

Get your maintenance and service workforce mobile and deliver operational excellence



Objectives

Solution

Benefits

Quick facts



Build a mobile strategy for your intelligent enterprise

The SAP Service and Asset Manager mobile app helps asset-intensive and service-centric enterprises face complex maintenance and field service challenges. It helps your maintenance and field service technicians **work more safely, productively, and independently** – whether they are installing new equipment or servicing, maintaining, inspecting, and repairing existing assets. By making these critical processes consistently available anywhere, SAP Service and Asset Manager transforms the worker experience for these high-value field activities.

Asset-intensive and service-centric enterprises face unique challenges. With billions of industrial machines and exponentially more infrastructure assets, there are not enough skilled workers to maintain them. Yet the world relies on these assets. Trains need to keep running and electricity needs to keep flowing so mills and factories can keep shipping the goods they produce.

Daunting maintenance and service challenges can strain your infrastructure, workforce, and operations. The people who service your customers' equipment or maintain mission-critical assets are often geographically distributed, in transit, or at work in hazardous environments. Whether they are at the mine face, in the plant, or atop a high-voltage line in a rural area, data access is essential, safety is paramount, and productivity is critical.



Assets are typically geographically distributed and often remotely located and exposed to the elements. Enterprises such as oil and gas or mining companies must dig deeper and go farther for natural resources. In doing so, they work with very limited labor pools, rely on increasingly heavy and complex equipment, and work in environmentally, politically, and socially complex areas.

Even in modern metropolitan areas, utility enterprises face increasing regulatory pressures, rising costs, and aging workforces and infrastructures that need to do more and more to keep up with demand. Yet even the most well-run maintenance and field service organizations are challenged to keep up. With SAP Service and Asset Manager, maintenance workers can access the intelligence they need to anticipate and prevent failures and outages, and field service technicians can achieve optimal service availability for customers.

SAP Service and Asset Manager is designed and deployed as a cloud solution on SAP Business Technology Platform (SAP BTP), allowing you to shift capital expenditures to operational expenditures.

Delivering operational excellence

Effective maintenance and field service organizations recognize that they must do five things equally well to protect workers, maintain uninterrupted production, and perform

proactive maintenance. The five pillars of success are safety, visibility, compliance, governance, and efficiency.



Promoting safety

SAP Service and Asset Manager builds safety-first principles into mobile asset management. Along with an implementation of the SAP Enterprise Asset Management, SAP S/4HANA Asset Management, or SAP S/4HANA Service solution, SAP Service and Asset Manager can help enforce best practices and enhance collaboration to enable smooth communication and coordination. You can build safety checklists, procedures, and personal risk assessments as operations into every work order.

But this approach is not complete if you don't have a mobile device and combined solution that is intrinsically safe and easy to use in harsh environments. The device and app must be intuitive and useful for the mobile worker, rather than distracting and time-consuming.



Without the need to shuffle paperwork, talk with dispatchers, travel, or dig for information, field workers can **spend more time doing actual work.**

Enabling visibility

SAP Service and Asset Manager records an individual's work status, progress, and location. This information is valuable in helping dispatchers, supervisors, and other crews work safely and productively. Deployed as the mobile front end for your business processes, SAP Service and Asset Manager can be used by workers to see jobs, activities, asset and customer information, necessary parts, and material documents; attach photos; manage time sheets, mileage, and expenses; and interact with geo-enabled objects using maps.

By reducing the overhead costs of paperwork and administrative staff, this mobile app helps you keep and maintain accurate and timely electronic data. SAP Service and Asset Manager collects the data you need on workers, assets, spare parts in stock, service tasks, and equipment status so you can analyze field operations in real time and accelerate and improve decision-making to drive smarter business decisions. It collects key data points such as time consumed, location stamps, measurement readings, media and attachments, notes, and observations from your technicians.



Maintaining compliance

By performing work safely, your workforce can avoid incidents that would result in regulatory fines for your organization. You can use the default mobile persona for safety defined in SAP Service and Asset Manager to support clearance



processes. You can also use the SAP Dynamic Forms app, which is included with an SAP Service and Asset Manager license, to build your own safety checklists associated with specific maintenance and service tasks. What's more, you can use industry add-ons such as meter-reading extensions so that inspection rounds can be performed efficiently with associated measurement readings along defined routes to detect potential problems and correct them before they occur.

Additionally, with the ability to create maintenance notification and service requests, SAP Service and Asset Manager enables supervisors and workers to keep an eye out for and report on potential environmental, safety, health, and compliance issues.

