R/3 SYSTEM

IN FOCUS...
SERVICE MANAGEMENT

FAST, FLEXIBLE SERVICE BUILDS CUSTOMER TRUST

Businesses with first-class customer service gain a competitive edge. You can create that ideal customer service environment for your business by using the integrated R/3 Service Management System.
From inputting requests, to issuing orders, to analyzing results, Service Management allows you to keep constant track of costs, resources, and deadlines.

EFFICIENCY THROUGH INTEGRATION

Now you can achieve and maintain first-class service. The broad functionality of the Service Management software and the integrated interaction of the R/3 application modules let you process service requests with optimum efficiency. Information is input only once, when the call is received, and is then available to all relevant areas. In the SAP® Sales and Distribution module, Service Management determines the configuration of the customer's equipment and defines the service requirements. In Purchasing, it automatically generates requisi-

tions and facilitates timely supply of needed materials. In Shipping, it assures on-time delivery and installation.

HARDWARE, SYSTEMS, AND CONTRACTS ESTABLISH THE BASIS FOR EFFICIENT SERVICE MANAGEMENT

Simply by accessing a comprehensive database, you can analyze problems in detail and take appropriate corrective action. Your customers will regard you as a knowledgeable contact, because you will have at your fingertips all information on the equipment or technical systems installed at their sites. You can instantly provide cus-

tomers with information on warranty terms or the availability of service technicians. Information from the service contract, such as terms and response times, helps you prioritize service requests.

FAST HANDLING OF SERVICE REQUESTS CREATES SATISFIED CUSTOMERS

Enhance customer trust and loyalty by inputting and processing service requests immediately. All important information, such as the equipment needing service, the customer contact, and description of the problem, can be recorded quickly in one input session.

With Workforce Planning, you can immediately give your customers the date when the problem will be corrected and assign a service technician to the job. When performing this task, Service Management automatically factors in personnel qualifications and available resources. An automatic monitoring system ensures compliance with the reaction times specified in the contract.

PRECISE PLANNING AND COSTING OF SERVICE ORDERS SAVE TIME AND MONEY

Service call implementation can be flexibly configured to meet your specific requirements. For example, you can provide telephone support services or initiate replacement part shipments directly by placing an order through the sales department, and bill your customers later.

The Service Management System also provides a separate service order for scheduling, costing, and billing more extensive service activities.

The service order assures timely shipment of materials and replacement parts and appropriate scheduling of your service technicians. Moreover, all costs are continually updated to keep you fully informed about costs of service activities.
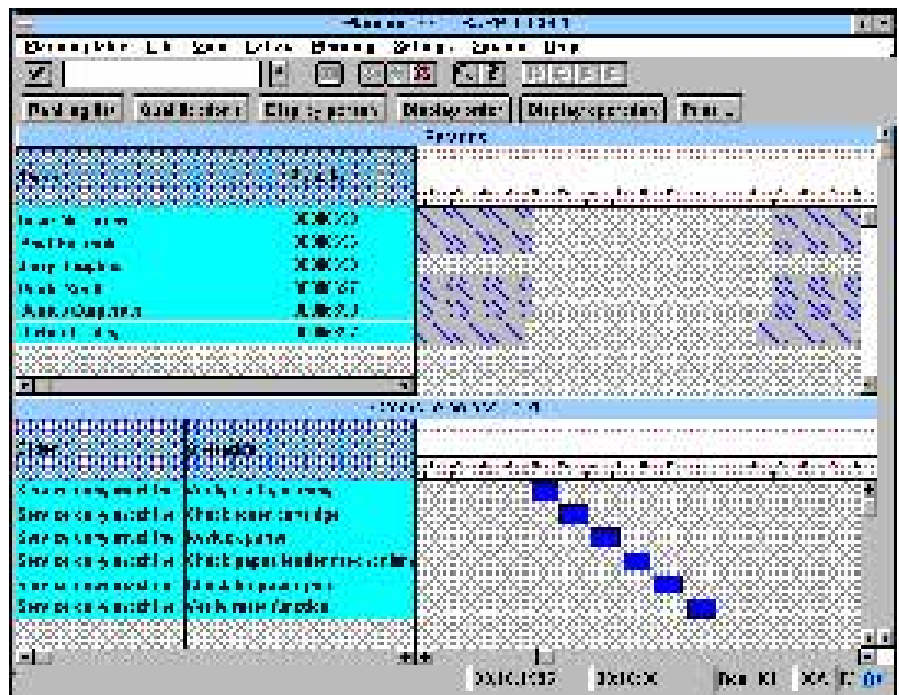
RELIABLE ANALYSES HELP YOU CUT COSTS

Standardized or user-designed analyses allow you to identify significant problems and weaknesses. This information lets you improve the quality of your products and evaluate suppliers.

Through the analysis of reaction times, you can also improve your service to the customer and cut costs. With the analysis of service orders, you gain an instant overview of your service department's cost/revenue status. These real-time controlling capabilities allow you to provide services to customers at optimum costs.

ADVANCED, FLEXIBLE TECHNOLOGY AND WIDE-RANGING SERVICES

The R/3 software is based on a client/server architecture. It is designed as an open system for use with operating systems of various manufacturers. In addition to software, SAP provides you with a wide range of services, including skilled administrative and technical consulting from project planning to implementation, qualified employee training, and hotline support around the clock.

The management process of SAP Development and SAP Consulting Germany meets the international quality standards set by ISO 9001.

Interested? Call or write us for more information.