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the customer journey  
to the intelligent enterprise*



**SAP Labs Preview**

## **SAP S/4HANA Cloud for Maintenance Management and Service Show and Tell Session 1905**

**April 11, 2019**

CUSTOMER

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# Agenda

## Maintenance Management and Service in SAP S/4HANA 1905

- Maintenance Management
- Service Contract Management
- Service Order Management

## Q&A



**Gerhard Welker**



**Sonja Ritter**



**Bernhard Teltscher**



**Young H. Koo**



**Chenchu Zhong**



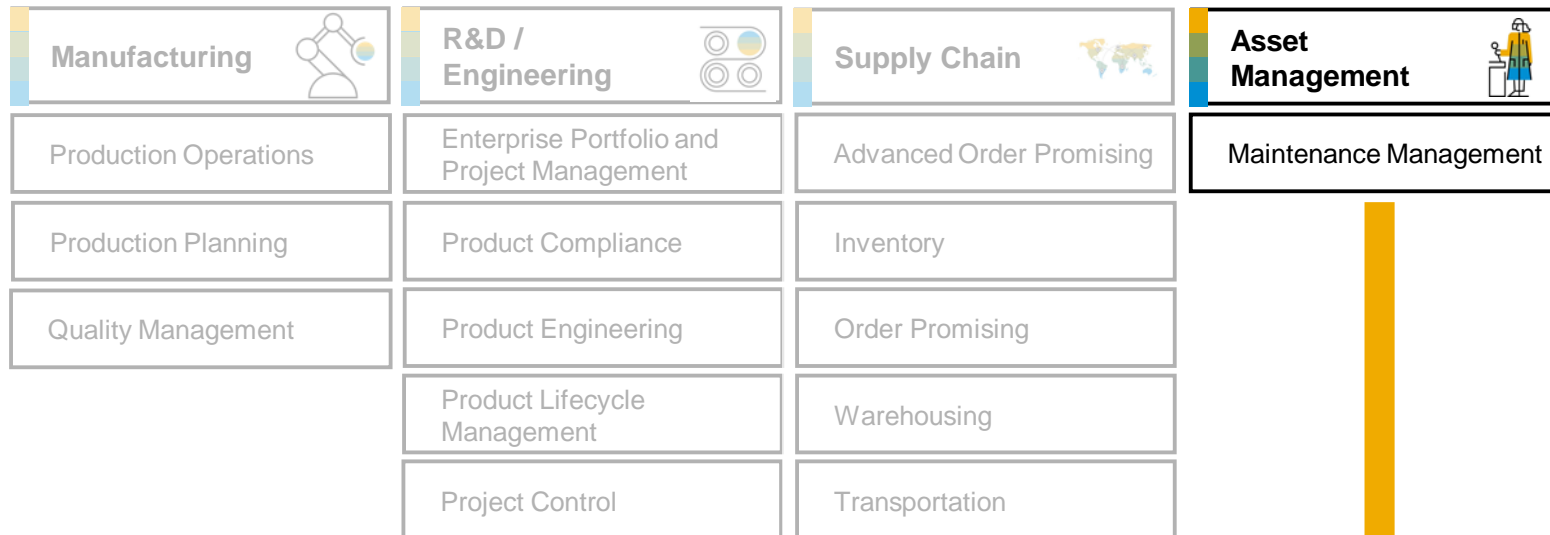
**Parvathy Sankar**

SAP S/4HANA Cloud  
Product Management and Development

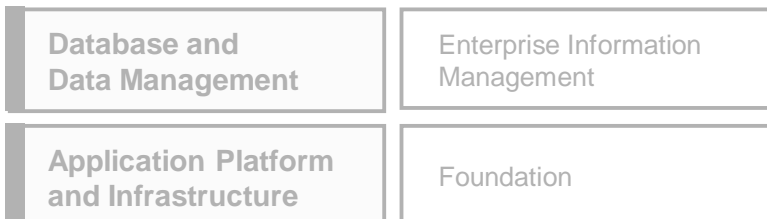
# SAP S/4HANA Cloud 1905

Business Area in Line of Business / Industry / Technology

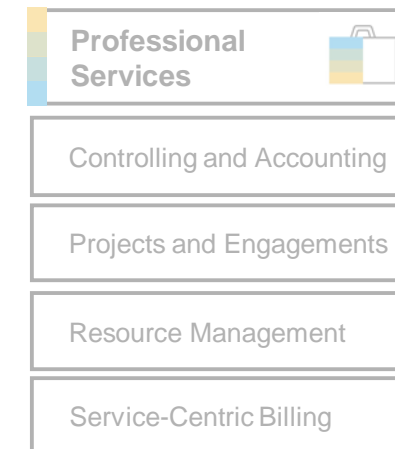
## Product- and Asset-centric capabilities



