SAP Support for Services now and in the Future

Dr. Felix von Reischach, Head of Mobile Innovation MEE
Cambridge, September 30, 2014

Agenda

1. SAP Today
2. Enterprise Asset Management and Field Services at SAP
3. Co-Innovation on mobile Scenarios
4. Demos

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At SAP, we help accelerate business innovation through radical simplification

Our Vision

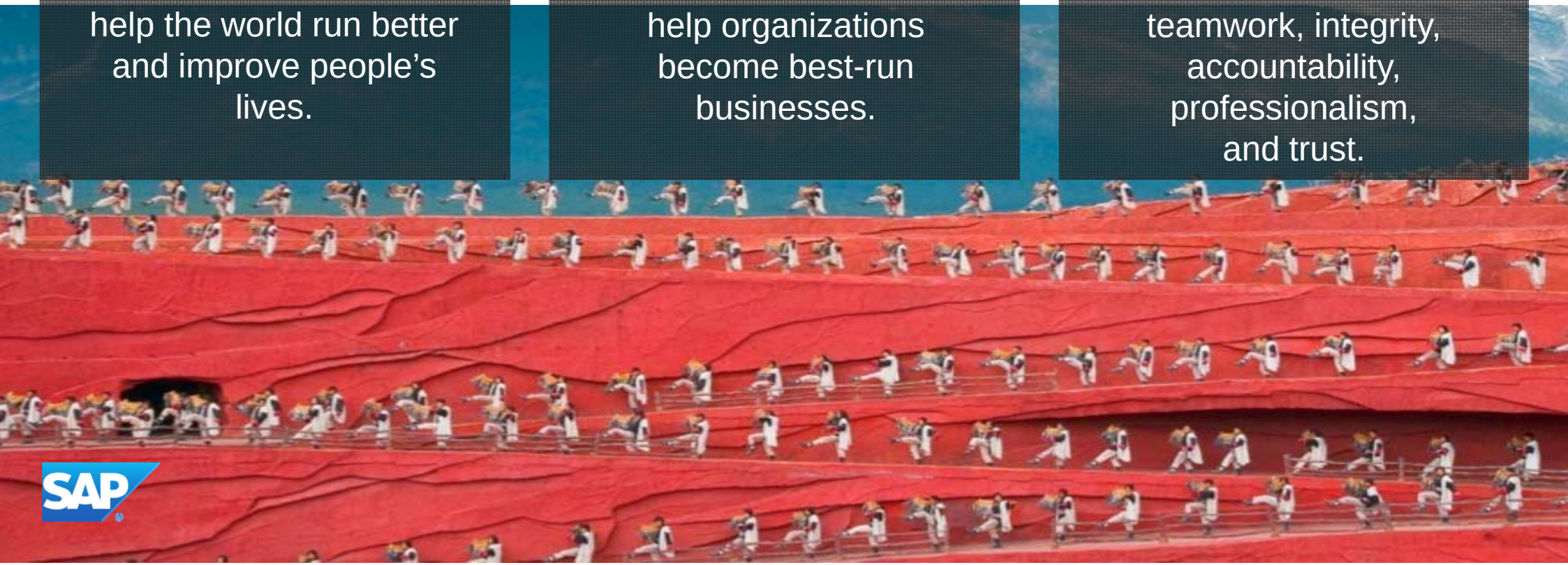
help the world run better and improve people's lives.

Our Mission

help organizations become best-run businesses.

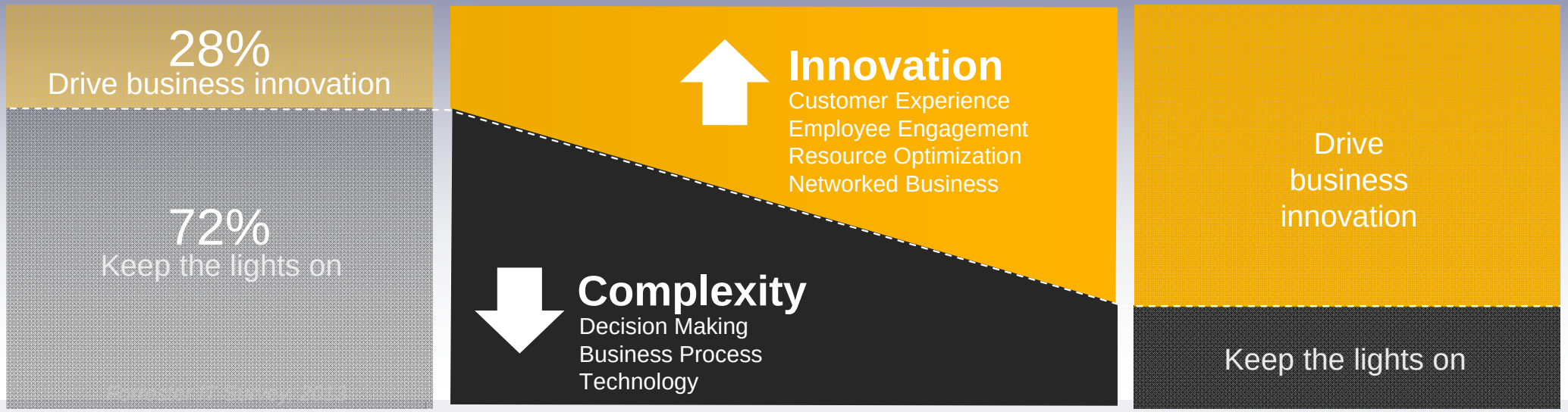
Our Passions

teamwork, integrity, accountability, professionalism, and trust.

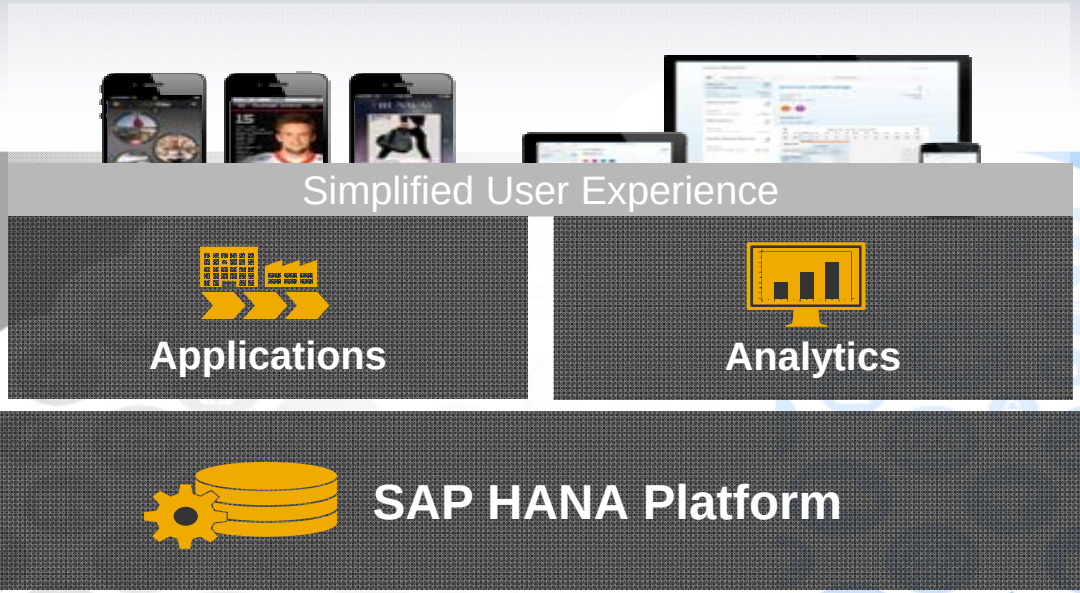


Our vision for enterprise technology and business

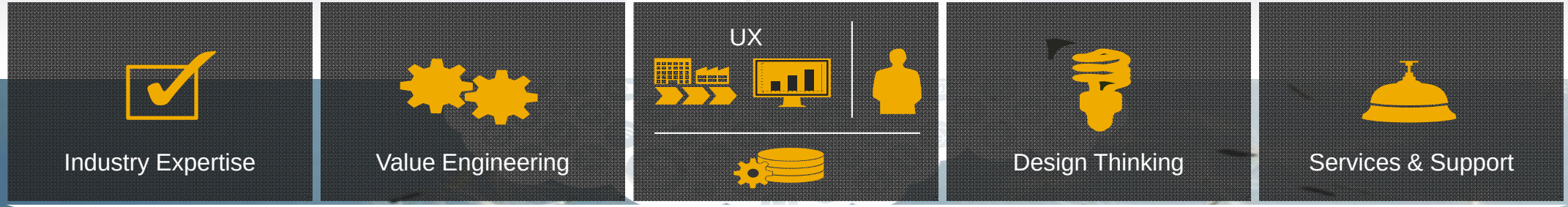
Free up budgets to enable simplification and innovation

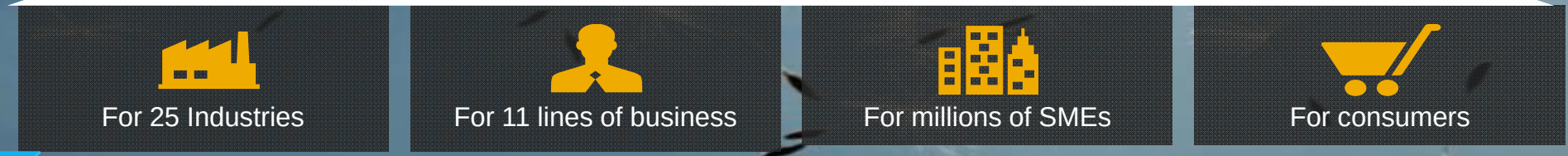


SAP at a glance



We combine our technology innovations and business expertise into a complete solution that best meets your needs





Re-Imagine Business Processes

SAP Fiori & SAP Personas INCLUDED

Responsive
All sizes, devices, versions, channels

Ready
Includes 300 of the most popular SAP Business Suite processes

Simple
1-1-3: 1 user, 1 use case, 3 screens

Role-based
De-composed task-based experience

SAP strategy

Run simple. = Cloud + SAP HANA

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The world is asset intensive

- More machines (50B) than people exist in the world
- Annual global maintenance spend exceeds $447B

Assets are geographically distributed and the people that service and operate them are mobile

* Examples: Production equipment, tools, vehicles, facilities , power grid

Maintenance organizations face unique challenges

Volatile Environment

- Exposed to elements, noise, heavy equipment
- High voltage surround by lots of water
- Extensive regulatory and union influence

Distributed & Dynamic

- Requiring remote and distributed workforces
- People and assets exposed to elements
- Continually changing conditions

Linear Assets

- Single asset can take months to inspect
- Require workers on either end to properly repair
- Difficult to access and often out of sight

Large Complex Equipment

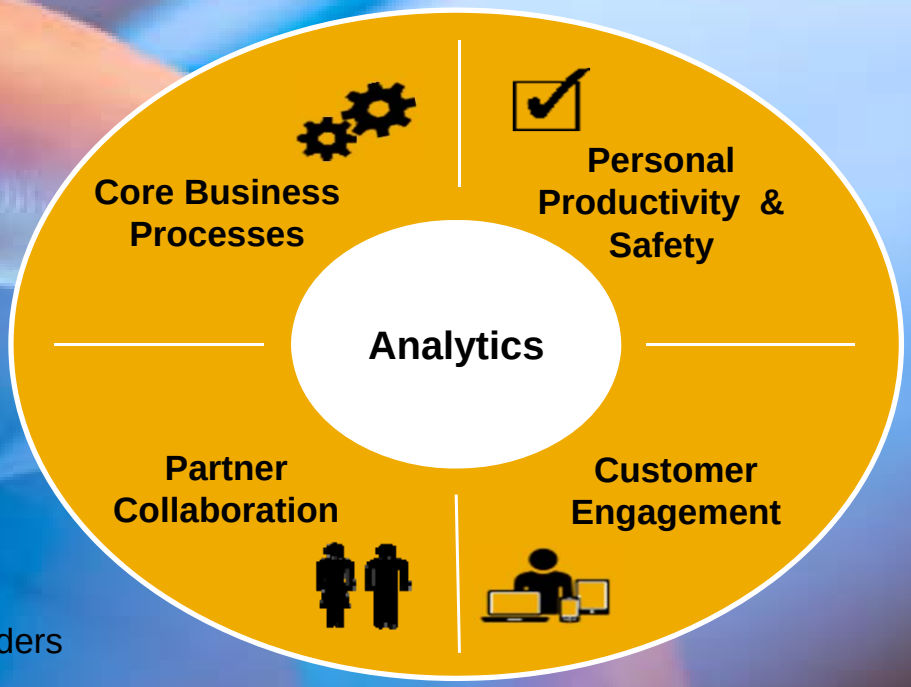
- Long-cycle and complex maintenance
- Large volumes of schematics and specifications

Mobile solutions virtualize business

Mobile enables you to › **connect to enterprise data collaborate with partners conduct business** › **anytime, anywhere**

- Collect and manage samples
- Conduct operator rounds
- Inspect, maintain, repair assets
- Manage inventory / spares
- Ship and deliver

- Respond to outages
- Obtain permits
- Manage fly ins and assignments
- Manage shipments
- Manage time, expense, billings, orders



- Perform safety checks
- Receive/respond to alerts
- Manage approvals
- Manage certifications
- Receive training

- Manage accounts/contracts
- Coordinate orders/shipping
- Monitor/reduce consumption
- Manage issues/problems
- Track/prepare for storms

App portfolio for EAM/Field Service (1/2)

SAP Work Manager

Asset Management

- Complete work orders and capture all relevant data
- Access to asset location, repair history, work order details, materials needed
- Create notifications or work orders on the spot
- Component Support
- Guided Workflow

SAP Inventory Manager

Material Management

- Speed receipt / back-order reporting to-and-from shipping/receiving
- Perform physical and cycle counts quickly
- Check availability of materials while on-the-job
- Accept & distribute incoming materials by PO

SAP Rounds Manager

Condition Monitoring

- Take measurements and readings
- Historic standards and safe ranges
- Generate notifications on-the-spot
- Trend readings, points and sequences to avoid emergencies and outages

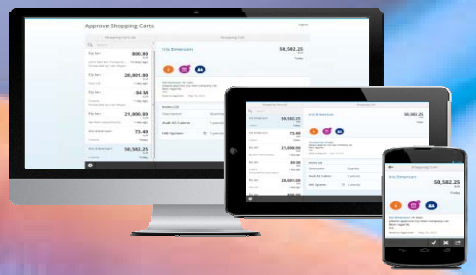
App portfolio for EAM/Field Service (2/2)

SAP Multi Resource Scheduling

Resources (Workforce Mgmt.)

- Schedule crews and individual workers
- Dispatch workers with all the parts, tools and information they need to complete their work
- Temporally and spatially track work, resources and assets

SAP Fiori – Approvals



Real-time Approvals (Operational Excellence)

- Receive real-time notifications for time critical requests
- Review, deny, approve and modify the requests
- Powered by SAP Workflow to mobilize any multi-branched and multi-person approval

SAP EHS Safety Issue

Workforce Safety (EHS Inspections)

- Submit safety issues with a mobile device, directly upon detection, following a simple and clear method
- Attach up to four pictures or videos of an observation
- Attach an audio recording of observation details
- Track the status of observations

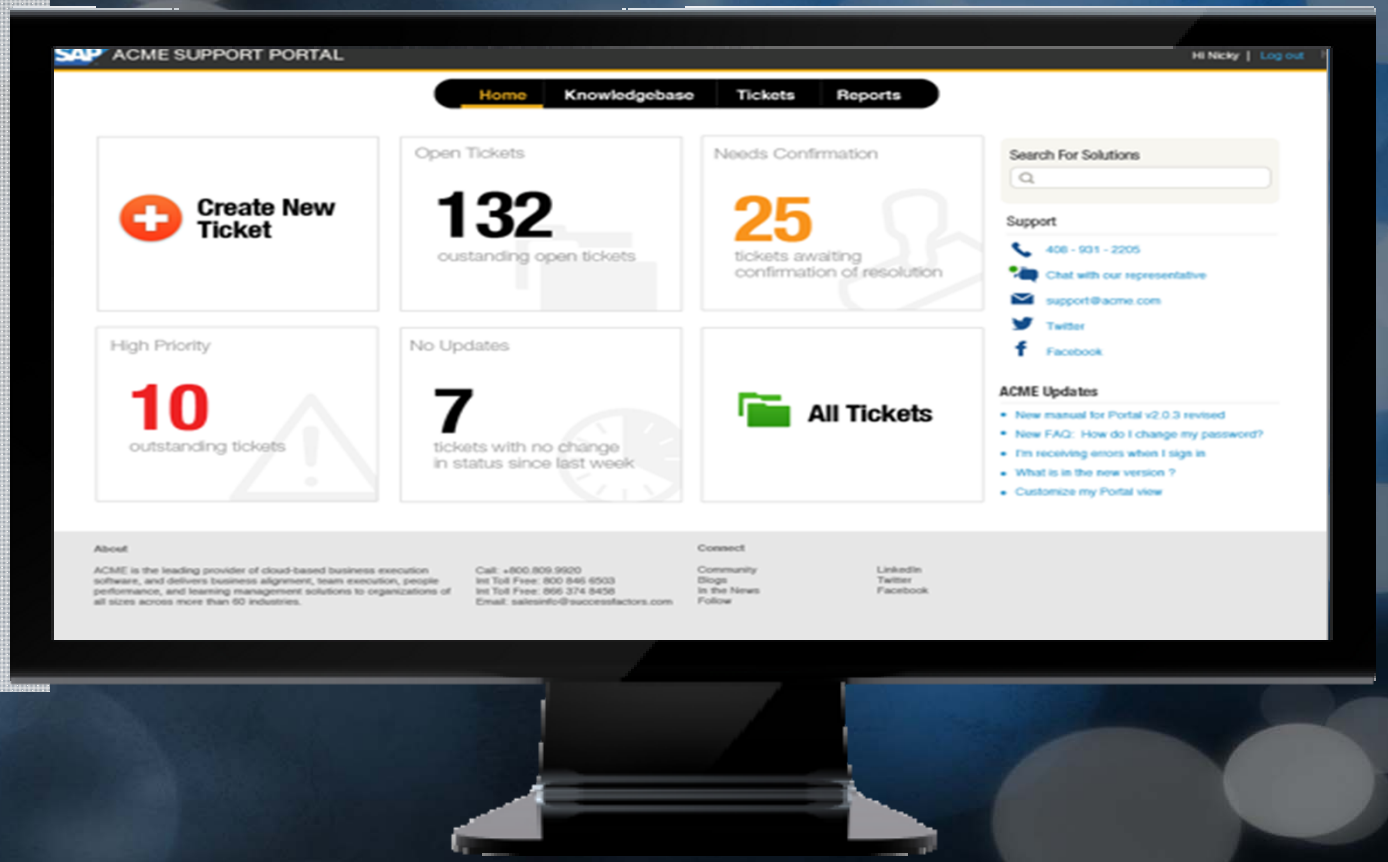
SAP 3D Visual Enterprise Viewer

Logistics (Part Schematics)

- Visualize and interact w/ large complex 3D schematics
- View interactive, animated step-by-step 3D work instructions
- Select parts or assemblies to view CAD and SAP business information

