Optimized Service Processes

Simplified and Extended In-House Processing Directly in SAP ERP

Starting Position

In your company you already use SAP ERP for your service processes, or you probably want to implement them in your system. However, you are not quite satisfied with the functionality of the SAP standard? With SAP ERP Module Customer Service (=CS) in-house repairs and services, as well as the complete documentation about the delivery of customers' devices, shipment of rental equipment, repair till return delivery and invoicing can be made traceable. However, the SAP Standard has some weak points, due to which most of the companies cannot avoid Z-developments or additional manual work.

After many years of experience in the field of repair and service development with SAP ERP and drawing from our individual need, we have developed an add-on which will make your service processes simpler.

Optimized Service Processes by abilis

Position table in the service notification

Unlike in SAP Standard, with our add-on you can include numerous positions in a single service notification. This offers an added value when for example different devices are collectively sent in for regular maintenance. Additionally, in the position table you can also keep serial numbers, damage codes, and annotations. The table is easily expendable for your requirements, in case you need any information about operating hours, sent accessories or similar.

Extensions in the service order

Comments entered from the notification header will be automatically added in the service order. Thus, you can avoid a lot of annoying copy-paste work. Moreover, you will have all the information directly in the document.

Very often, the devices to be repaired have more than one defect which have to be reported. In SAP Standard only one error code per device can be reported, which leads to distorted quality evaluation. With the add-on you have the opportunity to record and also keep track of all the problems encountered with an additional comment.

Simplifications of the quoting and invoicing

It is possible to clearly display cost estimate and the actual work, which can be invoiced, together in one SD document.

Define whether the cost estimate or the actual work, which can be displayed, is the leading factor for the invoicing itself. Thanks to the automatic differentiation between planned costs and actual costs during the costs transition, each item gets its correct item type without manual reworking. Special cases, like part flat rate, for example, can be controlled by the accounting indicator. In this way, each of them is provided with their own position item.

Your Benefits

☑ Transparency: Keep all the clients' devices in one report

☑ Simplification of the invoicing: automatic differentiation between planned costs and actual costs when it comes to costs transaction

☑ Central record of all the data: Thanks to an extendable position table, you can save in SAP all the data, which you would like to add to the clients' devices. You do not need any parallel maintenance of the repair work in additional systems or Excel lists.

☑ Improved error analysis: More error codes can be assigned to a single device, so that they could be evaluated.

Any questions?

Do not hesitate to contact us!

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We are looking forward to hearing from you!