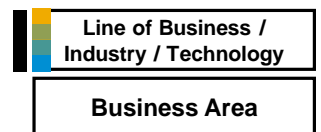
## Real-time foundation



## Industry-specific capabilities



**BH1:** Corrective Maintenance  
**BH2:** Emergency Maintenance  
**BJ2:** Preventive Maintenance



# SAP S/4HANA Cloud for Asset Management

## Mass Time Confirmations

With the *Find Maintenance Order and Operation* app you can list the orders and operations in your system. The *Time Confirmations* capabilities allow you to upload collective time confirmations using a template. On uploading the file, the system launches the Create Time Confirmations app where you can view the status of records after validation.

### Value Proposition

- Enable one-step confirmation for multiple maintenance orders and multiple maintenance operations

### Capabilities

- Enable confirmation for multiple maintenance orders and multiple maintenance operations in one step
- Download a template to record collective time confirmations
- Upload confirmations using a spreadsheet

The screenshot displays the SAP S/4HANA Cloud interface for 'Maintenance Orders and Operations'. The top navigation bar includes the SAP logo and a search icon. A dropdown menu for 'Time Confirmations' is open, showing options: 'Add Time Confirmation', 'Upload Time Confirmations', 'Display Time Confirmations', and 'Download Template'. The main area shows a list of 'Orders and Operations (4,596)' with columns for Order, Order Type, Operation, Suboperation, and Operation Description. A specific 'EAM maintenance order (4000000)' is selected. Below this, the 'Create Time Confirmations' app is shown with a 'Ready' status indicator. A table titled 'Ready Confirmations (99)' displays details for 99 records, including Row, Validation Status, Confirmation, Order, Operation, Suboperation, Activity Type, and Employee. The table shows 7 rows of data, all with 'Ready for posting' status. At the bottom, there are buttons for 'Post', 'Check', and 'Cancel'.

Row	Validation Status	Confirmation	Order	Operation	Suboperation	Activity Type	Employee
1	Ready for posting	2196401	Maintenance tasks (14844382)	0010		11	0
2	Ready for posting	2196402	Maintenance tasks (14844382)	0020		11	0
3	Ready for posting	2196403	Maintenance tasks (14844382)	0030		11	0
4	Ready for posting	2196734	Task list for pump (14844492)	0010		11	0
5	Ready for posting	2197636	Task list for pump (14845394)	0010		11	0
6	Ready for posting	2197637	Task list for pump (14845395)	0010		11	0
7	Ready for posting	2197638	Task list for pump (14845396)	0010		11	0

# SAP S/4HANA Cloud for Asset Management

## New SAP Fiori app for maintenance items

With the *Find Maintenance Items* app, you can find and display maintenance items using various search and filter criteria.

### Value Proposition

- Enhanced usability via SAP Fiori object page
- Better overview and searchability of maintenance items

### Capabilities

- View maintenance items by using the free text search or by filtering for parameters
- View details of a maintenance item
- Export the maintenance items visible in the table to a spreadsheet
- Display quick views with details of the maintenance plan or the related technical object
- Choose a maintenance item to access the quick view and navigate to specific apps to perform additional tasks

