

SAP® Field Service Management

SYNCHRONIZE AND OPTIMIZE FIELD SERVICES TO MEET CUSTOMER EXPECTATIONS EVERY TIME

NTT DATA Business Solutions



A strategic element for digital transformation

STREAMLINE CUSTOMER SERVICE

A New Level of Service for a New Time

When a customer wants a service, they want it immediately. Companies have risen to this challenge by deploying a network of efficient and effective field agents to provide positive customer experiences. One key element of orchestrating the effort to ensure end-to-end customer satisfaction is improving the productivity and results of field service with the help of AI.

SAP Field Service Management

The AI-powered solution unifies customer contact, back-office service, scheduling and dispatch, and mobile field service. Leaders, managers, technicians, and customers benefit from the effortless, proactive service experience of SAP Field Service Management. Our services aid your organization in optimizing the comprehensive support customers need.

Helping Customers Help Themselves

Customers scan a QR code, a serial number, or any other unique identifier on a device and choose between a series of self-service options or schedule an appointment with a service technician. With "Chat Now functionality" AI chatbots triage, diagnose, and resolve customer service issues. Providing relevant product, service, and warranty details with accurate estimated time of arrival and notifications is part of the seamless customer experience. All of this is accessible through a self-service portal or mobile app that includes tools for troubleshooting, remote service, scheduling, and tracking.

Crowd Service Vision

Positive customer experiences are essential to business. SAP's crowd service vision is one where you can build your own pool of technicians made

80% of FSOs say mobile field service is required to improve efficiency and speed of personnel.

HSO, 2018

What Benefits Does SAP Field Service Management Offer?

- Reduced costs, administrative workload, and travel expenses
- Accelerated service execution with AI-supported scheduling and dispatching
- Optimized route planning
- Increased productivity with training tools and knowledge bases

Optimization Improves Agility

SAP Field Service Management improves first-time fix rates and harmonizes field service processes, all while cutting field service costs and increasing revenue. AI-based recommendations and automated processes on the back end translate to analytic and reporting dashboards that give a live overview on scheduling and dispatching. In that way, field service agents are well-informed at all times and your customers can be kept in the loop.