Supporting governance

Maintenance and field service organizations are highly dependent on the skills, knowledge transfer, and experience of their workforce. However, as workers age and retire, sometimes their knowledge leaves when they do. Even if your organization isn't facing knowledge attrition right now, your employees may be applying knowledge inconsistently in their daily work. Without reliable data from the field and the ability to process standards, it can be difficult to implement and enforce work excellence.

Using guided workflows and intelligent data validation on mobile devices, SAP Service and Asset Manager helps ensure that field service and maintenance crews work according to standard procedures. It provides workers with the equipment, product installation, customer information, and history they require to install, inspect, maintain, service, and repair assets safely, consistently, effectively, and efficiently.

In addition, it records and reports the data needed to generate alerts and reports, such as location, time, and behavior-based data.



Increasing efficiency

All of these capabilities come together to support workforce efficiency and productivity at the point of maintenance. Your managers get the real-time and historical data they need to optimally distribute the workload among your workforce and implement your organization's chosen asset optimization model.

As a single mobile solution, SAP Service and Asset Manager encompasses the tools and data required for individual engineers to work better and faster. Without needing to spend time managing paperwork, traveling excessively, or

hunting for equipment information at the job site, your field employees can spend more time doing actual work.

Additionally, SAP Service and Asset Manager supports multiple mobile roles, so you can deploy it to maintenance and field service crews, inventory clerks, safety engineers, and supervisors. Flexible, persona-based, and configurable, with a range of industry extensions, the mobile app can meet the specific needs of your organization and integrate with enterprise applications to take productivity to a higher level.



SAP Service and Asset Manager empowers **your technicians** to work more safely, productively, and independently.

Obtaining real, measurable, and immediate results

Your organization has a direct and immediate impact on your enterprise's ability to produce goods and deliver service. SAP Service and Asset Manager helps you realize immediate and measurable value. Benefits for the workforce include:

- Increased efficiency and productivity with streamlined workflows and quick access to information
- Better time management and fewer idle periods
- Quicker issue resolution leading to higher customer satisfaction and potentially fewer follow-up visits
- Improved accuracy by reducing paperwork and the likelihood of mistakes

Asset management benefits include:

- Less asset downtime and fewer production delays
- Reduced preventable failures
- Less maintenance backlog
- Lower inventory carrying costs
- Higher traceability of asset lifecycle

Safer and more productive workers, along with more reliable and well-performing assets, lead to other significant benefits, which include:

- Increased levels of production
- Faster service delivery and enhanced customer satisfaction
- Fewer lost workdays and related legal and insurance costs
- Potential savings of millions by avoiding fines and contractual penalties
- Better avoidance of negative press and impact on share price
- Improved negotiation of third-party service contracts
- Enhanced ability to expand production capacity with the same workforce
- Lower service and maintenance costs
- Enhanced deferment of capital expenditures by prolonging operational life safely

In addition to immediate benefits, SAP Service and Asset Manager is natively integrated with the SAP Enterprise Asset Management, SAP S/4HANA Asset Management, and SAP S/4HANA Service solutions.

Reaping the benefits of mobile business processes

When deployed as part of a comprehensive enterprise mobility strategy, SAP Service and Asset Manager can transform your value chain and, ultimately, your business and its ecosystem. Too often, enterprises don't know where to start this transformation. They may begin with a single app that provides some level of productivity, but it doesn't provide the immediate, compelling benefits necessary to develop momentum for real change. SAP Service and Asset Manager lets you start with a single app that can provide transformative benefits in a significant yet controlled way.

With SAP Service and Asset Manager, you can gain access to the information and tools needed to increase safety and productivity. This, in turn, raises performance and reliability across your plants, fleets, networks, and infrastructure by helping you implement your asset optimization strategies more efficiently.



Future-proofing your mobile strategy

SAP Service and Asset Manager is part of SAP Intelligent Asset Management, a set of solutions that brings collaborative asset intelligence and supports planning, scheduling, predictive maintenance, and service operations. SAP Intelligent Asset Management consists of different cloud offerings that share a common central foundation of asset data. They enable the digital representation of physical objects, including real-time sensor data for comprehensive visibility and real-time insight across connected assets.

SAP Intelligent Asset Management takes advantage of intelligent technologies, such as the Internet of Things and machine learning, to deliver sensor-enabled insights, automation, and predictive maintenance. These offerings complement SAP S/4HANA and the SAP ERP application and can help you connect digitally with a single data set across assets so that they can accurately simulate reality from design to operate or service.