Maintenance Item	Maintenance Plan	Technical Object	Maintenance Plan Category	Maintenance Strategy
Performance Based Strategy Plan 1	Performance Based Strategy Plan (1)	Cooling Water Circulation Pump (000000000210100092)	Maintenance Order (PM)	Performance Based Strategy (ZSTR01)
Test Counter Plan 21	Test Counter Plan (11)	Cooling Water Circulation Pump (000000000210100092)	Maintenance Order (PM)	
Mechanical Inspection for Pump 22	Mechanical Inspection for Pump (12)	Centrifugal Pump (000000000217100000)	Maintenance Order (PM)	
Pump Inspection Plan 23	Pump Counter Inspection Plan (13)	Centrifugal Pump (000000000217100000)	Maintenance Order (PM)	
Mechanical Inspection of Pump 41	Mechanical Inspection of Pump (21)	Centrifugal Pump (000000000217100000)	Maintenance Order (PM)	Time Strategy-Months (EAM_01)
Mechanical Inspection of Pump 42	Mechanical Inspection of Pump (22)	Centrifugal Pump (000000000217100000)	Maintenance Order (PM)	
Pump Inspection Plan 43	Pump Inspection Plan (23)	Centrifugal Pump (000000000217100000)	Maintenance Order (PM)	Performance Strategy (EAM_02)
START Tool preventive maint. test 61	START Tool preventive maint. test (31)	START test (000000000010000061)	Maintenance Order (PM)	
START Tool preventive maint. test 81	START Tool preventive maint. test (41)	START test (000000000010002096)	Maintenance Order (PM)	
START Tool preventive maint. test 101	START Tool preventive maint. test (51)	START test (000000000010002422)	Maintenance Order (PM)	
START Tool prev. maint. test with strgy 121	START Tool prev. maint. test with strgy (61)	START test (000000000010002425)	Maintenance Order (PM)	Performance Strgy Maint Point (STPERF)
product10 141	product10 (71)		Maintenance Order (PM)	
START Tool preventive maint. test 142	START Tool preventive maint. test (72)	START test (000000000010002844)	Maintenance Order (PM)	
START Tool preventive maint. test 143	START Tool preventive maint. test (73)	START test (000000000010002850)	Maintenance Order (PM)	



# SAP S/4HANA Cloud for Asset Management

## New SAP Fiori app for maintenance plans

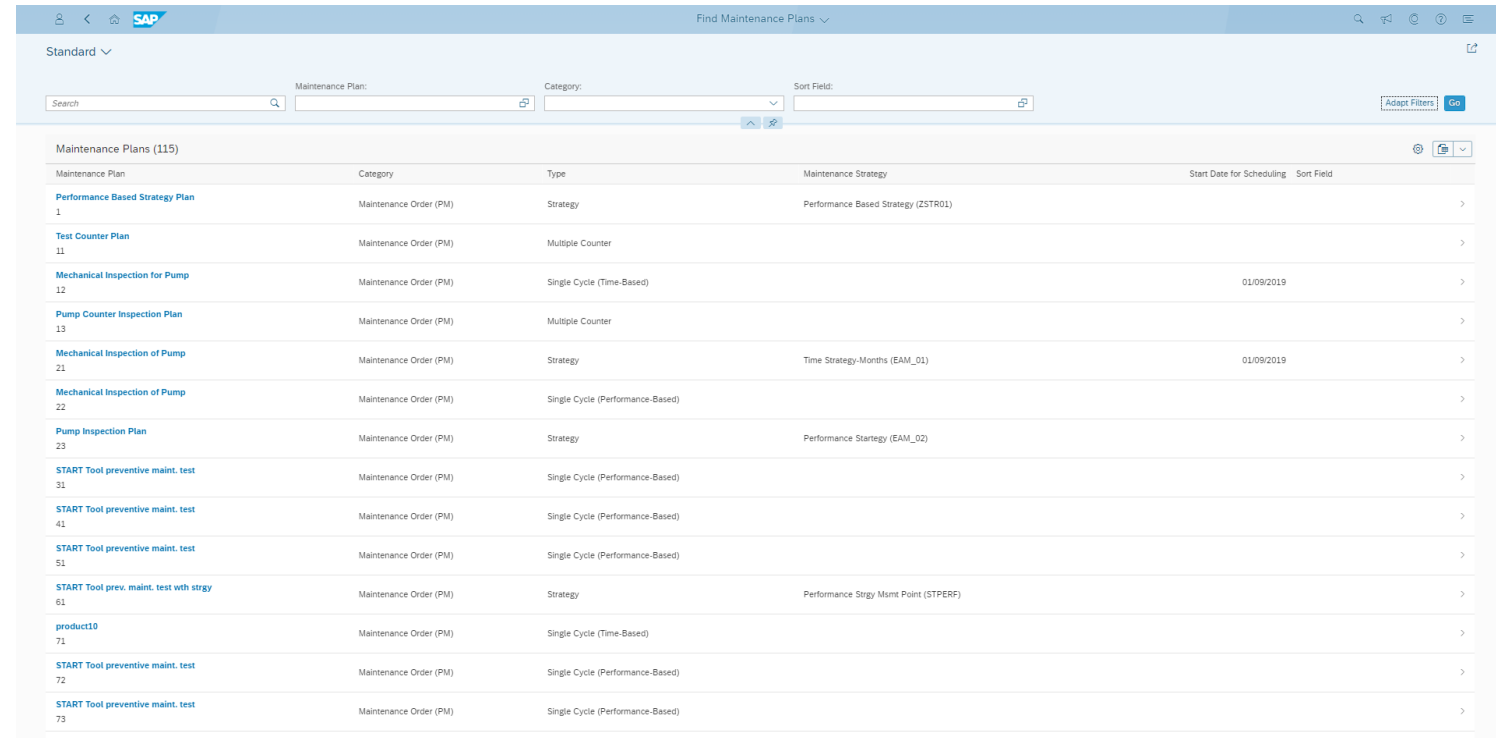
With the *Find Maintenance Plans* app, you can find and display maintenance plans using various search and filter criteria.