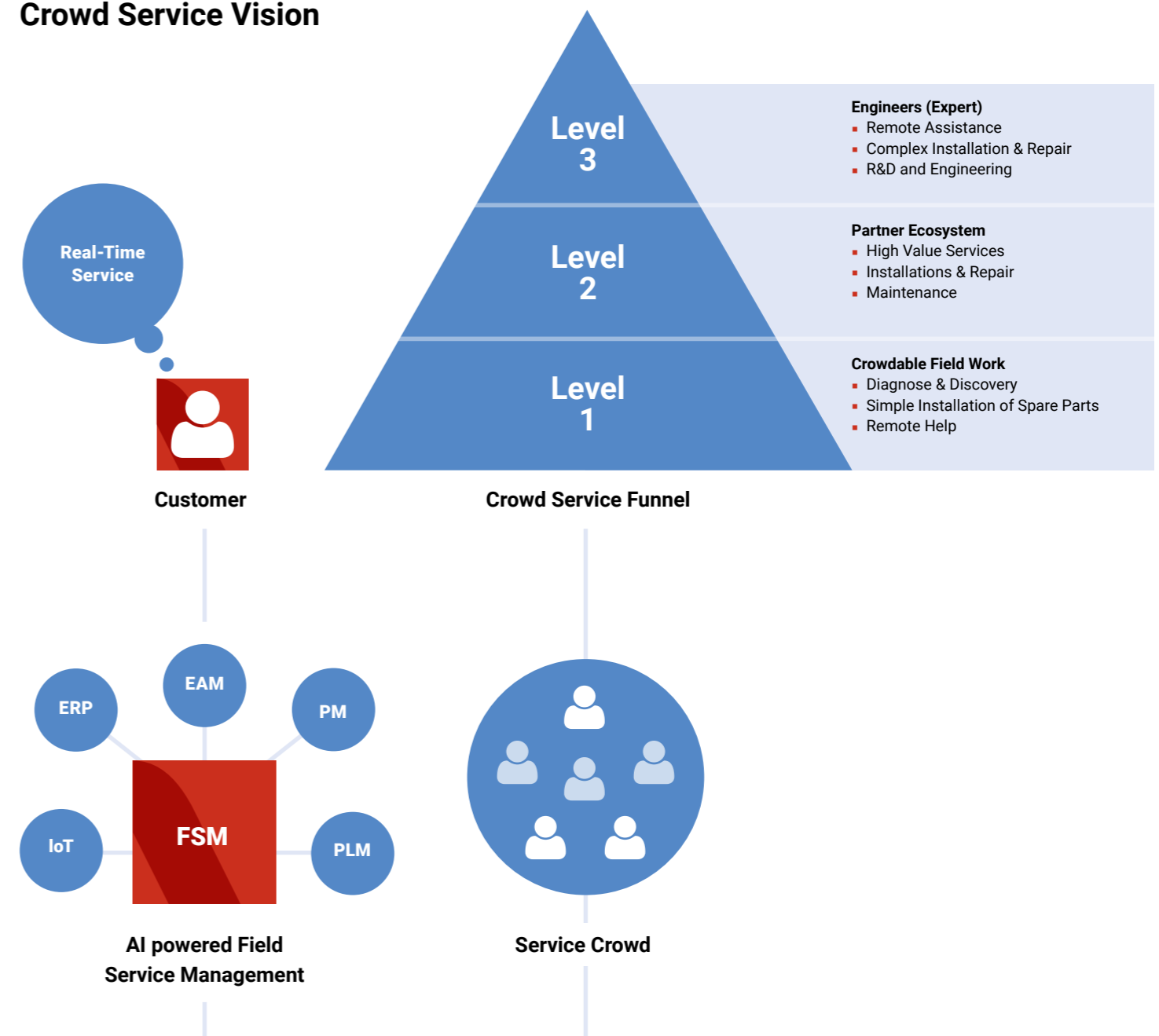
up of partners, customers, and freelancers. This helps you meet customer expectations for real-time, intelligent service within your ecosystem. Covering a wide range of service calls from breakdowns, to maintenance, and predictive maintenance is possible with SAP Field Service Management.

SAP's crowd service vision places customer experiences first. Then, with the help of AI-enabled solutions and other cutting-edge tech embedded in SAP Field Service Management, we empower your field agents. In effect, creating a service crowd that offers customers benefits such as higher equipment availability and lowered costs along the crowd service funnel.

The field service industry has experienced robust growth with the increasing demand by field service organizations (FSO) for time- as well as cost-effective solutions.

Finances Online, 2020

Crowd Service Vision



Why NTT DATA Business Solutions?

We have worked with businesses of all sizes for over three decades to help them transform, digitize, and grow. We support companies throughout their entire SAP journey, from planning to consultation, implementation, operation, and managed services.

With our many years as an SAP partner, we can provide businesses with everything they need regarding the new SAP Customer Experience.

NTT DATA Business Solutions has over three decades of experience supporting companies from all industries with their digital transformation. Our extensive knowledge of SAP applications and cloud implementations means we understand the importance of affordable, flexible, reliable, and expandable solutions. Additional data centers and hosting options are available with AWS and MS Azure. Our global experts are always on hand to offer support whenever and wherever you need it. We are also part of the NTT DATA Group and have access to its wealth of resources, including global data centers.



Official Global Qualtrics Partner

We are a member of the Qualtrics Partner Network, acting as a global go-to-market partner. With the integration of Qualtrics' digital customer experience solutions into our industry and product packages, we enable companies to measure customer needs and to provide memorable customer experience based on exclusive and relevant data insights. We offer our customers the entire SAP portfolio, including the Experience Management (XM) solutions from Qualtrics.

qualtrics^{XM}

We Transform. SAP® Solutions into Value

Digital transformation helps companies reach their full potential – if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people.

www.nttdata-solutions.com

Your next step

Contact our specialists
in your local area today.

nttdata-solutions.com/contact

Follow us on



NTT DATA Business Solutions



NTT DATA
Trusted Global Innovator

08/2021