Tapping into SAP BTP, SAP Service and Asset Manager supports mobile devices running on iOS, Android, or Windows through proven, scalable solutions that include built-in support for enterprise-class security. These solutions help make it easier to develop, deploy, support, and manage multiple mobile devices and apps, allowing you to future-proof your mobile strategy. See the table on the next page for a summary of features and benefits.

To find out more about SAP Service and Asset Manager, visit us [online](#).

Key features and functions of the SAP Service and Asset Manager mobile app

Feature or function	Benefit
Management of service and work orders with automated time recording and reporting of status, progress, and location	<ul style="list-style-type: none"> • Better ability to manage field workers and assets • Better enforcement of standards • Increase in first-time fix rates
Availability online, offline, and “sometimes connected”	<ul style="list-style-type: none"> • Improved ability to follow mission-critical work plans and access key data in locations without network connections • Better offline user experience with no latency to slow down work • More redundant network connection support and failover
Extensible, action-driven native mobile app designed for iOS, Android, and Windows devices that displays only information relevant to the user	<ul style="list-style-type: none"> • Strong app performance leveraging the Horizon visual theme for SAP Fiori for iOS and Android design languages • Intuitive and user-friendly app • Greater access to the latest iOS, Android, and Windows device innovations • Optimized user interface according to the mobile persona
Creation of service and work orders and notifications on the go, recording problems, actions, time, expenses, parts, and measurement readings	<ul style="list-style-type: none"> • Better ability to accurately capture breakdown data, executed work, materials consumed, and other asset-relevant data and expenses
Integration with GIS systems	<ul style="list-style-type: none"> • Better access to business and spatial data in a single view when in the field • Improved management of work assets within the context of location • Better ability to add, visualize, and search for assets on a map
Management of crews	<ul style="list-style-type: none"> • Improved ability to manage crew members and vehicles while tracking their labor
Management of meters	<ul style="list-style-type: none"> • Greater efficiency in meeting regulations for disconnect, reconnect, readings, repair, and maintenance of meters

Key features and functions of the SAP Service and Asset Manager mobile app (continued)

Feature or function	Benefit
Management of inspection rounds	<ul style="list-style-type: none">• Enhanced efficiency in performing inspections through a dedicated field operation worker role• Greater ease of use in measurement readings along a route• More user-friendly, map-driven user experience
Building, extending, and customizing	<ul style="list-style-type: none">• Easier customization in a cloud-based editor by leveraging SAP Mobile Services and the mobile development kit• Instant customization of already-deployed apps
Powerful cloud platform	<ul style="list-style-type: none">• Easier deployment and management of SAP Service and Asset Manager on SAP Business Technology Platform• Increased flexibility to leverage your IT investments within the framework of an operational budget
Digital forms and checklists	<ul style="list-style-type: none">• Intuitive access to information• Increased completion of necessary fields• Increased adherence to procedures to meet regulatory requirements and standards
Management of inventory	<ul style="list-style-type: none">• Processing of material demands coming from sales and distribution, project systems, production planning, plant maintenance, and service
Management of clearance processes	<ul style="list-style-type: none">• Display of work permit details and requirements• Accessible safety certificate information and operational items in tagging sequence• Tagging and locking of isolation points



Summary

The SAP Service and Asset Manager mobile app helps maintenance and field service operations prolong asset life, improve asset reliability and performance, and enhance customer service. The app runs on SAP Business Technology Platform and delivers an intuitive user experience on iOS, Android, and Windows devices. It provides online and offline access to critical asset information so you can complete tasks faster and more accurately and support asset and field service management processes.

Objectives

- Capture and access timely, accurate asset data to work faster and improve compliance
- Perform diagnostics remotely for complex assets
- Cut resolution time and facilitate collaboration

Solution

- Mobile access to maintenance and field service data and detailed insights into your asset and service registry, equipment behavior, health scores, inspection checklists, and material documents
- Intuitive user experience
- Native integration with the SAP Enterprise Asset Management, SAP S/4HANA Asset Management, and SAP S/4HANA Service solutions

Benefits

- Address maintenance needs and service backlog to minimize downtime and improve asset performance
- Streamline execution and manage work from a mobile device
- Improve data accuracy, reduce manual tasks, and improve first-time resolution rates
- Enhance safety and productivity with a mobile workflow that guides technicians
- Turn capital spending into operational expenditures

Learn more

Call your SAP representative or visit us [online](#).