### Value Proposition

- Enhanced usability via SAP Fiori object page
- Better overview and searchability of maintenance items

### Capabilities

- View maintenance plans by using the free text search or by filtering for parameters
- View details of a maintenance plan
- Export the maintenance plans visible in the table to a spreadsheet
- Choose a maintenance plan to access the quick view and navigate to specific apps to perform additional tasks



Maintenance Plan	Category	Type	Maintenance Strategy	Start Date for Scheduling	Sort Field
<a href="#">Performance Based Strategy Plan 1</a>	Maintenance Order (PM)	Strategy	Performance Based Strategy (ZSTR01)		
<a href="#">Test Counter Plan 11</a>	Maintenance Order (PM)	Multiple Counter			
<a href="#">Mechanical Inspection for Pump 12</a>	Maintenance Order (PM)	Single Cycle (Time-Based)		01/09/2019	
<a href="#">Pump Counter Inspection Plan 13</a>	Maintenance Order (PM)	Multiple Counter			
<a href="#">Mechanical Inspection of Pump 21</a>	Maintenance Order (PM)	Strategy	Time Strategy-Months (EAM_01)	01/09/2019	
<a href="#">Mechanical Inspection of Pump 22</a>	Maintenance Order (PM)	Single Cycle (Performance-Based)			
<a href="#">Pump Inspection Plan 23</a>	Maintenance Order (PM)	Strategy	Performance Strategy (EAM_02)		
<a href="#">START Tool preventive maint. test 31</a>	Maintenance Order (PM)	Single Cycle (Performance-Based)			
<a href="#">START Tool preventive maint. test 41</a>	Maintenance Order (PM)	Single Cycle (Performance-Based)			
<a href="#">START Tool preventive maint. test 51</a>	Maintenance Order (PM)	Single Cycle (Performance-Based)			
<a href="#">START Tool prev. maint. test with strgy 61</a>	Maintenance Order (PM)	Strategy	Performance Strgy Maint Point (STPERF)		
<a href="#">product10 71</a>	Maintenance Order (PM)	Single Cycle (Time-Based)			
<a href="#">START Tool preventive maint. test 72</a>	Maintenance Order (PM)	Single Cycle (Performance-Based)			
<a href="#">START Tool preventive maint. test 73</a>	Maintenance Order (PM)	Single Cycle (Performance-Based)			

# SAP S/4HANA Cloud for Asset Management

## Integration between Maintenance Management and Asset Central Foundation

Integrate SAP S/4HANA Cloud with asset central foundation for key master data & organizational data that is required to run asset management processes for customer service in the following SAP Cloud Platform solutions:

