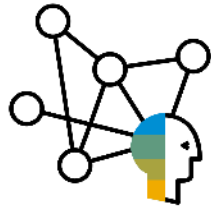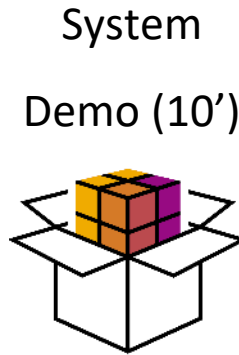# SAP Service & Asset Management (SAM)
Unlock the potential of mobility: Your business is in motion anytime, anywhere!

Kaushal, Bhatt, Principal Services Architect, SAP
Ikhsan, Roby, Senior Business Process Consultant, SAP

PUBLIC

THE BEST RUN **SAP**

Agenda

Solution
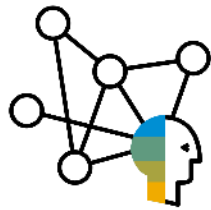
Overview (10')

System

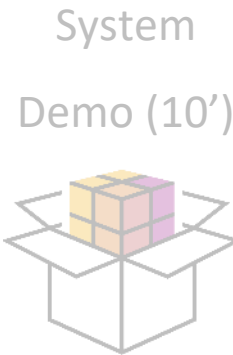Demo (10')

Service Delivery

Approach (5')

Q&A (5')

Solution Overview

Solution Overview (10')

System Demo (10')

Service Delivery Approach (5')

Q&A (5')

Key Outcomes/Objectives

1. Outlining Business Challenges & taking advantage of Digitalization through SAP Service & Asset Management (SAM).

2. Getting through customer-specific Business Needs and Solution examples.

3. Embarking on your journey with SAP Services & Key Accelerators.

Business Challenges and Solutions

Business challenges

- Capture and access timely, accurate data such as readings, measurements, and photos to better respond to increasing market demand and globalization and regulatory, social, and environmental pressures
- Better manage complex assets and reliance on third parties
- Retain and build on your company's knowledge base and minimize the effects of attrition

Solution

- SAP Service & Asset Management
  - End-to-end asset management on the go, online or offline
  - Enterprise grade application with a consumer grade user experience
  - Industry and Persona Component add-ons
  - Metadata based application development platform
  - Cloud-based deployment

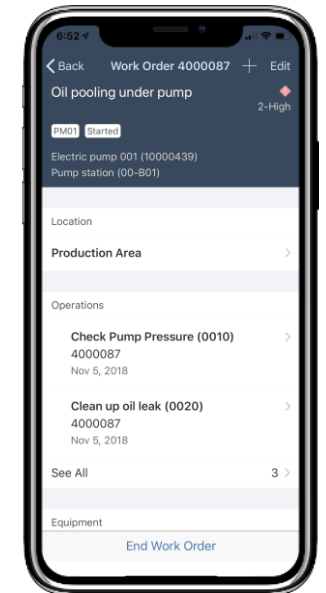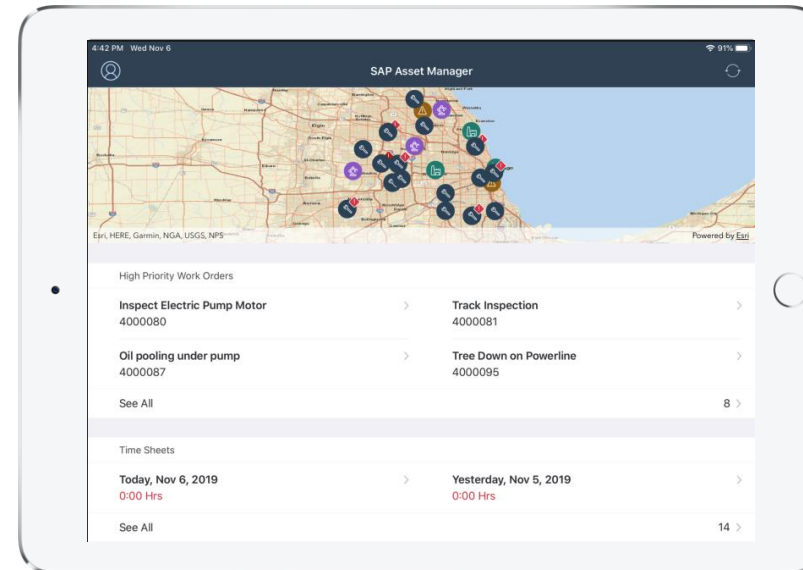# Digital Transformation starts with a great User Experience

