Increase Field Technician Productivity by Mobilizing Maintenance Processes

Quick Facts

Summary

The SAP® EAM Work Order mobile app gives field technicians the information they need to make informed and timely decisions and execute assignments more efficiently. Built on Sybase® Unwired Platform – and integrated with the SAP Enterprise Asset Management solution and service management processes supported by the SAP ERP application – SAP EAM Work Order helps you mobilize many processes. Increase equipment uptime, reduce back-office overhead, and extend the value of your solutions.

Business Challenges

- Provide technicians, wherever they are working, with immediate access to work orders and equipment information
- Automate manual, paper-based work order processes and give supervisors greater visibility into maintenance activities
- Integrate maintenance operations with other enterprise processes
- Proactively manage data, devices, applications, and communications for maintenance workers

Key Features

- **Work and service order management** – View, create, and edit work and service orders on mobile devices and confirm time and materials used
- **Notification management** – Let maintenance technicians create their own notifications and related activities, items, and tasks
- **Inventory management** – Track and manage spare-parts inventory for work orders
- **Business partner management** – Remotely access up-to-date customer and business partner contact information

Business Benefits

- **Increase technician productivity** by eliminating manual maintenance processes and making data instantly available for processing, scheduling, and reporting
- **Increase equipment uptime** by providing faster and more accurate visibility into maintenance and service activities
- **Reduce back-office overhead** by native integration with enterprise business processes
- **Extend the value of enterprise applications** by mobilizing existing business processes

For More Information

To learn more, call your SAP representative or visit us at www.sap.com/mobile/eam and www.sap.com/eam.

SAP

The Best-Run Businesses Run SAP™

Mobile computing has revolutionized the way we do business. Today's enterprise-grade mobile apps for sales, service, and maintenance are scalable, secure, and easy to deploy and offer a compelling user experience. The SAP® EAM Work Order mobile app can help companies like yours gather, assess, and share work order information with service and maintenance technicians. This can both extend the value of your enterprise applications and increase satisfaction among your customers.

Connecting technicians who service equipment with your back office can eliminate many service and maintenance processes that are manual and paper-driven. Helping your technicians perform their jobs more quickly and productively can save you time and money. It can also eliminate additional work resulting from manual errors.

SAP EAM Work Order is built on Sybase® Unwired Platform, which enables the intuitive and quick development of applications for secure access to diverse business data on many different types of mobile devices. Using this platform, SAP EAM Work Order gives your technicians the information they need – at any time, from anywhere.

SAP EAM Work Order is fully integrated with the SAP Enterprise Asset Management (SAP EAM) solution and with service management processes supported by the SAP ERP application. Data is exchanged automatically and is instantly available for further processing, scheduling, and reporting. Functionalities online and offline let your technicians manage work orders on their devices even without network connectivity.

MOBILIZE MAINTENANCE OPERATIONS IN YOUR ENTIRE ENTERPRISE

For years, managing physical assets has been low on the priority list for senior management. Tough economic conditions demand a higher priority, however. As uncertain markets force companies to maximize the return on their physical assets, global competition challenges businesses to become more competitive through operational excellence. In addition, the quest for sustainability requires companies to manage environment, health, and safety performance – as well as asset-related risks – with more precision than ever before.

The SAP EAM solution helps enterprises like yours efficiently and sustainably manage the entire lifecycle of physical assets. The solution can enhance performance, while reducing risk and cost, by:
- Supporting integrated asset management processes across all related activities (such as finance, HR, risk, and compliance)
- Providing asset intelligence and a holistic view of performance, risks, and expenditures throughout an asset's lifecycle – helping ensure efficient utilization of assets
- Delivering continuous and proactive operational risk management to support instant decisions and minimize disruption

With SAP EAM Work Order working with SAP EAM, you can mobilize maintenance operations across your entire enterprise and extend the value of your existing enterprise applications. SAP EAM Work Order brings the right data to the specific point of issue resolution, helping maintenance technicians make decisions that are more timely and better informed. You get the robust support you need for core processes such as:
- Work order and service order management
- Notification management
- Technical object management
- Inventory management
- Customer and business partner management

Work Order and Service Order Management
Your employees can view and edit work orders and service orders on their mobile devices and confirm the time and materials used directly in the SAP ERP application. Distribution rules help ensure that users receive only the work and service orders that are relevant to them.