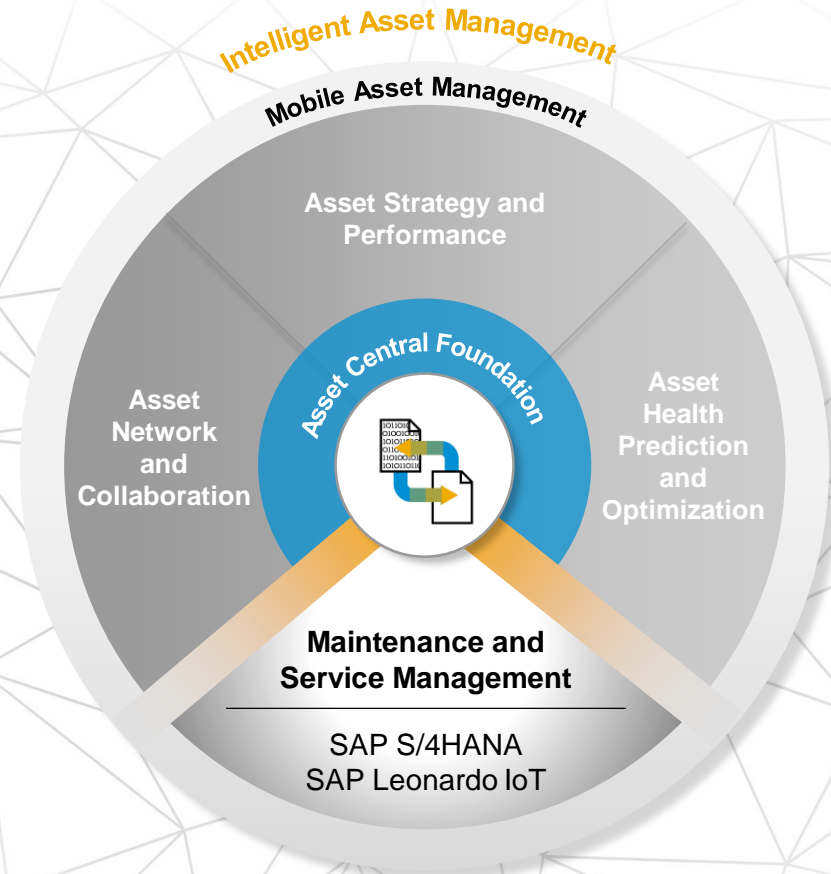
- SAP Asset Intelligence Network
- SAP Predictive Maintenance and Service solution
- SAP Asset Strategy and Performance Management application

### Value Proposition

- Manage asset information to support asset life cycle activities from planning to executing maintenance tasks.
- Collaborate with external partners to resolve repetitive issues by selectively sharing information from maintenance-execution processes

### Capabilities

- Bi-directional synchronization of Equipment master header data between S/4HANA and asset central foundation
- Replication of Functional Location header data from S/4HANA to asset central foundation
- Replication of business partners of Organization Type for the roles Customer & Supplier from S/4HANA to asset central foundation
- Replication of sales organization data from S/4HANA to asset central foundation



