Scheduling and Resource Management in the Cloud
Optimize profits with better resource management

Scheduling the right people and equipment for the right job at the right time is critical to staying profitable and keeping customers happy. But optimizing resource management and profitability simultaneously isn’t easy. What’s needed is a dynamic resource planning and scheduling process – one that helps schedulers make the best decisions, every time.

Whether you provide services or plant maintenance, the SAP® Scheduling and Resource Management application by ClickSoftware can help you improve resource management – and the bottom line. A mobile, multitenant cloud solution addresses the sophisticated, dynamic scheduling needs of a broad range of maintenance and service operations. It combines precision, agility, intelligence, and performance in a single set of tools that work with SAP S/4HANA®. Using powerful configuration features, it’s easy to adapt functionality as your business needs change.

At the same time, SAP Scheduling and Resource Management provides proven scalability, allowing it to grow with your business. Many customers run the application with thousands of resources using it simultaneously to perform tens of thousands of activities an hour.

Get ready to grow your business with the scheduling and resource management solution for the future.
Real-time recommendations

Customer-driven features – along with maintenance best practices based on billions of customer interactions – have been built into the software’s patented, intuitive, service policy-driven AI optimization engine. For example, SAP Scheduling and Resource Management supports intelligent decision-making by providing automated, context-based recommendations for maintenance activity planning, scheduling, execution, and analysis for continuous process improvement. These real-time recommendations help you optimize every engagement.

The solution reflects over 20 years of focused effort integrating features and best practices into a platform that can support billions of interactions, quickly and efficiently.
Comprehensive mobile capabilities

SAP Scheduling and Resource Management provides a mobile solution that integrates with the centralized operation schedule. The agile approach to scheduling and resource management enabled by the solution is particularly beneficial when using the mobile offering. The user interface allows your schedulers to guide and govern a process in the context of what is being worked on, by whom, and in what stage of the process.

Schedulers and dispatchers have intuitive, visual tools to support decision-making, as well as intelligent, real-time notifications and context-based recommendations to guide them. Using schematics, manuals, and training videos, technicians can increase their productivity and effectiveness. They also have offline access to job and customer information and back-office systems, which sync upon connection for seamless task completion.

Real-time recommendations

Comprehensive mobile capabilities

Performance and customer insights

Use the mobile solution to make more-informed decisions anytime, any where.
Performance and customer insights

SAP Scheduling and Resource Management delivers strategic value to your organization by providing planners and supervisors with graphical, intuitive key performance metrics. This visibility supports real-time operational decision-making that drives better performance over time. And finally, customer engagement tools help you make decisions and process changes that improve customer satisfaction and customer lifetime value.

The solution’s intuitive, adaptive, service policy-driven artificial intelligence optimization engine provides real-time recommendations that facilitate outstanding maintenance engagements.
More strategic service engagements

With SAP Scheduling and Resource Management, you can transform maintenance activities into strategic customer engagements that build loyalty, productivity, and customer lifetime value. You benefit from:

- Real-time recommendations for outstanding maintenance and service engagements
- Improved operational efficiency
- Greater agility and competitive differentiation
- Increased customer satisfaction and retention
- Greater scalability, speed, performance, and ease of implementation and use
- Self-sufficiency that puts your business users in control
- Responsive performance for enhanced service delivery
- Intuitive mobile capabilities that help improve every engagement

Harness built-in innovations to accelerate time to value and reduce total cost of ownership.
Summary
The SAP® Scheduling and Resource Management application by ClickSoftware is a software-as-a-service solution that supports intelligent decision-making by providing real-time, automated, context-based recommendations for maintenance activity planning, scheduling, execution, and analysis. By acting on these recommendations, companies can drive continuous process improvement.

Objectives
• Improve overall control and visibility
• Increase workforce utilization
• Decrease scheduling effort
• Continuously improve efficiency and effectiveness
• Advance customer satisfaction

Solution
• Accurate, organization-wide visibility of workload and capacity
• Intuitive, adaptive, service policy–driven scheduling and optimization
• Automated context-based recommendations for planning, scheduling, and execution
• Real-time bidirectional communications with customers

Benefits
• Real-time recommendations for outstanding maintenance and service engagements
• Improved operational efficiency
• Greater agility and competitive differentiation
• Increased customer satisfaction, retention, and customer lifetime value

Learn more
To find out more, call your SAP representative today or visit us online.