82%

of executive believe
'Mobile is the Face of Digital Transformation' *

87%

of executives believe
mobile apps are necessary to realize
the full benefits of Digital**

62%

of employees delay completing tasks that require
logging into multiple systems ***

* Forrester Research

** Growing the Digital Business: Spotlight on Mobile Apps Accenture Mobility Research 2015; Copyright © 2015 Accenture All rights reserved

*** Accelerate Digital Transformation With Simplified Business Apps, Forrester August 2016

Empowering People through Mobile Maintenance Execution

Work Execution Safety

Decision Making

Total Visibility
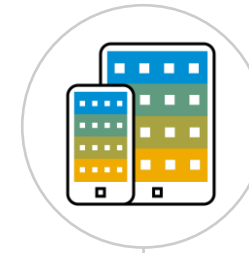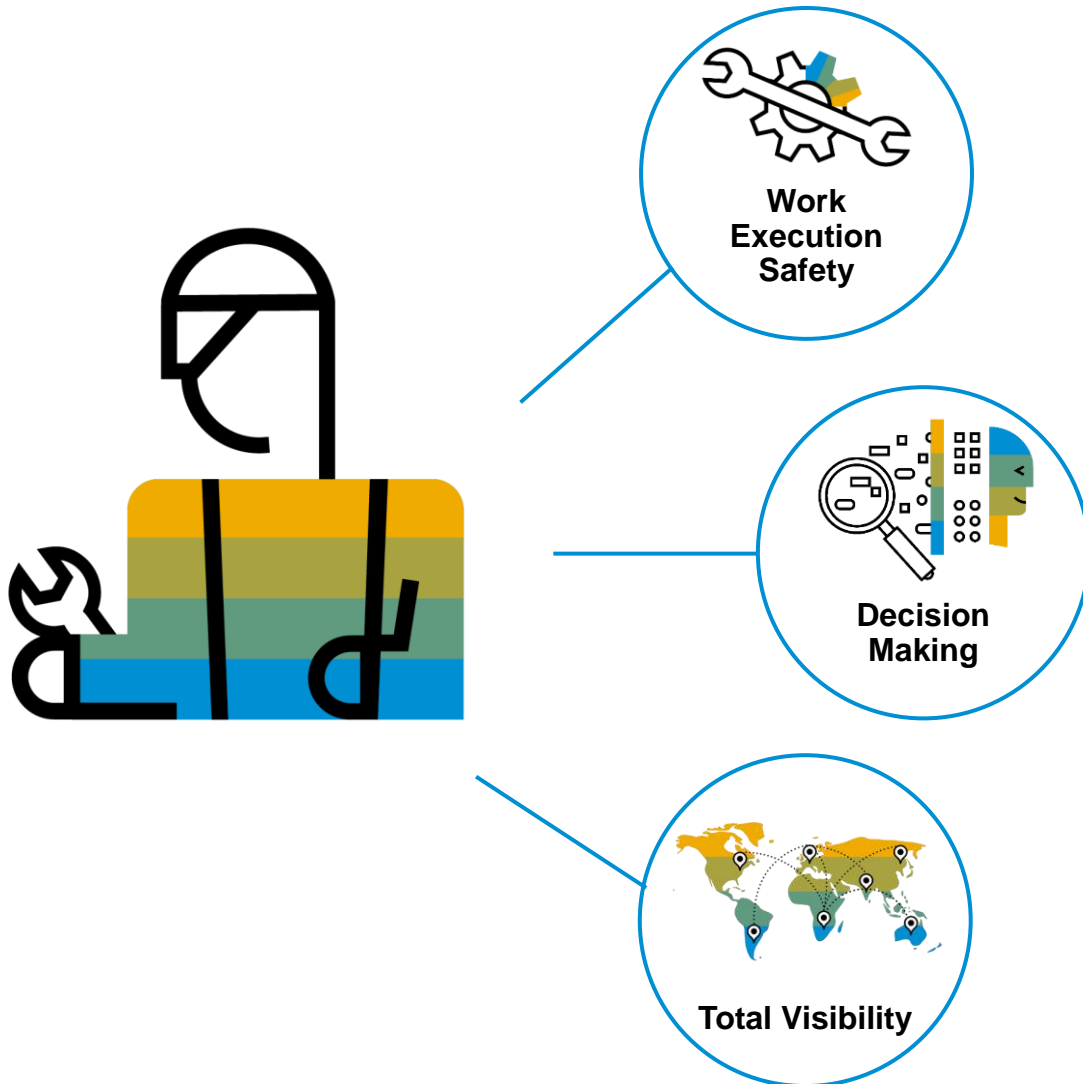
Manage existing work and asset data whether you're **online, offline, or occasionally connected** …

