



## **MOBILE WORK DISPATCH AND WORK MANAGEMENT FOR FIELD SERVICE**

### **MOBILE TECHNOLOGY CUTS COSTS, IMPROVES PRODUCTIVITY, AND INCREASES SERVICE REVENUES**

The benefits of mobility to field service organizations are significant and well documented. A recent study by the Aberdeen Group found that service and manufacturing companies that deployed mobile technology reported a 23% increase in workforce productivity and an 11% increase in first-visit service-call completion. In addition, savings in fuel, overtime, and other overhead costs averaged over US\$470,000 per company. SMART Service Manager, an SAP-endorsed business solution, is a powerful mobile application that extends your SAP® solutions to the mobile workforce – unlocking the true potential of your service business.

Field service organizations all over the world deploy the SAP® Customer Relationship Management (SAP CRM) application to gain visibility and end-to-end control over service order execution, customer relationships, and service-related revenue streams. The solution includes cutting-edge tools for resource scheduling, service provider integration, parts logistics, warranty tracking, and more – giving enterprises a solid backbone for an agile, intelligent field service operation. Traditionally, however, antiquated paperwork has served as the last mile between SAP applications and service personnel. This contributes to high overhead costs, frequent mistakes, and the lack of real-time feedback from the field.

Today, Syclo LLC brings you SMART Service Manager. Developed in close collaboration between Syclo and SAP, SMART Service Manager extends your SAP software to a variety of mobile devices. It simplifies service order dispatch, gives you real-time access to SAP data from the field, and helps you capture and retain a wealth of information about your customers and your work.

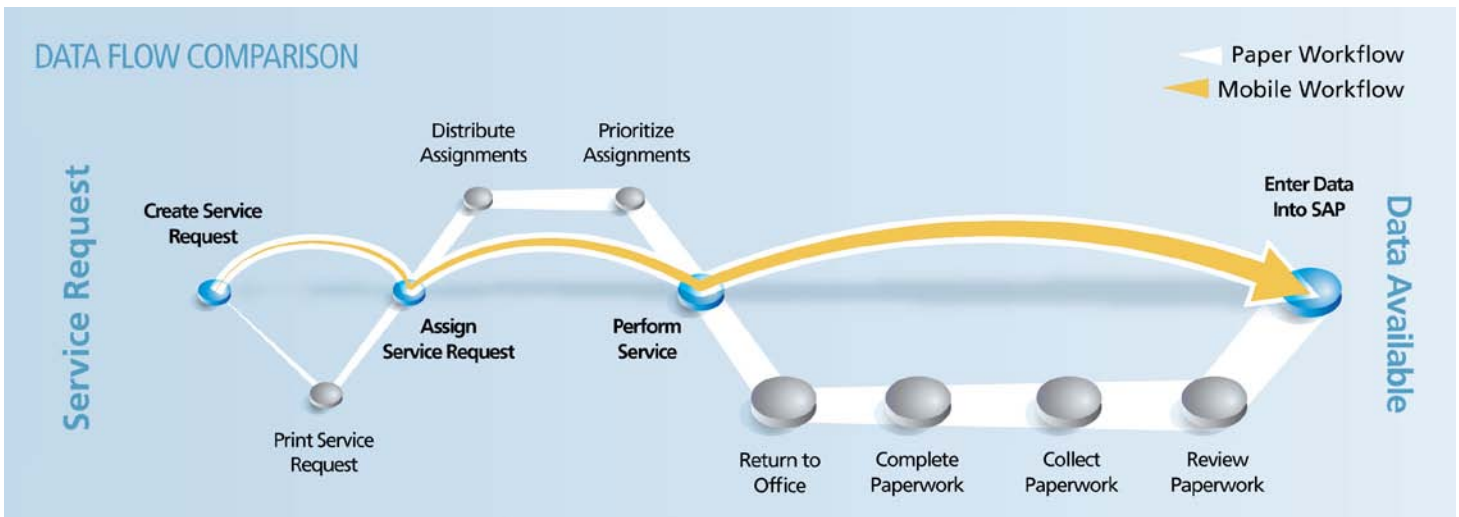
#### **Dispatch and Track Service Requests**

SMART Service Manager eliminates paperwork and phone calls for dispatching service assignments to your field staff. The mobile solution connects directly to SAP CRM to wirelessly dispatch work as soon as it's assigned – shortening response times and reducing communication overhead.

It also gives you up-to-the-minute work status updates (received, called back, en route, in progress, completed, and so on) right in the scheduling tool. This lets you continuously balance your team's workloads and allows your call center reps to give customers real-time status reports.

#### **Access SAP Data in the Field**

Armed with SMART Service Manager, your technicians have instant access to all SAP data they need to make quick decisions in the field and answer customer questions with confidence. The mobile application provides a variety of information, including pricing, product configuration, service histories, job plans, and customer entitlements. An intuitive user interface is optimized for the technician's workflow.



**Figure 1: Paper Versus Mobile Workflow – Reducing Many Steps**

Having access to this crucial data without the need to call the office (and regardless of wireless connectivity) lets your service staff handle a wider range of service issues face-to-face. They can provide exceptional customer service and troubleshoot problems more effectively.

**Capture and Retain More, Better Data**

Repeatable, documented business processes; intelligent service management systems; and complete, accurate data on everyday operations have always been the three pillars of success for field service organizations. Yet collecting enough reliable data the old way – using clipboards during the day and entering data into the system at the end of each shift – is often too costly to be practical.

Enter SMART Service Manager. The mobile app helps your field staff capture granular information as it happens and post it directly to SAP CRM and your other enterprise systems. Many data points, like work duration,

service order status, time stamps, and GPS location, are recorded automatically without the technician's involvement. The application then prompts the employee for more details during service completion, requiring complete data on failure and resolution codes, parts and materials used, items sold, customer signatures, and more before the service order can be closed off.

**Increase Productivity**

The streamlined dispatch, real-time access to SAP CRM and efficient data capture produce tremendous productivity benefits in the field. Without the time spent on paperwork, communicating with dispatchers, excessive travel, or hunting for information at the job site, your field staff can spend more time doing actual work. This helps Syclo customers gain up to 45 minutes of work time per technician per shift, letting them spend less on overtime and get more done with the same resources.

**Improve First-Call Resolution Rates**

In addition to having more time to do the work, your service staff can be more effective every time they're on location. Now they'll have complete and up-to-date descriptions of customer issues, equipment, and configuration downloaded to the mobile device with every service order. This way, they can always arrive with the right parts, tools, and materials they need to get the job done.

SMART Service Manager serves as a powerful instructional and troubleshooting tool, giving the tech on-site access to repair histories, product schematics, step-by-step instructions, and even training videos with a few simple clicks. All this ensures that he or she has the best chance of resolving the customer issue in a single visit, increasing your service margins and helping you deliver the level of service that sets your organization apart.

### Reduce Overhead Costs

If yours is like other service organizations, many of the costs that impact your bottom line have little to do with the physical work you perform every day. Telecom expenses, paper, administrative staff, and inventory carrying costs all add up, making the most efficient of field service teams look less than stellar on paper.

Syclo's mobile solutions for field service have helped many organizations wring the unnecessary costs out of the system. Our software compresses the number of steps and personnel involved in service order execution by replacing paper-based, communication-heavy processes with clean, streamlined workflows that can only be achieved with mobile technology (see Figure 1).

SMART Service Manager also helps you reduce inventory costs through precise management of levels, usage, and returns of parts and materials needed in the field. Without stock-outs, emergency shipping costs, or needlessly high inventory levels, you can boost your financial performance with little to no extra effort.

### Gain a 360-Degree View of Operations

Mobility eliminates paperwork as the barrier between data from the field and your back-end systems, giving you instant 360-degree visibility of your people and field processes.

With SMART Service Manager, you know exactly where your service reps are, what they're doing, and what resources they need to make your customers happy. You have a way to systematically capture service-related data and make it accessible by stakeholders across the entire organization. You also have the foundation for continuously improving your processes and the customer experience – be it through better training for your team, smarter maintenance programs, or Web-based customer self-service initiatives.

### Protect and Increase Service Revenues

As your services become more commoditized and customer expectations grow, the need to protect your existing revenue streams and take advantage of every sales opportunity becomes more pronounced than ever. SMART Service Manager helps you

deepen customer relationships and earn loyalty by letting you provide a superior experience day after day. When your field service reps are always on top of their game and your company delivers on its promises, your customers are more likely to renew maintenance contracts, perform paid upgrades, and purchase more from you.

With all necessary contract, history, and customer information at hand, your field staff can also be more proactive about up-selling to your customers and offering them complementary products and services.

### Improve Billing Accuracy and Compress Cash Cycles

Using mobile technology for service order completion significantly improves invoicing accuracy and compresses billing cycles. By accurately capturing labor times, instantly reconciling used and returned parts, and getting proof-of-service information while at the customer site, you can close tickets on the spot and send out invoices by the time the tech arrives at the next job site.

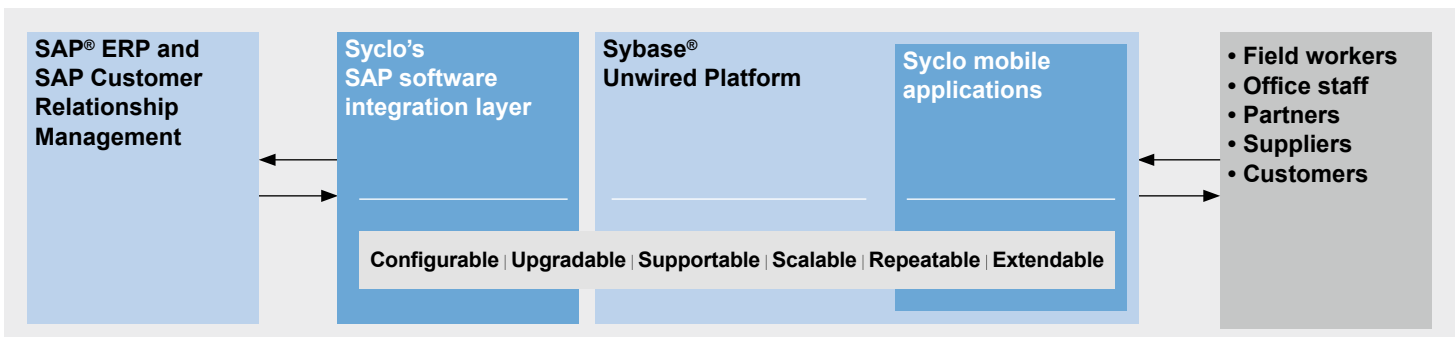


Figure 2: Extending the Full Breadth of SAP Software to Your Mobile Users

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### **Robust, Intelligent Integration with SAP CRM**

Syclo software's advanced integration framework lets you extend the full breadth of SAP software functionality to your mobile users. SMART Service Manager acts as a direct extension of your SAP software, with seamless data flow, fast synchronization times, and error-free operation year after year (see Figure 2). You can even integrate the application with several systems and databases at a time to achieve the best in functionality and user experience.

### **Enterprise-Grade Reliability**

With the best of SAP and Syclo technologies as its foundation, SMART Service Manager is extremely resilient, easy to manage, and scalable to thousands of users. The solution offers 100% availability in offline mode, swift performance, and reliability backed by a decade of mobile experience.

### **Complete Code-Free Configurability**

Every part of SMART Service Manager – from integration to application flow to add-on components – can be configured using Syclo's intuitive, graphic tool set. Code-free configuration means faster deployments, greater application reliability, and lower total cost of ownership.

### **True Cross-Platform Support**

All Syclo mobile applications are built using a model-driven development approach that lets you support multiple devices with the same set of business logic. With no separate sets of code necessary for different platforms, maintenance is affordable and changes are easy.

### **Co-Innovated Mobile Solutions**

Syclo is SAP's mobile co-innovation partner for asset management and field service. This means that Syclo and SAP collaborate along all aspects of the solution lifecycle, including product road mapping, solution specification, development, joint testing, go-to-market planning, and support. The result is a suite of reliable, innovative mobile applications that closely match your business and technology requirements.

Syclo's SMART Service Manager for SAP CRM and its other SAP-endorsed business solutions will fully support the Sybase® Unwired Platform strategy and architecture, ensuring that the solution you deploy today will be fully supported, upgradable, and complementary to your future SAP mobility initiatives.

### **Find Out More**

To learn more about how SAP software and SMART Service Manager can help you harness mobile applications for field service, contact your SAP representative today or visit [www.syclo.com](http://www.syclo.com).

### **SAP-Endorsed Business Solutions**

SAP-endorsed business solutions are complementary to SAP software offerings, are developed in accordance with SAP development guidelines, and provide additional choices and flexibility for businesses running SAP software. SAP-endorsed business solutions are powered by the SAP NetWeaver® technology platform and are offered by SAP partners.

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