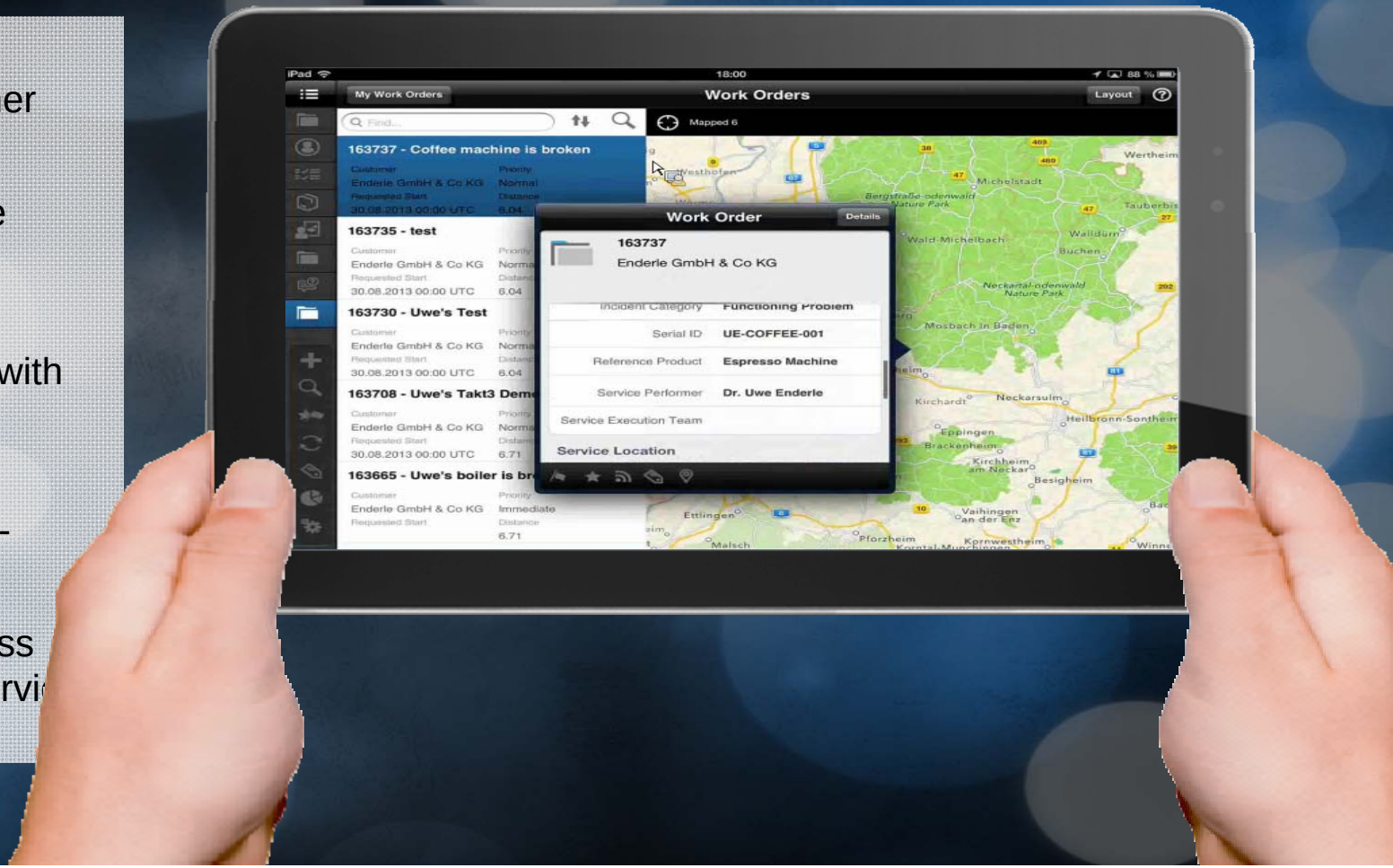
SAP Cloud for Service

- Deliver consistent multi-channel customer service, including social
- Help your service reps tackle difficult customer issues with built-in collaboration and chat
- Increase productivity and adoption with consumer-grade user experience
- Track real-time team performance with pre-built dashboards



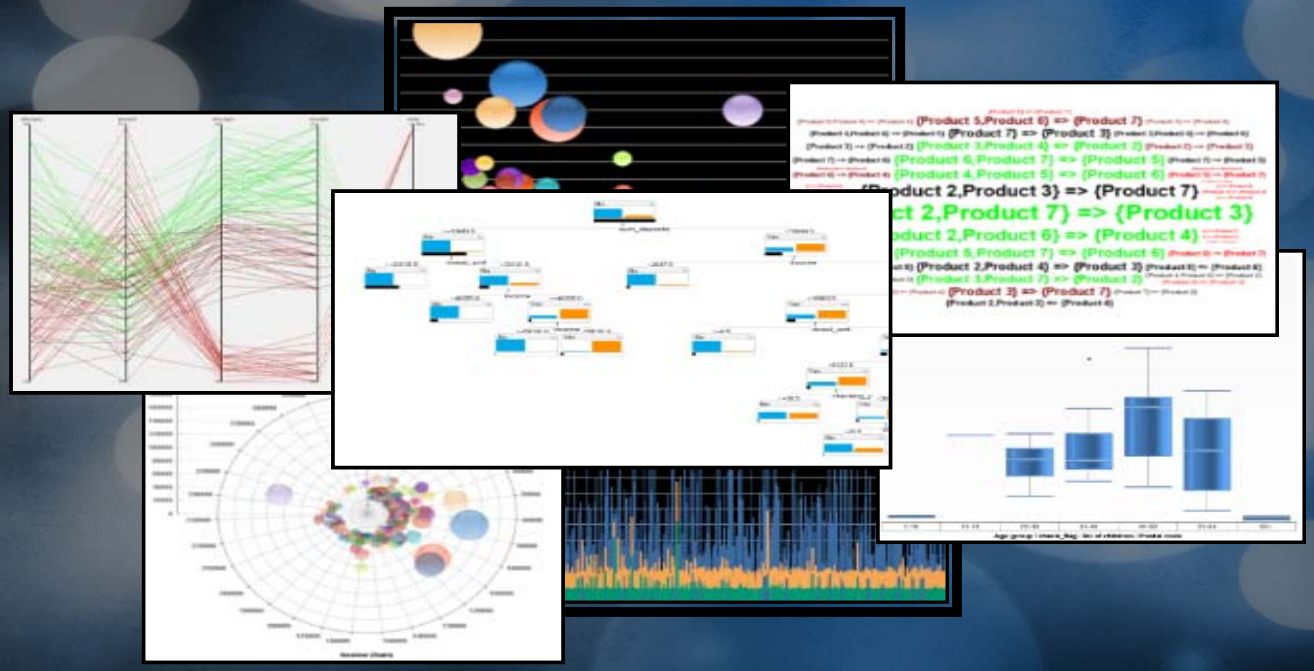
SAP Cloud for Service – Field Service

- Ensure effortless field service interactions with intuitive, consumer grade user experience
- Resolve issues fast with complete access to all relevant service information and customer data
- Let your service reps collaborate with experts in real-time across your company
- Impress your customers with fully-empowered technicians
- Increase productivity with seamless integration with SAP Cloud for Servi contact center



SAP Predictive Analytics

- Unleash the value of Big Data through the power of SAP HANA
- Intuitively design and visualize complex predictive models
- Bring predictive insight to everyone in the business