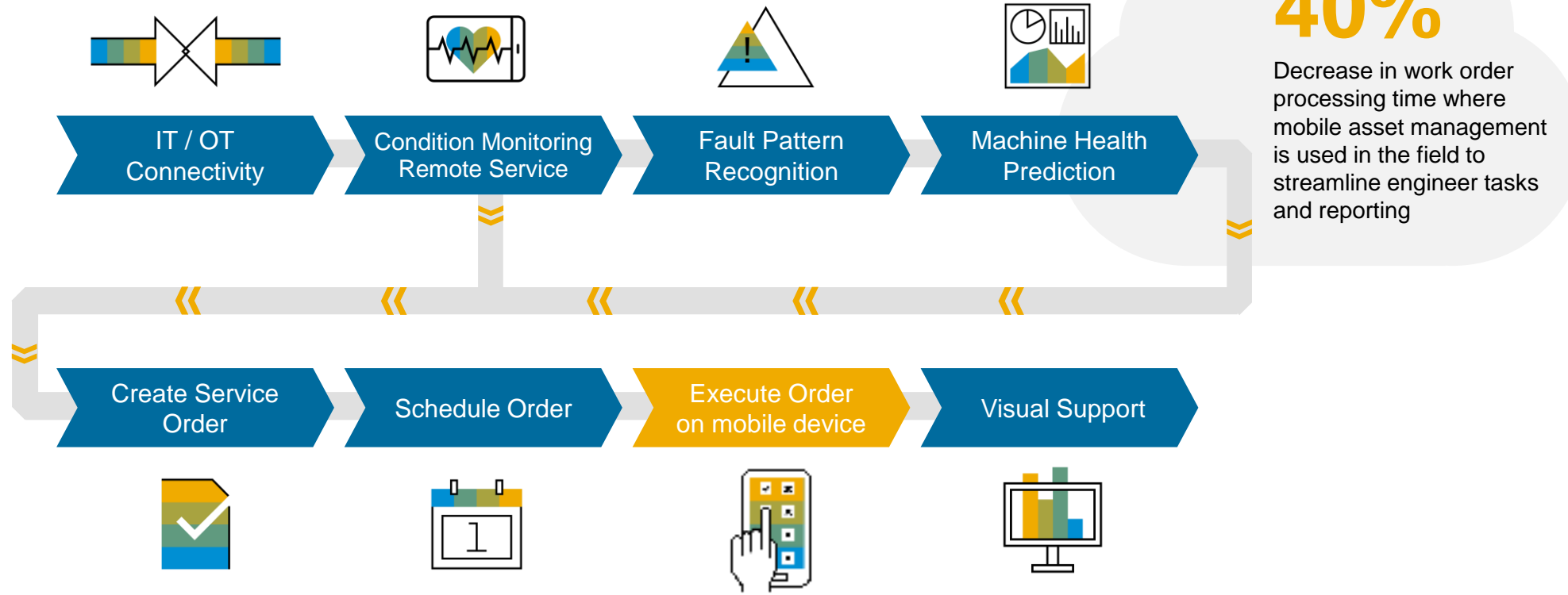… Capture and integrate asset performance data between mobile and back-end systems at the **"point of performance"**…

