

# SAP Field Service Management

Faster and more efficient planning, immediate access to all relevant information for your service technicians  
transparent communication with your customers and customer self-service for shorter response times.



## Workforce Scheduling & Field Service Dispatching

Plan your technicians manually or in a fully automated way. Graphical view of all jobs supported by AI Scheduling and Find-Matching-Technician technology helps you for a better overview of your jobs.



## Mobile Field Service Management

(iOS, Android, Windows)

An offline capable and easy-to-use mobile App shows your technicians all the information they need. They can book material, effort, time and expenses in the app which transfers everything into your ERP in seconds.



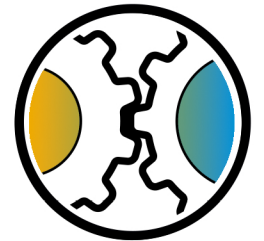
## Field Service Analytics & Dashboards

Gain more insights of your field service department. Use predefined reports or customize your own reports and dashboards and use them even in offline situations.



## Customer Self-Service

To save time and costs you can empower your customers. With Customer Self Service they can scan a QR code to create their appointment with a technician. Let FSM plan these appointments for you.



## Customizing

To adapt everything to your individual needs, FSM can be customized. This enables you to support your current processes easily.



## Integrations & APIs



# SAP FSM Benefits

Benefit from the following advantages.

## **Increase your revenue and maximize performance through perfect customer service**

Your technicians have all the data they need for their job on their app and save time. Therefore they can do more assignments and increase your revenue. A detailed service history shows everything about past jobs. By creating your own checklists, you can prevent technicians from making mistakes and increase customer satisfaction. Furthermore, do not forget that technicians are trusted advisors for your customer. If he informs the customer about required replacements, he supports the sales cycle of your company as well.

## **Simplify your processes via automation and digitalization**

Because there is no more paper needed, no more typing in of service reports in the backoffice and all data captured in the field flows into your ERP fast, you can create your invoices in a matter of minutes instead of days. By automating manual jobs, you will have free resources for other duties.

## **Access all your data on mobile even offline**

The mobile app can be used fully offline while working on a service task. This saves roaming costs and work can be done in sensitive places or where no network coverage is given.

## **Optimize dispatching and save on time**

You can use semi- or fully automatic planning to take away pressure on your Service Center and optimize on route planning with no effort.

## **High support quality**

Support One will deliver fast and high-quality support for you. We will support you in any phase of your project with our very experienced consultants.