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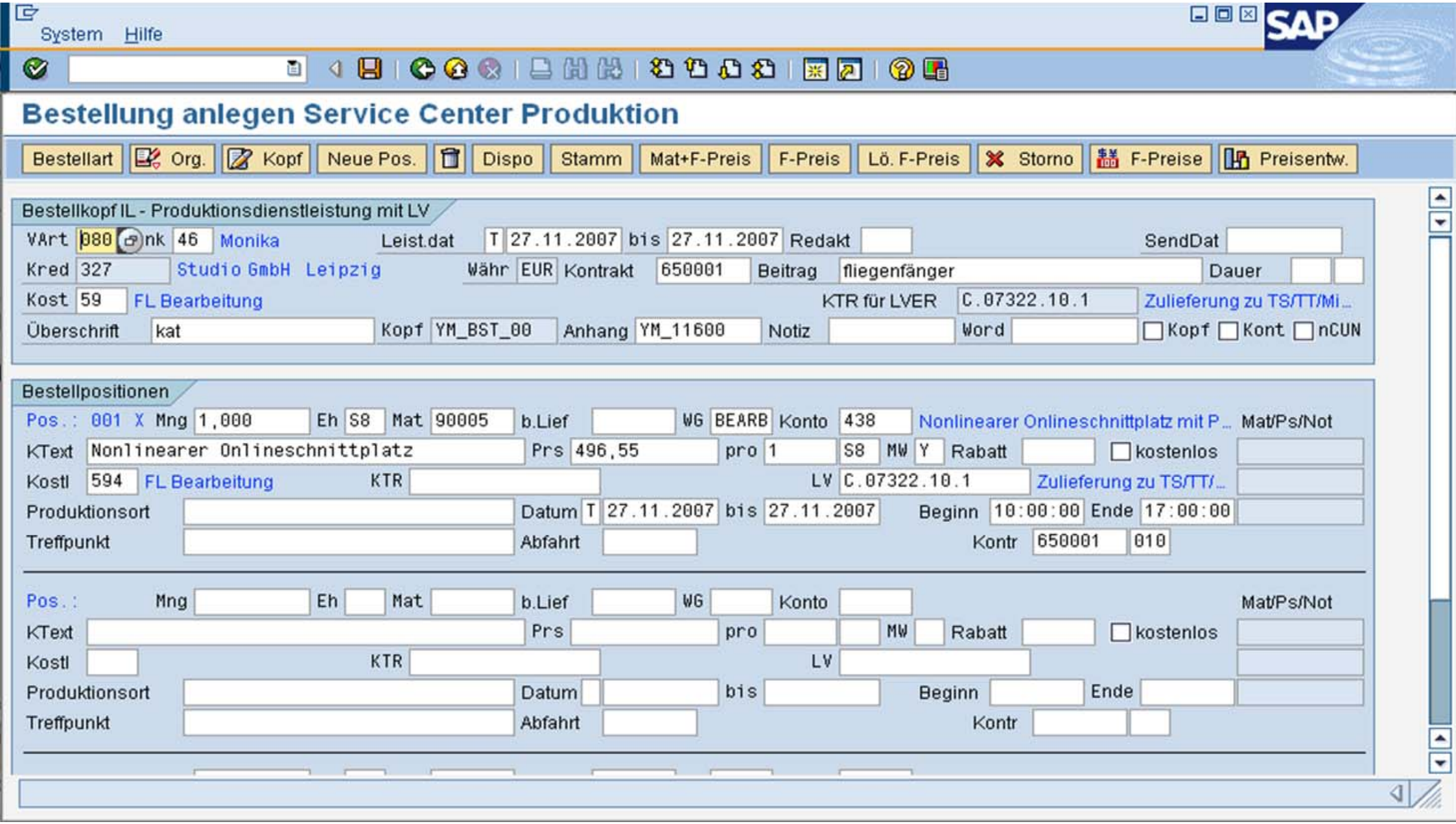
How to create amazing mobile experiences co-innovating with customers?


System Hilfe
SAP
Bestellung anlegen Service Center Produktion
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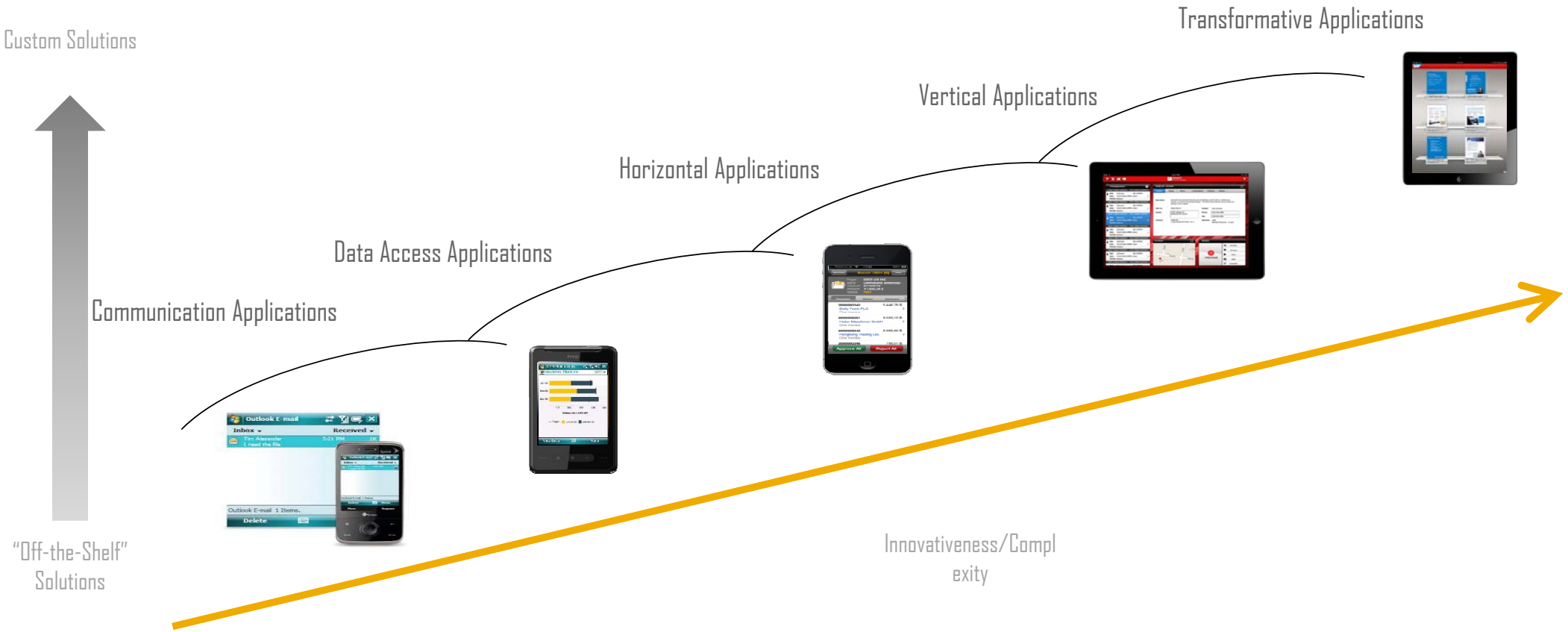
Take your business to the next level



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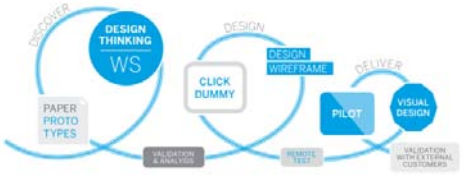
“From my earliest days developing business software, I have always believed that design has to start with the user...”

“Businesses around the globe need to look for innovation by focusing on their customers.”

Hasso Plattner

Co-Founder and Chairman of the Supervisory Board, SAP

SAP Mobile Innovation – The Process



DISCOVER

DESIGN THINKING WORKSHOP

User centric solution scoping
Identify user needs
Specify solution requirements
Create paper prototypes

TECHNOLOGY WORKSHOP

Plan System architecture
Security considerations
Implementation roadmap

DESIGN

UX DESIGN SERVICE

Design User Interface
Wireframes, Storyboard
Visual Design

UI PILOT APP

Develop offline app
(Native / HTML5)
Sample data
Deployable on customer devices

DELIVER

APP DEVELOPMENT

End-to-End solution realization
Integration to customer landscape
(Optional) maintenance & support

INFRASTRUCTURE SETUP

SAP Mobile Platform
SAP Mobile Secure

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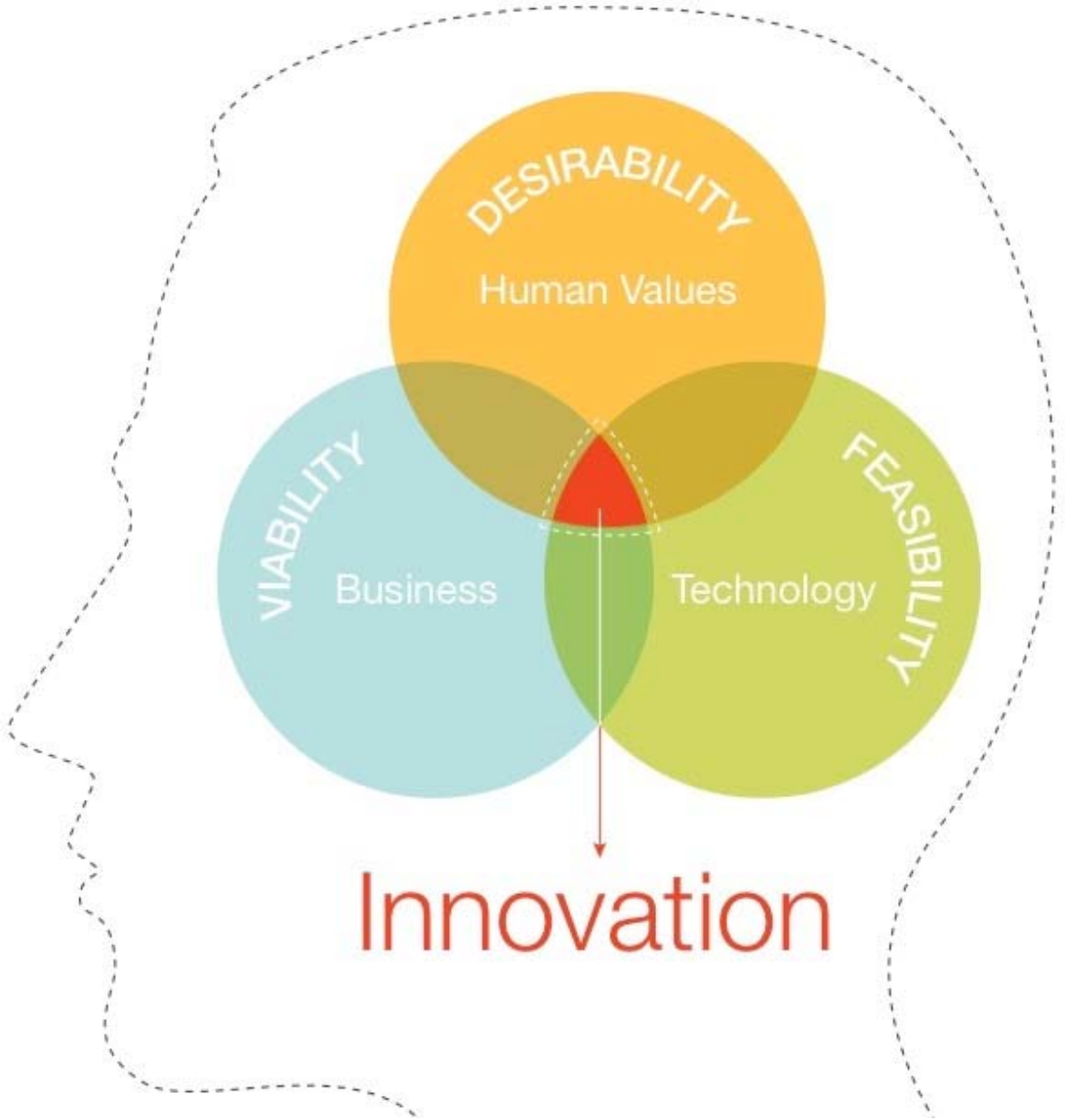
DESIGN THINKING WORKSHOP

User centric solution scoping
Identify user needs
Specify solution requirements
Create paper prototypes

design thinking points the way

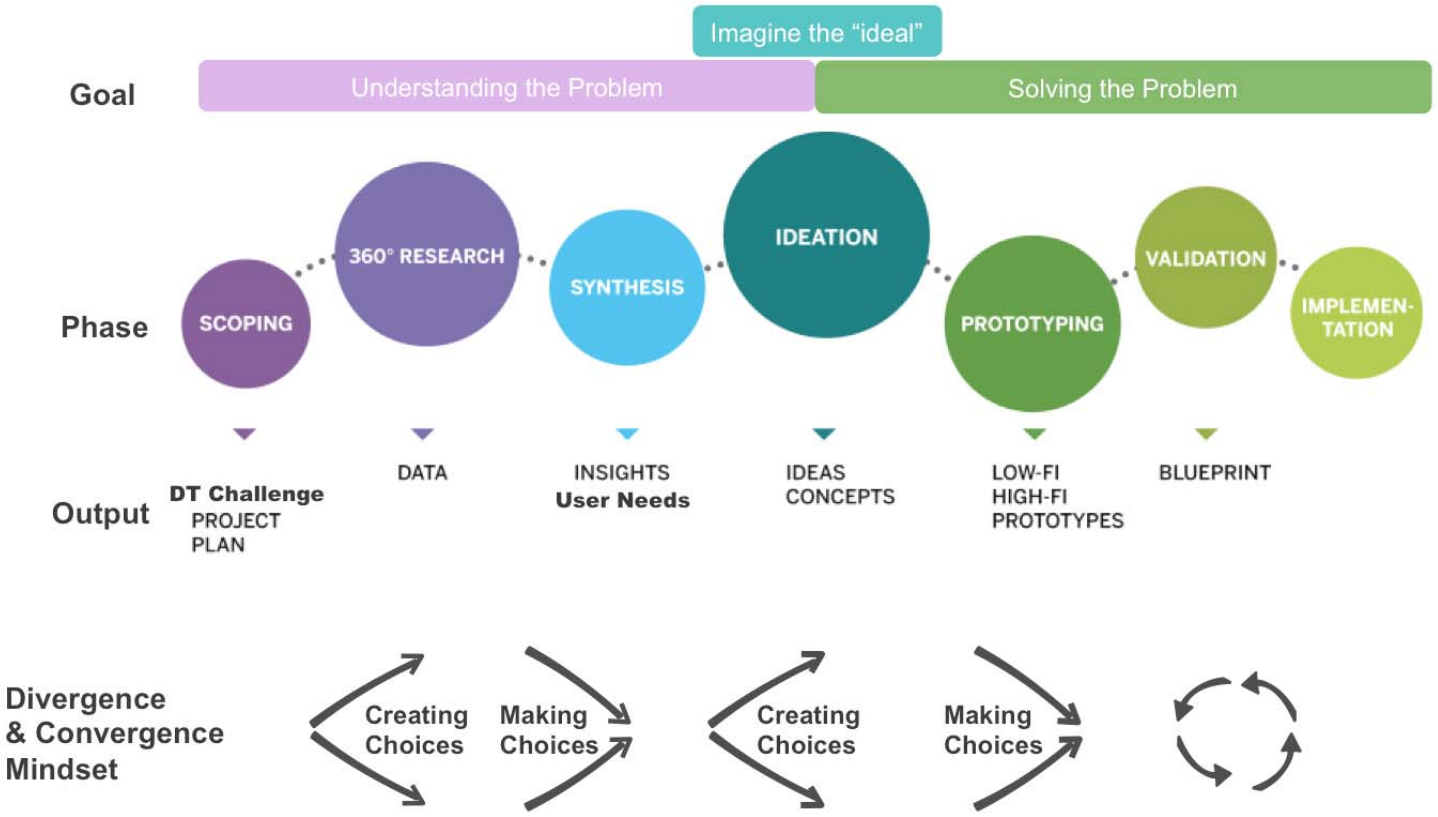


DESIGN THINKING WORKSHOP

User centric solution scoping
Identify user needs
Specify solution requirements
Create paper prototypes