… **enabling intuitive decision making, management of unforeseen events, all in the knowledge that employees are safe** to execute their complex tasks more efficiently.

Mobility as Part of the digital business process chain

Increase effectiveness

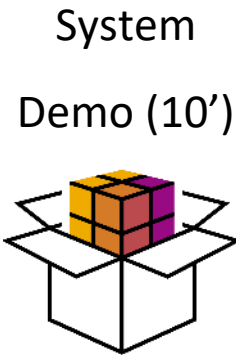Effectiveness is the capability of producing a desired result

Process Innovation

| IT / OT Connectivity | Condition Monitoring Remote Service | Fault Pattern Recognition | Machine Health Prediction |

40%

Decrease in work order processing time where mobile asset management is used in the field to streamline engineer tasks and reporting

Increase efficiency

Time, effort or cost is well used for the intended task or purpose

| Create Service Order | Schedule Order | Execute Order on mobile device | Visual Support |

SAP Reference Example: Metropolitan Utilities District

System Demo

Solution Overview (10')

System Demo (10')
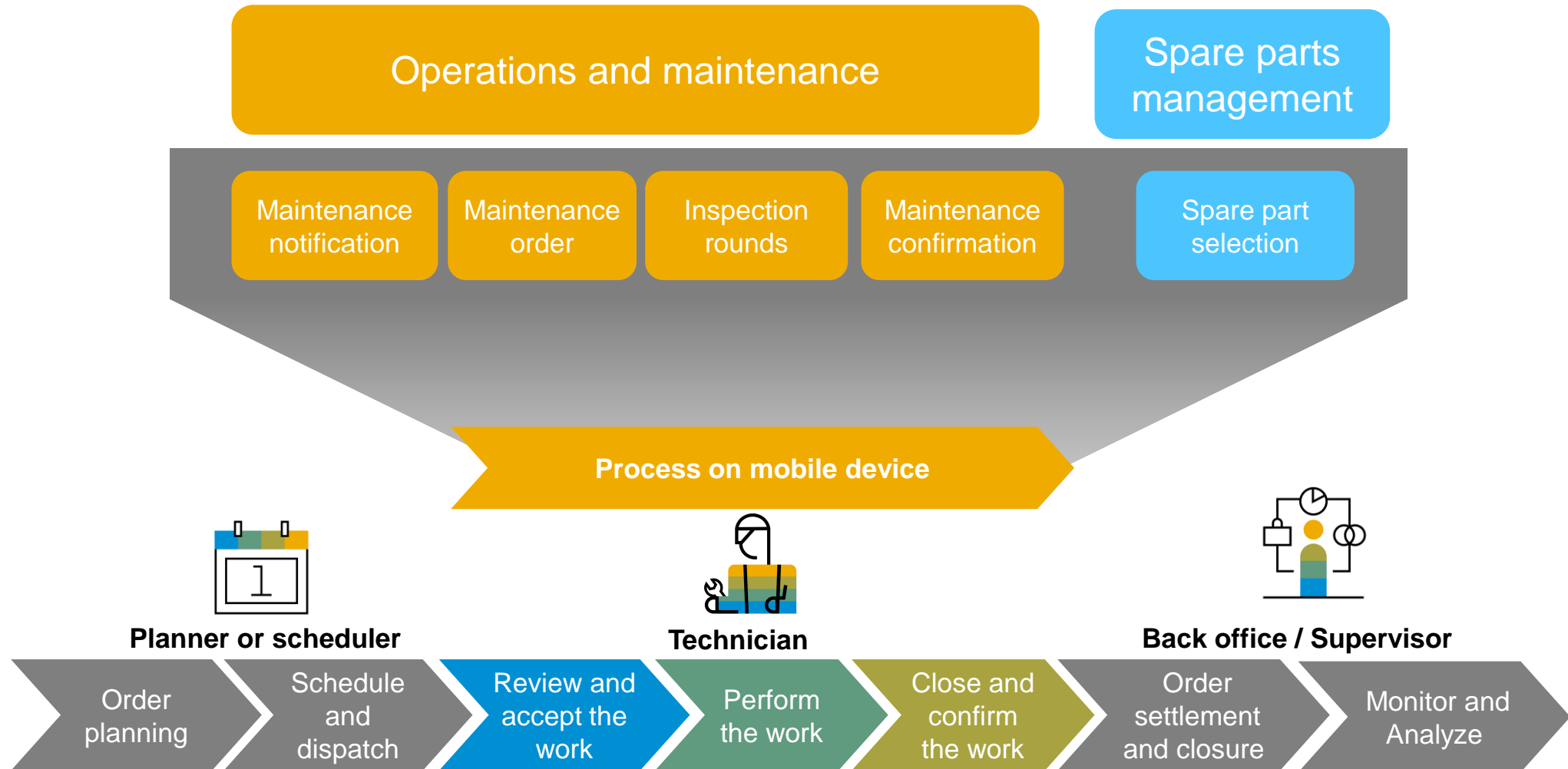
Service Delivery Approach (5')

