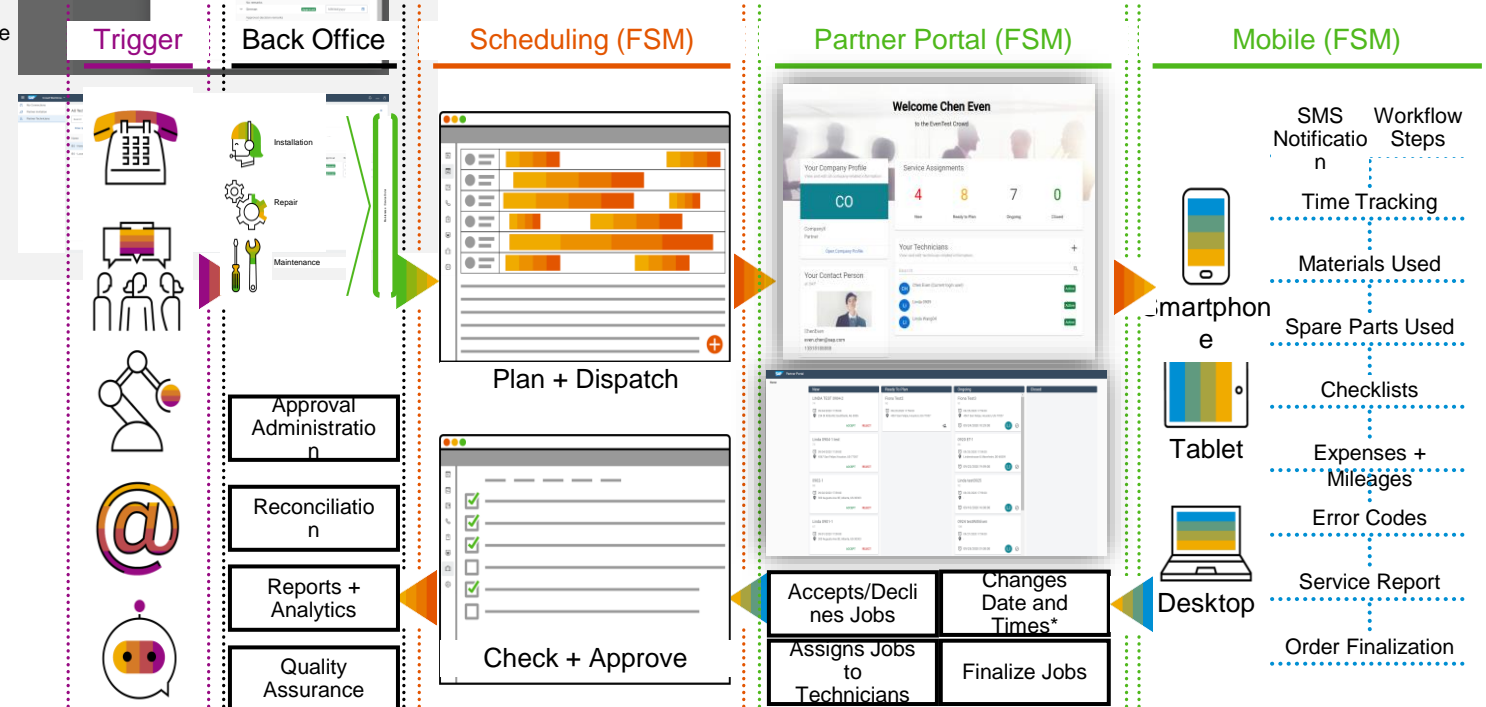
Invitation of New Partners



Review Partner Data

- Review company certificates
- Approve technician skills
- Connect to service partner

Review Partner Technician Data

What Buzzwords are “Yours”?



Servitization

Digitalization

IOT

Sustainability

Optimization Efficiency

Predictive

Artificial Intelligence

Customer Experience

Augmented Reality

CO2 Measurement & Reporting

VIELEN DANK!

IHRE

FRAGEN?



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