

**SYCLO: SAP'S MOBILE  
CO-INNOVATION  
PARTNER FOR CRM  
FIELD SERVICE**



# SMART Service Manager For SAP® CRM

Syclo's SMART Service Manager For SAP CRM is a turnkey mobile field service solution that extends SAP CRM and SAP ERP to a variety of mobile devices. Leading field service organizations use the application to dispatch service requests, access SAP data from the field and capture complete, accurate data for reporting and analysis.

### DISPATCH AND TRACK SERVICE REQUESTS

- Real-time or batched dispatch of service requests
- Real-time work status updates in SAP CRM: received, keep, called back, transfer, in-route, arrive/start, in-progress, hold, completed

### ACCESS SAP DATA

- Customer contact info
- Job type
- Installed equipment details
- Service history
- Customer entitlements: SLAs, contracts, warranties

### INSTANTLY CAPTURE DATA

- Labor hours: billable, non-billable, regular, overtime
- Parts & materials used
- Service details
- Expenses
- Status changes
- Customer signatures

## BUSINESS BENEFITS

### BOOST PRODUCTIVITY

Gain an additional 30-45 minutes of work per shift by streamlining communications, eliminating paperwork and improving decision-making in the field.

### REDUCE SERVICE COSTS

Cut your costs by improving first-time resolution, ensuring SLA compliance, reducing admin overhead and improving management of parts and tools.

### GAIN A 360° VIEW OF OPERATIONS

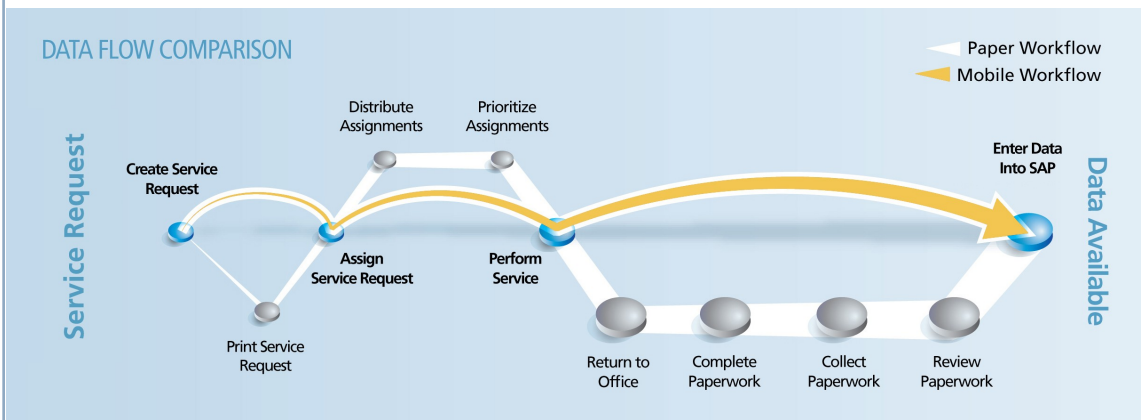
Get real-time visibility into work status, technician location and financial performance of your service organization by capturing complete, accurate data as it happens.

### PROTECT AND INCREASE SERVICE REVENUES

Grow your revenues by retaining more customers, shortening your billing cycles and taking full advantage of cross-sell and up-sell opportunities while at the customer's site.

## STREAMLINE YOUR DATA FLOW

Reduce the number of steps, activities and personnel required to perform your daily work. Data seamlessly flows in and out of SAP systems — with fewer opportunities for miscommunication, errors and data loss.



## SMART SERVICE MANAGER ADVANTAGES

### ■ CODE-FREE CONFIGURATION

Every part of SMART Service Manager — from integration to application flow to add-on components — can be configured using Syclo's intuitive, graphical toolset. Code-free configuration means faster deployments, greater application reliability and lower TCO.

### ■ EXTREME EASE OF USE

As with all Syclo apps, user experience is priority #1. SMART Service Manager For SAP CRM offers an intuitive, action-driven interface that displays only information relevant to the user and validates all data and business rules right on the device.

### ■ TRUE CROSS-PLATFORM SUPPORT

SMART Service Manager is 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.

### ■ 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 the offline mode, swift performance, and reliability backed by a decade of mobile experience.

### ■ CO-INNOVATED WITH SAP

SMART Service Manager is brought to you through tight collaboration between Syclo and SAP. Our close co-innovation partnership lets the two companies work together on blueprinting, developing, testing and supporting the best mobile products on the market.

### ■ ROBUST, INTELLIGENT INTEGRATION WITH SAP AND OTHER SYSTEMS

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



Syclo's SMART Mobile Suite is a family of mobile applications that gives companies a quick, low-risk way to mobilize work dispatch, approvals, inventory management, inspections, field service and other key processes. Tightly integrated with SAP ERP and SAP CRM, SMART Mobile Suite apps have helped many companies cut costs, boost employee productivity and capture more timely, accurate data for reporting and analysis.

## ABOUT SYCLO

Since 1995, Syclo has helped more than 750 organizations across industries leverage mobile technology to streamline workflow and improve productivity. Syclo's solutions make data collection and decision making faster, easier and more reliable — reducing costs and driving more value from enterprise systems. Our SMART Mobile Suite products and custom-built mobile applications help companies gain a real-time, 360-degree view of operations to support ongoing growth and profitability.



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