Q&A(5')

Mobile Asset Management

Increase productivity, safety, and asset reliability

Operations and maintenance

Spare parts management

| Maintenance notification | Maintenance order | Inspection rounds | Maintenance confirmation | Spare part selection |

Process on mobile device

Planner or scheduler

Technician

Back office / Supervisor

Order planning → Schedule and dispatch → Review and accept the work → Perform the work → Close and confirm the work → Order settlement and closure → Monitor and Analyze
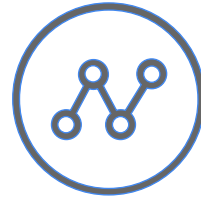
Scenario 1: Execute Assigned Work/Add New Work
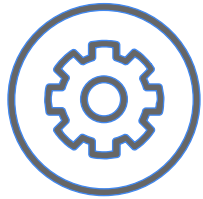
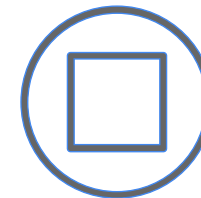Field Execution

Time Entry

Failure Data capture

Measurement document entry

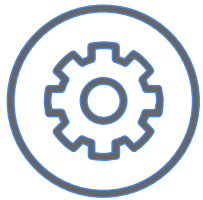Goods movement

Result Recording & Usage decision

Order Completion

Scenario 1: Execute Assigned Work/Add New Work

Scenario Outline:

When technicians arrive at their workplace, whether it's a plant, platform, or remote location, they rely on mobile devices to efficiently identify and address their daily work tasks.

Field Execution

Time Entry

Goods movement

The following activities will be shown in this scenario

1. Reviews their work on their mobile devices – tablet or mobile phone.
   a. Review assigned work to determine immediate needs
   b. After review of the work operations/part needs / documentation they begin work
   c. Determine that a spare part is needed, and add the part to an operation
   d. Clocks in / Clocks out when starting the work and completing it to add
   e. Record Measurement data for the equipment being maintained
   f. Complete work and post time on the work order.

2. During a walk around of equipment – identifies work that can be performed now to address a minor issue. A notification is created and executed on the Mobile device (to close out).
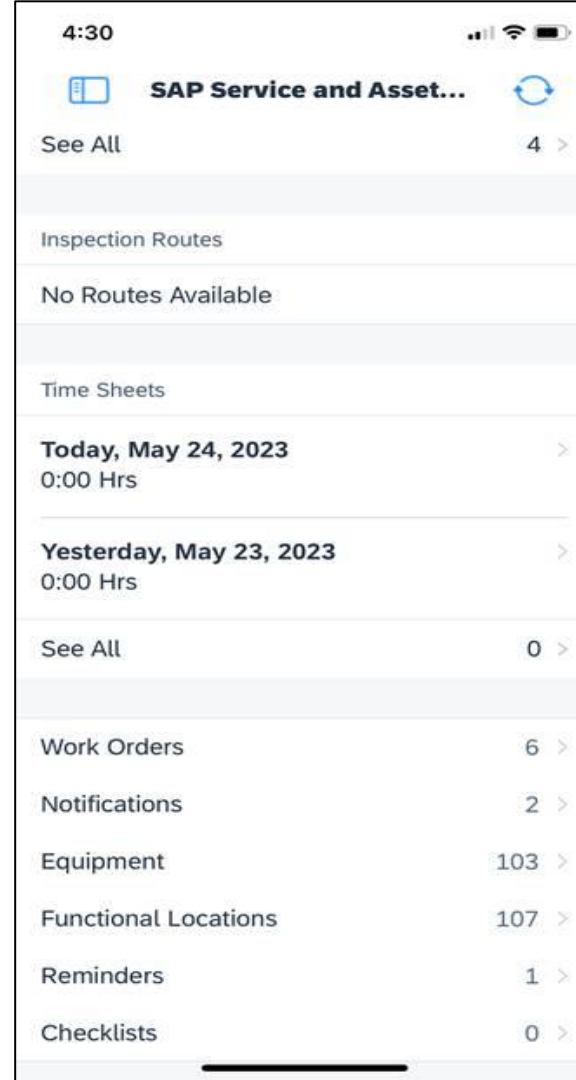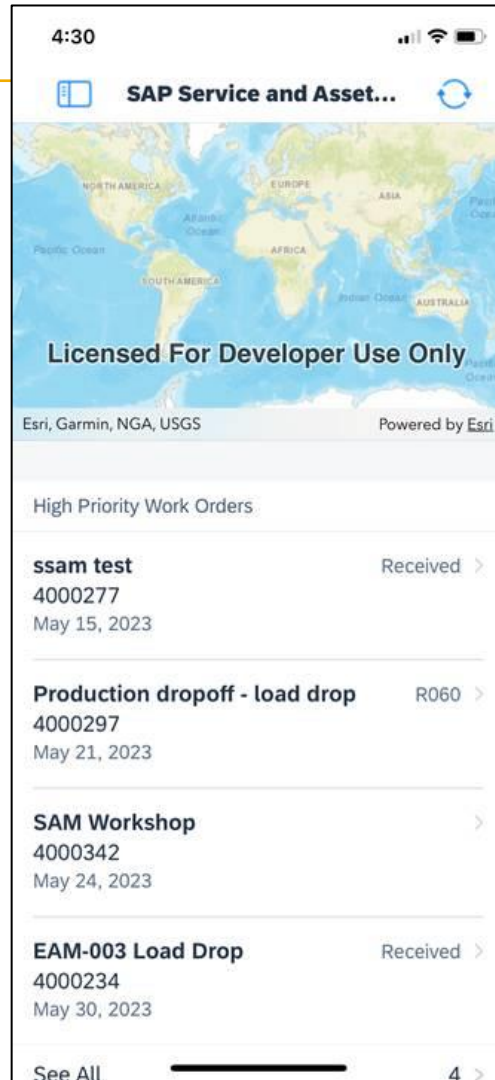
Measurement document entry
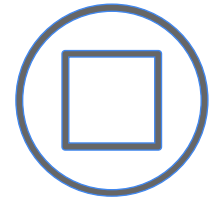
Order Completion

App Overview - Components

App menu – Can be used to navigate to change passcode, access support, sync issues and resetting the app