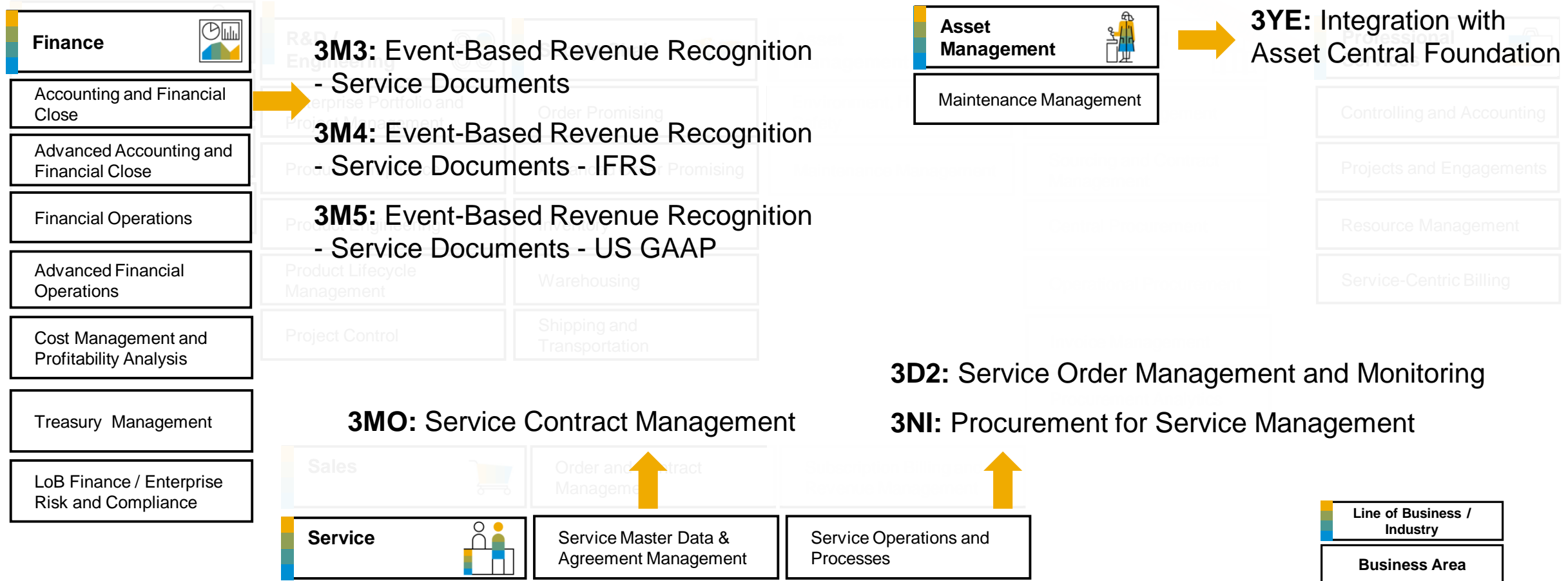


# SAP S/4HANA Cloud 1905

Business Area in Line of Business / Industry

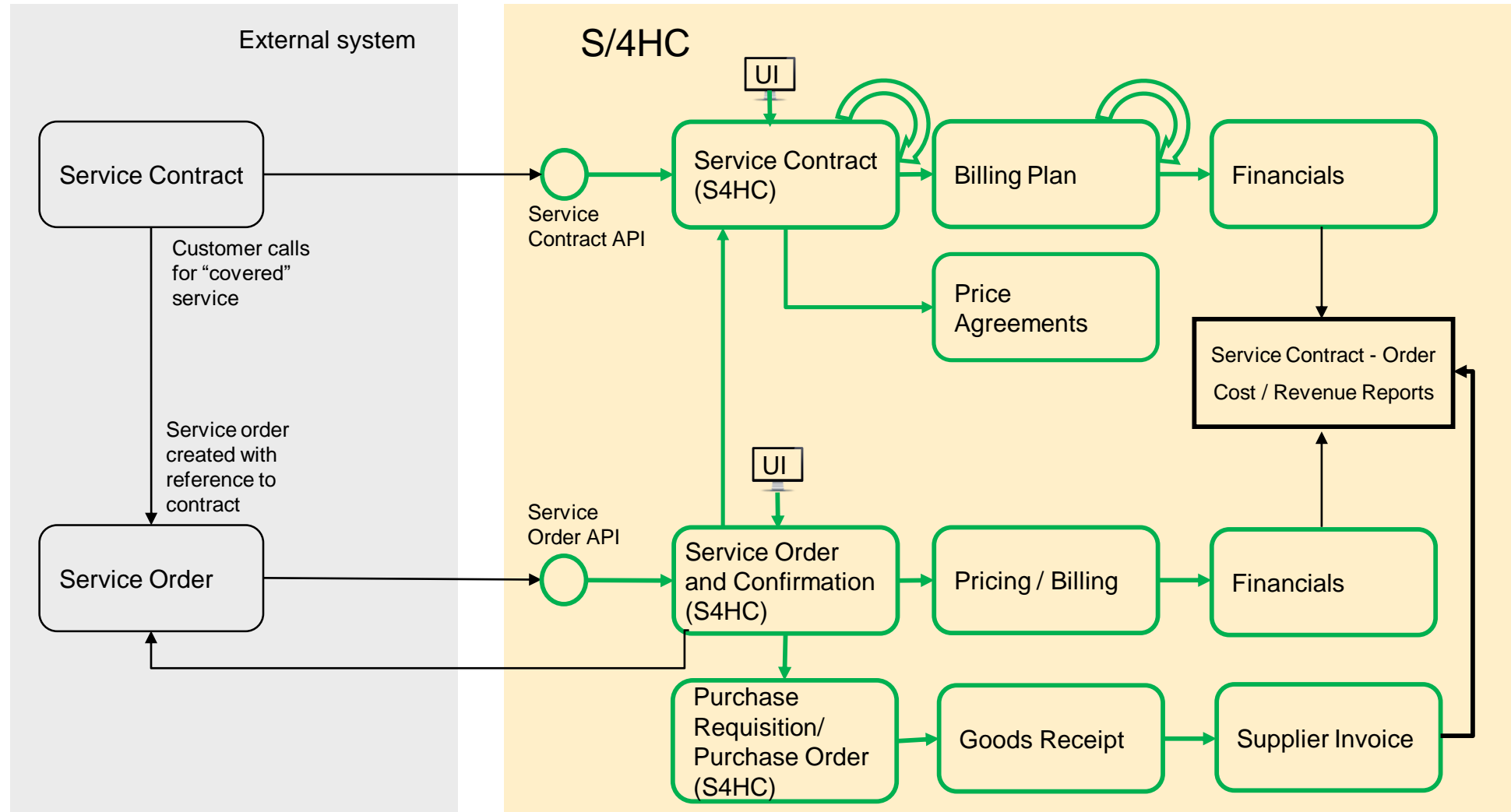
## Administrative ERP

## Operational ERP



# Service Contract (3MO) and Service Order (3D2) scenarios

## S/4HANA Cloud 1905



# SAP S/4HANA Cloud for Service Service Contract Management

## With SAP S/4HANA Cloud for Service

- ❖ Monitor external outline agreements or long-term service agreement
- ❖ Get holistic view of all services and its financial impact
- ❖ Manage pricing agreements and discounts to offer flexibly priced services

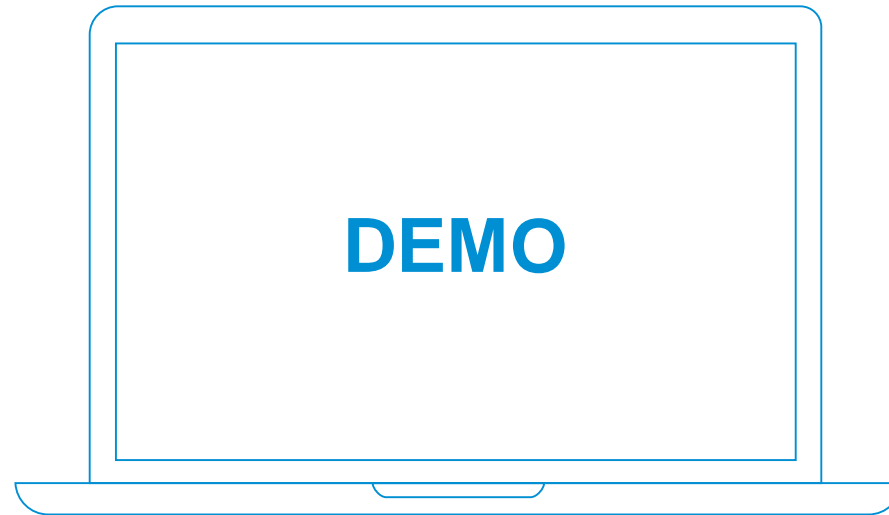
## Capabilities

- Create and change service contracts in SAP S/4HANA directly
- Agree on prices earlier with your customers to help them lower prices for services and service parts
  - Create relevant condition records to maintain these prices or discounts for service contract items
- Periodic billing plans to bill service contracts at regular intervals and automatic renewal
- For flexible pricing, utilize price adaptation for service contracts

Service Contract Item: 100, Service Contract Product

Actions	Status	Price Element	Price	Unit	Price Unit	UoM	End Value	Currency	Price Element ID	Manually Ch...	Statistical	Calculat. Type
