Mobile Plant Maintenance

The SAP standard tool for mobile service and maintenance processing

SAP Work Manager has been designed to eliminate paper processes, ensure that correct and updated data is available at work site, capture data where they are created and update SAP ECC when work is completed

Improve the efficiency of your mobile workforce using mobile units to support them in the field

Mobile Plant Maintenance

The SAP standard tool for mobile service and maintenance processing is the SAP Work Manager application. The functionality is based on SAP standard best practice processes and focus in development has been the actual work, not an IT tool.

SAP Work Manager has been designed to eliminate paper processes, ensure that correct and updated data is available at work site, capture data where they are created and update SAP ECC when work is completed. All in all, a total optimization from creation of work orders to completion of work.

The Work Manager client is a native client developed to support work in locations with poor network coverage. This means that the worker is able to continue working and synchronize whenever network coverage is available

Work flow

In a standard work flow, the work order is created in SAP ECC based on either planned work or a notification (e.g. created on a mobile device).

At start of day, the technician synchronizes his device and receives all orders and notification assigned. Furthermore, related master data is synchronized. The technician then selects the order to work on, and set status as "start". Now the application starts recording of time consumed until paused or completed.

During work, the technician may
- Complete (confirm) operations one by one and also register time if needed.
- Issue planned spare parts or pick spare parts from stock (e.g. van stock).
- Register measurement points
- Update master data information
- Add additional work
- Create notification for new issues
- Attach pictures as documentation

When completing the order, the technician may register time for the whole order and request a customer signature as documentation for performed work.

When the order completed (technically confirmed) the order along with related notification is removed from the device. When synchronized, data is updated in SAP ECC.

Technical

SAP Work Manager is currently released in version 6.2 and new version will be released frequently (approx. 4 times a year). For now, a road map exists with planned releases until release 7.0.
SAP Work Manager is running on SAP Mobile Platform (SMP) 3.0 which is the SAP mobile runtime and development environment for mobile solutions.

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The Work Manger is highly configurable. It is possible to filter data exchanged from SAP backend but also configure the UI to fit certain customer needs. Customers may also build own add-ons if needed.

SAP Work Manager
Based on SAP standard service and maintenance processes

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DATA FLOW COMPARISON

— Paper Workflow
— Mobile Workflow

Service Request

Create Service Request

Distribute Assignments

Prioritize Assignments

Assign Service Request

Perform Service

Enter Data Into SAP

Data Available

Print Service Request

Return to Office

Complete Paperwork

Collect Paperwork

Review Paperwork