R/3® SYSTEM

By combining the Field Service Support System from VSG Software GmbH with the SAP R/3 Plant Maintenance module you can enhance the performance of your applications by adding all the advantages of laptop use. The new Field Service Support System means that your remote service technicians have on site access to all the information they need to quickly and efficiently complete their work, even when they are not directly connected to the main R/3 System.
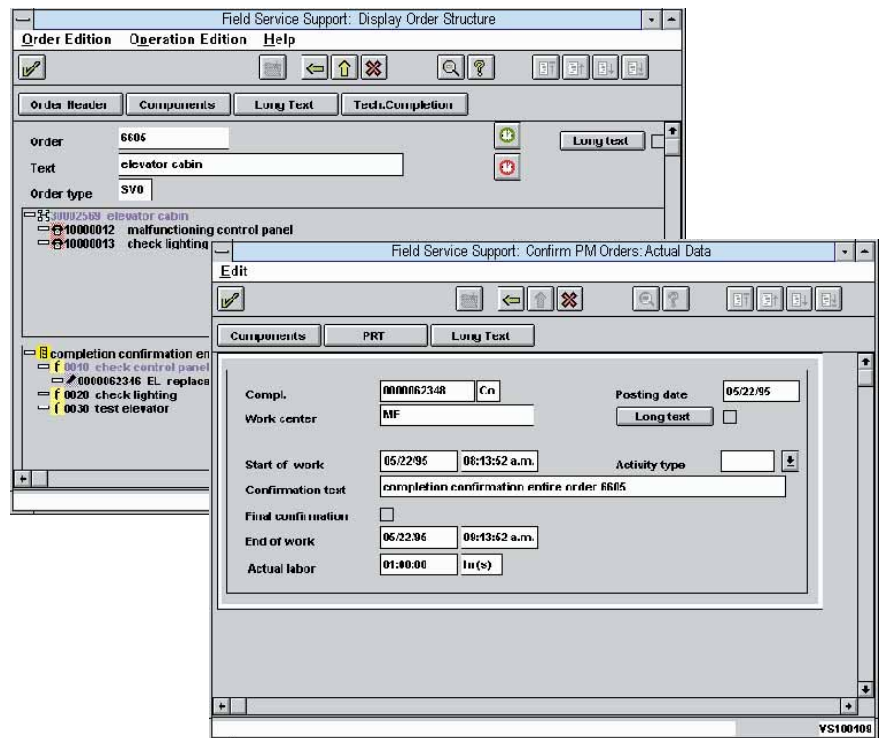
IN FOCUS...

SERVICE MANAGEMENT WITH SAP® R/3 AND VSG

OPTIMIZE YOUR ON SITE MAINTENANCE AND SERVICE CALL MANAGEMENT

INSTANT ACCESS TO INFORMATION WHERE YOU NEED IT

The use of laptops and note books in maintenance management could present your company with a whole host of new ways to optimize its service processing activities. VSG Software GmbH now offers a solution that can be quickly and easily connected to the R/3 System. The Field Service Support System is a new product designed to increase flexibility and productivity in remote maintenance and service management. It enables your employees to access all relevant information and data exactly where they need it - at the actual location of the equipment and installations to be maintained.

The Field Service Support System makes essential basic data available to service technicians working on site and enables them to download work orders and other information from the R/3 System via remote transmission. They can use the same link to access order-related data or update the central database by returning completion confirmations to the R/3 System, which in turn increases the transparency of corrective action planning and control. On site processing of work orders is carried out with real time integration with the maintenance management system. Information about costs, resources and deadlines is kept constantly up-to-date - from the entry of malfunction reports through maintenance and service order processing and completion, right up to analysis. The availability of activity- and customer-related information on site accelerates service processing and enhances its quality, reliability and cost-effectiveness.

MORE PROFESSIONAL...

The database provided in the Field Service Support system and the possibilities of communicating with the R/3 PM System mean that your service technicians are equipped to supplement order service planning with additional information about object structures and usage histories. Malfunction reports can be identified, analyzed and solved more quickly. Instantly available information about machines, equipment and installations supports all phases of service and maintenance. Standard or user-defined analyses of historical data simplify the identification of significant problems or weaknesses on site. Constantly available just-in-time information significantly improves the quality of services rendered while at the same time reducing costs. The connection between the Field Service Support System and R/3 also makes it possible to access contract information or status reports whenever required, thus enhancing service employees' standing as qualified customer contacts.

...AND MORE FLEXIBLE

Another important aspect of the Field Service Support System is apparent in its actual use. Planned maintenance activities, for example, may reveal the need for further corrective action. In this case, all relevant information is immediately entered in a malfunction report and analyzed, and the required action is then discussed directly with the customer or contact partner on site. Service order entry takes place directly in R/3, guaranteeing data integrity and taking account of priorities and resources for service order scheduling.

TRANSPARENT COSTS

The combination of the R/3 PM module and the remote solution from VSG Software GmbH is just as effective in the billing and costing of service orders as it is in the planning and execution of service and maintenance management activities. Data about times, materials and technical conditions enter the central maintenance management system in real time from completion confirmations. Information about expenditures is thus kept clear and up to date for billing and costing purposes.

SEE FOR YOURSELF...

The Field Service Support System extends the client/server architecture of R/3 to the area of laptops and notebooks, providing technical service and on site maintenance with the help of an instantly available information database. The "when-needed" approach to accessing service and maintenance data through simple drill-down navigation brings the performance of the R/3 applications for maintenance management even closer to the actual location of service events.

See for yourself! VSG Software GmbH offers you all the support needed to make your maintenance management activities more efficient, providing everything from software installation consulting to delivery of pre-configured notebooks.

SAP also offers you a wide spectrum of services: competent organizational and technical consulting for project planning and realization, specialist training programs for your employees, and 24-hour hotline support.

Interested? Then give us a call or write us at: