Redefine Field Service with SAP® Service Cloud Portfolio
The evolution of **field service**

Field service has evolved. Technology has helped, of course, but so too has a greater understanding by organizations of the importance of all customer interactions. People appreciate now how poor field service can impact negatively on your brand, damaging its image and ultimately affecting sales.

Safeguarding your company’s image by improving your field service operations has become even more important with the rise of social media and review sites where poor field service stories become public almost immediately.

In the past, field service engagements could be classified as “two touch service”. A customer would wait in a long queue to schedule an appointment, and then wait long hours for the technician to finally show up. In between are the increasing costs of downtime and the growing costs of frustrations.

Some service organizations were ill equipped to meet the rising needs of service in the timeframe customers desire.

What companies like these need are solutions that enable the organization to create field service experiences that will decrease downtime and increase customer loyalty.

The answer: SAP® Service Cloud.
Front office engagements and back office processes synchronized

Sometimes, even in organizations which seem to be quite streamlined and advanced, the field service operation is let down by broken, manual service processes and this invariably results in higher costs, delayed problem resolution and greater customer dissatisfaction.

Put the SAP Service Cloud portfolio to work for you, and:
• Stop broken, fragmented experiences and allow technicians to get the insights they need, whether coming from or stored in the front office or the back office
• Never lose visibility into maintenance plans, contracts and your installed base
• Deliver service excellence while minimizing costs incurred from downtime
• Integrate your services capabilities with SAP enterprise solutions and allow your ERP and CRM systems to communicate with each other from start to resolution
• Enable your entire service team to use all necessary resources to glean insights and to make real-time decisions that positively impact productivity, performance and the customer service experience

The SAP Service Cloud portfolio synchronizes front and back offices, brand expectations and real-life experiences.
Stay **connected** with online and offline mobile access

SAP Service Cloud solutions will bring an end to low productivity from your field service technicians by giving them full access to the tools, information, and insight they need. With SAP Service Cloud you can:

• Give managers the visibility they need into their teams
• Keep your field technicians informed and improves their efficiency
• Create a user experience that is consistent, whether online or offline, across different mobile devices (IOS, Android and Windows)
• Give technicians the flexibility to respond to service needs onsite without losing the context, knowledge or tools they need to accelerate service execution
• Increase the first-time-fix rates and speed, consistency, and efficiency of service execution
• Enable technicians to review customer histories, part availability, process checklists, and more right on their mobile phone
• Provide the same level of quality service in every corner of the globe

Engaging SAP Service Cloud solutions is a win-win situation for your organization and your customers.
Deliver smart analytics with the Internet of Things

The SAP Service Cloud portfolio will help you to reduce revenue loss and customer dissatisfaction due to unexpected downtime and to:

• Move from reactive to predictive maintenance and service through the Internet of Things (IoT)
• Empower your team with real-time insights into your asset performance and conditions
• Predict maintenance needs, plan ahead, and prevent breakdowns and extra repair costs, minimizing downtime and optimizing uptime
• Provide managers with a comprehensive and real-time overview of department, team, and employee performance
• Review transparent individualized reports with valuable data about services, revenue, consumption, and inventory

• Gain deeper insight to make crucial business decisions and give your field service a competitive edge
• Enable closed-loop maintenance and service by optimizing asset maintenance with anomaly detection, spectral analysis, and machine learning algorithms
• Monitor connected devices and support IoT data transfer services to optimize data management with scalable and cost-effective storage for time-series data
• Expose valuable insights through real-time analytics with a unified and intuitive user experience
• Integrate your predictive maintenance and services capabilities with SAP enterprise solutions - such as SAP S/4HANA® - and third-party maintenance execution systems

Front office engagements and back office processes synchronized
Stay connected with online and offline mobile access

Deliver smart analytics with the Internet of Things
Introduce self-service for field service
Expand your network with crowd service
Introduce **self-service** for field service

If common complaints from your customers include long wait times and lack of visibility into service requests, then it's time to use SAP Service Cloud to:

- Empower customers to find answers themselves, turn to remote assistance or schedule a field service visit, without lengthy wait times
- Allow customers to manage and review their installed bases and determine the business partners and components associated with all company devices and easily take the necessary course of actions
- Let customers scan a QR code, a serial number or any other unique identifier on a device and choose between a series of self-service options
- Reduce wait times and provide a transparent overview of the entire service process - From the moment they make a service request, customers can review everything on their mobile devices: troubleshooting, remote service, scheduling, and tracking
- Provide regular notifications and ETAs so customers know when their service technician or replacement parts are arriving

**Benefits**
- Front office engagements and back office processes synchronized
- Stay connected with online and offline mobile access
- Deliver smart analytics with the Internet of Things

**Objectives**

**Quick Facts**

**Introduce self-service for field service**

Expand your network with crowd service
Expand your network with **crowd service**

The SAP Service Cloud portfolio can help you make the most of limited in-house resources to meet field service needs and:

- Boost service performance and meet customer expectations by creating an on-demand service network with your own staff, partners, and freelancers
- Build your own crowd pool and use our powerful artificial intelligence (AI) tools to automatically plan service requests in real-time - technicians can get job notifications via our mobile app
- Scale your field service business and meet real-time service expectations
- Capitalize on the talent within your business and adjust your workforce to demands in real-time
- Develop a larger network of available skilled people, giving you with the resources you need to accept new business and clients
- Create a pool of skilled service technicians, including employees, subsidiaries, partners, and freelancers, so that you will always find the perfect person with the right expertise for the job
- Manage skills and qualifications of service providers to make sure customers can get the best professional service
- Expand your service area via a global crowd of qualified technicians
- Grow your business and accept more jobs or even assist other service companies if they need resources
- Reach clients in more remote regions where you might not have your own direct resources and workforce

Front office engagements and back office processes synchronized
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Introduce self-service for field service

**Expand your network with crowd service**
Deliver end-to-end field service excellence

The benefits that SAP Service Cloud solutions bring to your field service operations are clear:

- **Harmonize field service processes** - Accelerate and optimize service execution by harmonizing front office customer engagements with back office systems and processes
- **Create consistent mobile experiences** - Keep your service technicians connected and informed with consistent online and offline mobile access
- **Deliver smart analytics** - Create proactive service and operational efficiency with smart analytics, including machine learning and IoT
- **Empower customers with self-service** - Allow customers to fix problems themselves, turn to remote assistance or schedule a field service visit without lengthy wait times
- **Create an on-demand service network** - Boost service performance and meet customer expectations by leveraging crowdsourcing

SAP Service Cloud is bringing the next generation of field service management to organizations of every size, in every industry, around the world.
Summary
SAP Service Cloud Portfolio synchronizes front and back offices, brand expectations and real-life experiences. It helps organizations of all sizes in all industries to deliver world-class field service. It gives managers the information and control they seek while, at the same time, giving service technicians the insights, support, and information they want. Ultimately though it brings a more reliable, faster, more affordable field service experience to your customers.

Objectives
• To protect your brand image by delivering field service worthy of your name
• To create field service experiences that will decrease downtime and increase customer loyalty
• To meet the rising needs of service in the timeframe customers desire

Solution
• Synchronize front office engagements and back office processes
• Stay connected with online and offline mobile access
• Deliver smart analytics with IoT
• Help introduce self-service field service
• Bring the scalability of crowd service to your operation

Benefits
• Harmonizes field service processes
• Creates consistent mobile experiences
• Delivers smart analytics
• Empowers customers with self-service
• Creates an on-demand service network

Learn more
To find out more, call your SAP representative today or visit us online at www.sap.com/products/crm