Notification Management
Ready access to service and maintenance notifications helps workers troubleshoot and fix equipment more quickly. SAP EAM Work Order also lets users create their own notifications as well as related activities, items, and tasks.

Technical Object Management

SAP EAM Work Order provides ready access to technical objects such as functional location and equipment records. Field employees can thus manage and monitor this information more effectively, together with the notification history of the records.

Inventory Management

SAP EAM Work Order lets technicians track and manage their spare-parts inventory, which is updated automatically as technicians confirm the material they've used. This makes inventory tracking much more accurate and timely.

Customer and Business Partner Management

With SAP EAM Work Order, your maintenance employees always have access to up-to-date records on your customers and business partners. The mobile application lets them view the records in list form or on a map. They can also display contact information for various functions and departments within a company.

EMBRACE MOBILITY ACROSS YOUR ENTIRE ORGANIZATION

Mobile environments are diverse, complex, and often beyond the direct, on-site control of your IT team. The team must be able to manage data, devices, applications, and communications proactively for all mobile workers at any time. A unified approach

to data and device management that gives workers the information they need requires centralized control over and visibility into workers' mobile activities.

Sybase Unwired Platform enables quick, standardized development of applications for any mobile device – from an iPhone or BlackBerry to Windows-based laptops and tablets. It simplifies the management of multiple applications and securely connects your devices to a variety of back-end data sources that include databases, Web services, and any application that leverages service-oriented architecture.

Such a platform helps you embrace mobility across your entire organization and keeps your mobile applications connected to business-critical data and processes as your IT systems and business needs evolve.

Because developers can leverage existing tools and expertise, Sybase Unwired Platform lowers the cost of creating mobile solutions. The platform integrates with popular development environments, including Visual Studio and Eclipse, and includes tooling that greatly simplifies native mobile application development. It also offers over-the-air deployment via the Afaria® mobile device management solution to help you centrally manage and maintain devices and data throughout the device lifecycle.

Workers will find the primary functionality in SAP EAM Work Order intuitive to use. Experienced technicians can activate advanced features like sorting and filtering

as they desire. Because of its open architecture and standard technologies like C# and Microsoft .Net Framework, technicians can readily tailor SAP EAM Work Order to their particular needs. You can have your own IT team customize the solution or get help from one of our implementation partners.

MANY BUSINESS BENEFITS

When you choose software from SAP, you get a partner committed to giving your company a rapid return on its investment in mobile technology. SAP EAM Work Order provides many business benefits, including:

- Intuitive interfaces that increase mobile-worker acceptance
- Accurate, up-to-the-second information on work and service orders, notifications, and equipment and technician assignments
- Online and offline connectivity that reduces reliance on network coverage
- Process automation that can minimize mistakes and time spent on routine tasks
- Greater customer satisfaction as technicians resolve maintenance and service orders more quickly and effectively
- Faster response to equipment-related issues that helps to minimize equipment downtime
- Improved quality of information through getting more accurate data from field employees

The SAP EAM Work Order mobile app brings the right data to the specific point of issue resolution, helping maintenance technicians make decisions that are more timely and better informed.

Learn More
To find out how SAP EAM Work Order can enhance maintenance operations at your company, contact your SAP representative.

About SAP
As market leader in enterprise application software, SAP (NYSE: SAP) helps companies of all sizes and industries run better. From back office to boardroom, warehouse to storefront, desktop to mobile device – SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable more than 109,000 customers to operate profitably, adapt continuously, and grow sustainably. For more information, visit www.sap.com.

The Best-Run Businesses Run SAP™