Design Thinking with SAP

The process



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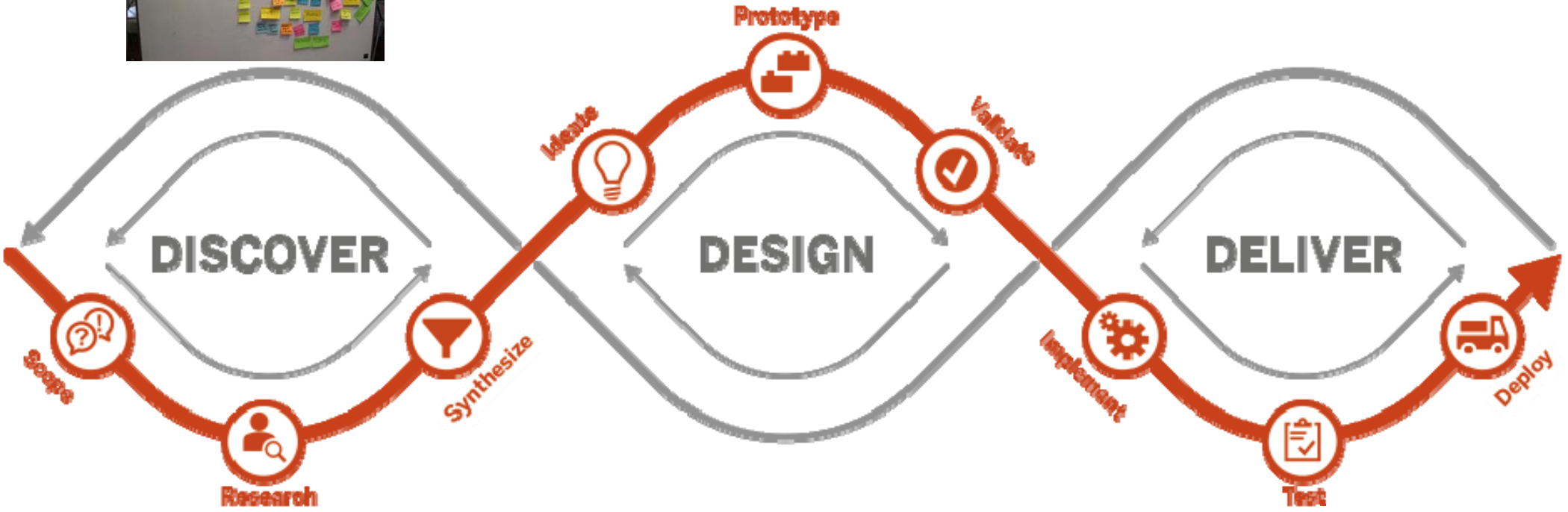
Process



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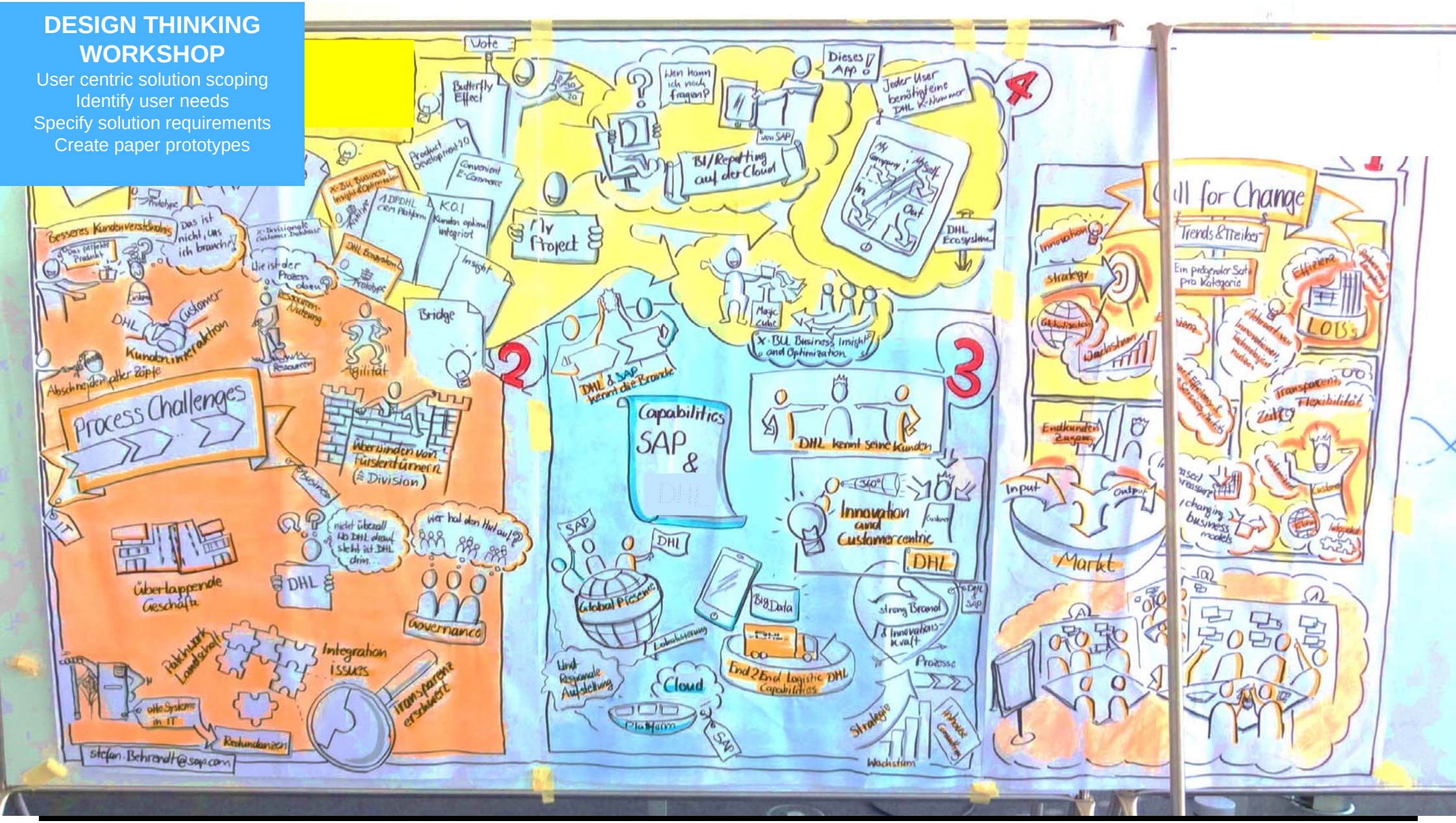
UX DESIGN SERVICE

Design User Interface
Wireframes, Storyboard
Visual Design

We just opened the next generation that focuses on customer co-innovation -> 50+ design experts hired.