All the high priority work orders assigned will be displayed here
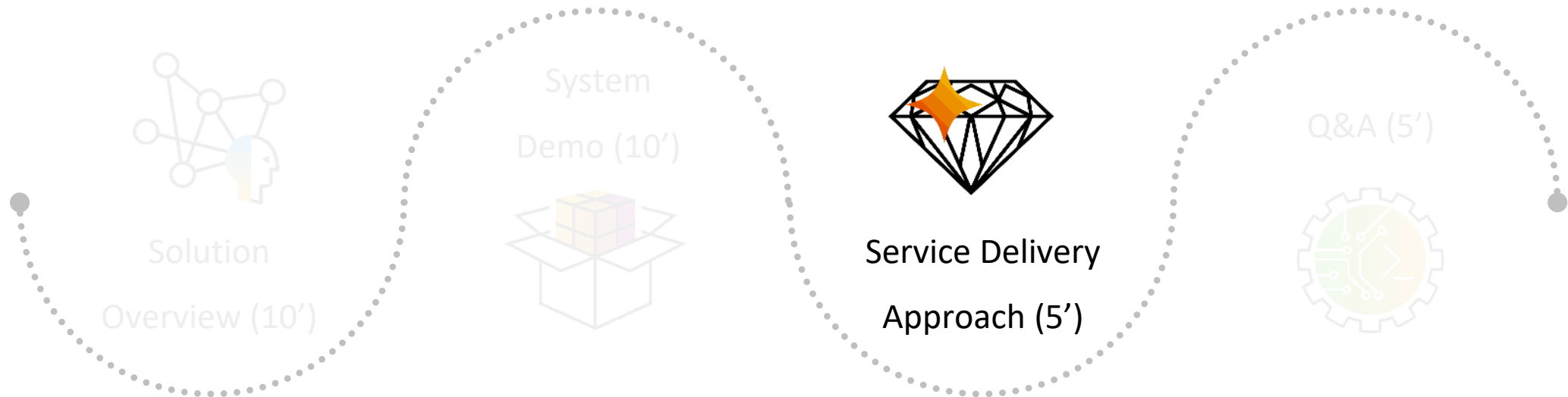

Sync Button

Time Sheet overview is displayed here, and time sheet can be accessed here

Technical objects can be accessed through this section. Following objects can be accessed
- Work Orders
- Notifications
- Equipment
- Functional Locations

Service Delivery Approach

Service Delivery Approach (5')

Typical project plan, main service phases

Prepare & Explore

~4-6 weeks

- **Project Support Tools and System Setup**
- **Kick-Off Workshop**
- **Scope Statement**
- **Development Environment (DEV)**
- **Fit-to-standard / Delta Design - Gap Identification**

Realize

~6-10 weeks

- **Solution Extension Development**
- **Switch to QA / Quality Assurance Environment (QAS)**
- **Integration Testing**
- **User Acceptance Testing**
- **Key User Training**

Deploy

~2 weeks

- **Switch to Production**
- **Go-live Support**

SAP involvement   Customer involvement

Implementation Service and Approach

Key Accelerators:

- Standard Baseline Configuration Guide
- Business Process Design Documents
- Standard Security Role and Authorization Guide
- Standard BTP Integration Guide
- Test Scripts
- Knowledge Transfer

Benefits Summary - Mobile Apps for Asset Management

Provides you with

- Ready to run solution implemented based on SAP best-practices

Which helps you to

- Enable your Maintenance Technicians to execute their daily activities and manage your technical assets
  - In real time
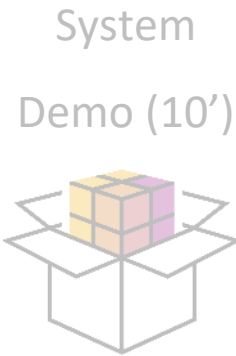 - From a mobile device
  - In an offline mode

Resulting into

- Decrease in Work Order processing time resulting in
  - Improved work effectiveness and efficiency (time savings = $).
  - Streamlined tasks and execution (cost savings = $).

Q&A

Solution Overview (10')

System Demo (10')

Service Delivery Approach (5')

Q&A (5')

Thank you.

Contact information:

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Appendix