

Mobile Service and Repair Processing via SAP Fiori

Optimization of your Field-Service-Processes
with SAP Fiori

Starting Position

Paper forms are an integral part of numerous field-service-processes. However, their manual entry is error-prone and time consuming. What is more, they get quickly outdated and have to be updated. And keep in mind – in most of the cases with this approach the orders and calculations are created with a delay. That is why, the receipt of payment usually comes several weeks later, leading to serious implications for the liquidity situation.

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You can document the field-service-processes easily, quickly, and error-free mobile via the SAP Fiori App. Extensive plausibility checks, calculation formulas, and calculations create considerable added value of the service processing. Your service technician gains access to the worklist with your service orders via laptop or mobile device. Thus, they get an overview of the relevant data about your orders, for example, who the on-site contact person is. After that, the service technician can report back their work and used materials directly in the app. They can report not only predefined operations, but also other unplanned services. When choosing the used materials, the technician is supported by a search tool and therefore, gets suggestions for materials from his inventory.

Our hybrid Fiori app offers also a certain offline capability. Orders are retrievable and the input data is stored in a buffer memory even if there is no network connection. Moreover, thanks to the device functionalities you can attach to the service order pictures or the client's signature. Service orders, confirmed with a client's signature, will be sent from the app to the SAP-ERP-System or the S/4HANA-System of your company. Then, they can be directly invoiced and archived. Moreover, a service report in PDF format can be send via e-mail to the customer contact person. The back-office is provided with a cockpit, where you can see and edit all the transferred data again before the billing documents is released.

Your Benefits

- ✔ Simple service processing – simple and effective processes for mobile service management
- ✔ Immediate invoicing following the service visit and therefore, increase of liquidity
- ✔ Creating and sending out service reports for your clients
- ✔ Reduced error rate thanks to the automatic transfer of feedback data in SAP
- ✔ Clear presentation of the relevant data about the service orders in the app
- ✔ Individual worklist for the technicians
- ✔ Orders editing in offline mode
- ✔ Modern Look & Feel
- ✔ Simple, intuitive operation – reduced training expenditure
- ✔ Extensive plausibility checks which improve the quality of your data

Any questions?

Do not hesitate to contact us!

info@abilis.de | 07244/7080-140

We are looking forward to hearing from you!