DESIGN THINKING WORKSHOP

User centric solution scoping
Identify user needs
Specify solution requirements
Create paper prototypes



UX DESIGN SERVICE

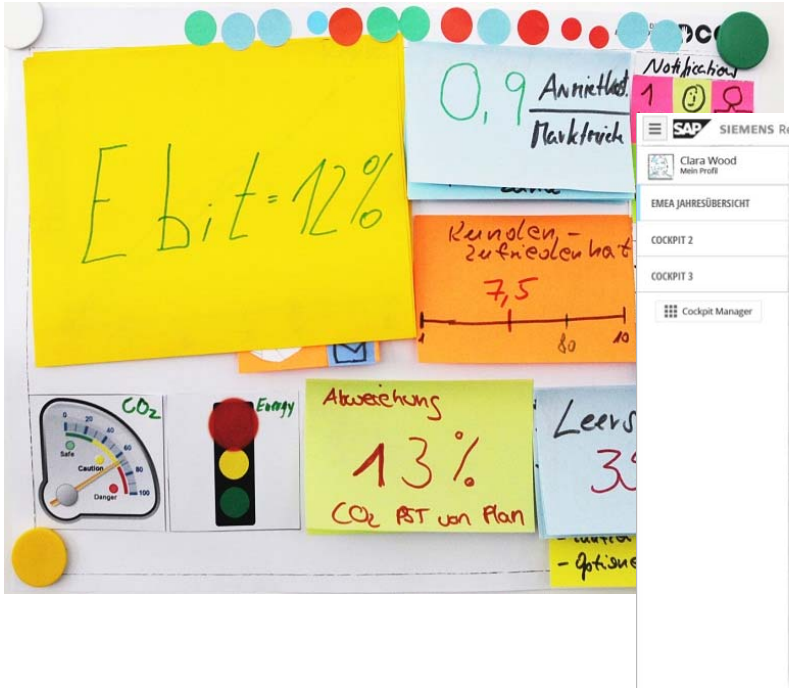
Design User Interface
Wireframes, Storyboard
Visual Design

SAP Design Services

From paper prototypes to UI Pilot

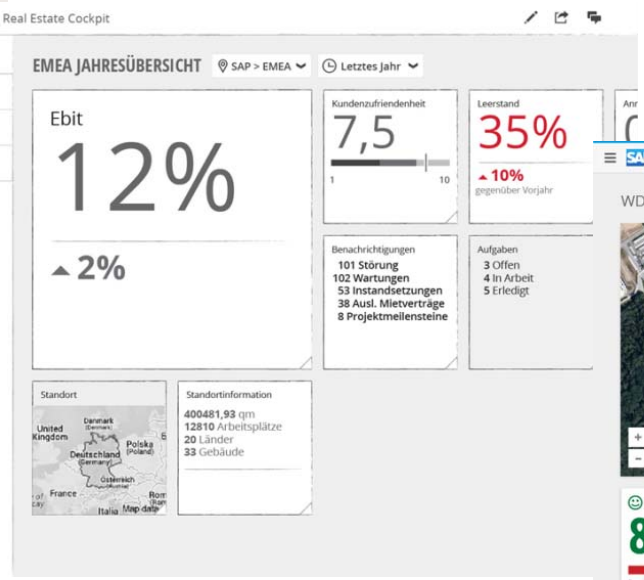
1st ITERATION

Paper Prototypes



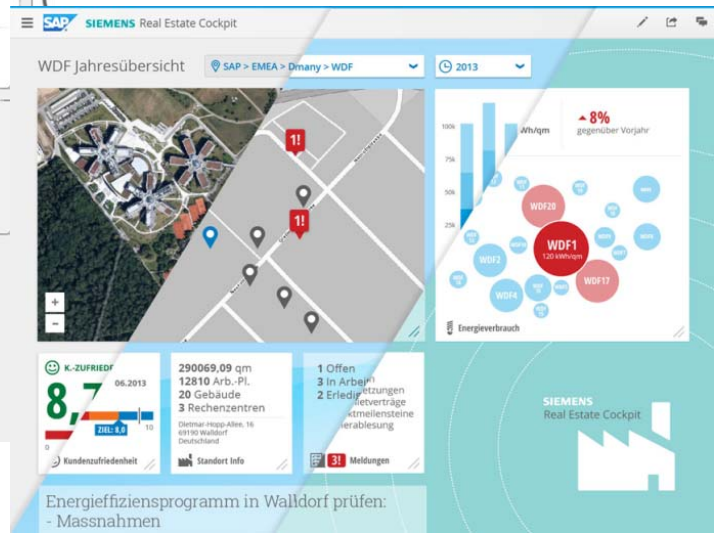
2nd ITERATION

Wireframes



3rd ITERATION

Visual Design



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UI PILOT APP

Develop offline app
(Native / HTML5)
Sample data
Deployable on customer devices

UI PILOT

Pixel-perfect design

Fully working offline app
- Native or HTML5 development
- Sample data, No backend integration

Deployable on customer devices

APP DEVELOPMENT

End-to-End solution realization
Integration to customer landscape
(Optional) maintenance & support

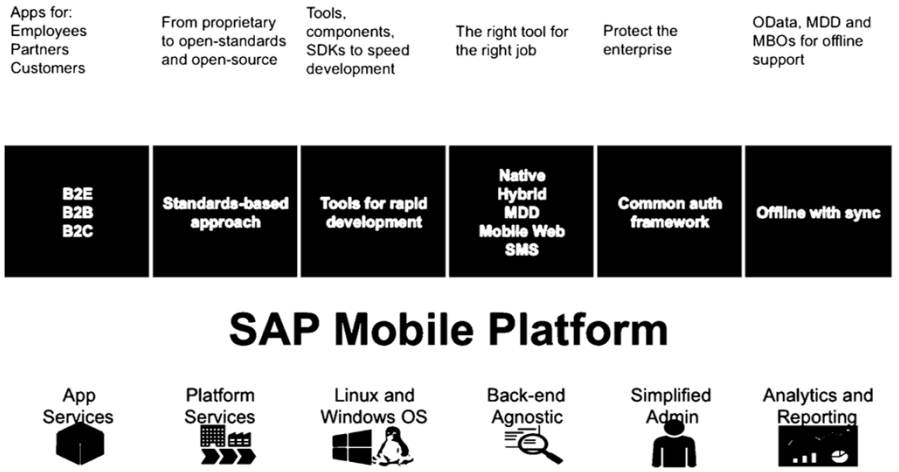
Application development

powered by SAP Mobile Platform

THE TEAM

- SAP Custom Development
- Customer
- SAP Partner
- SAP Consulting

THE TOOL
SAP MOBILE PLATFORM



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Demonstration

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