		Price f.Srv.Cntr.Itm	100.00	U...	1	AU	300.00	USD	PSI1	<input type="checkbox"/>	<input type="checkbox"/>	M
		Man.Price f. BRqLine	150.00	U...	1	AU	450.00	USD	PMBL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	M
		Gross Value	150.00	USD	1	AU	450.00	USD		<input type="checkbox"/>	<input type="checkbox"/>	M
		Sum Surcharges/Disc...	0.00	USD	1	AU	0.00	USD		<input type="checkbox"/>	<input type="checkbox"/>	M
		Net Value 1	150.00	USD	1	AU	450.00	USD		<input type="checkbox"/>	<input type="checkbox"/>	M
		Cash Discount Net	0.000	%			0.00	USD	DCD2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
		Tax Jurisdict.Code	0.000	%			0.00	USD	UTXJ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
		A/R Sales Tax 1	6.000	%			27.00	USD	JR1	<input type="checkbox"/>	<input type="checkbox"/>	A
		Total Value	159.00	USD	1	AU	477.00	USD		<input type="checkbox"/>	<input type="checkbox"/>	M
		Gross Value	159.00	USD	1	AU	477.00	USD		<input type="checkbox"/>	<input type="checkbox"/>	M

# Demo: Service Contract Management (Scope item 3MO)



# SAP S/4HANA Cloud for Service Service Order Management

## With SAP S/4HANA Cloud for Service

- ❖ handle short-term agreements
- ❖ One-off services
- ❖ Bill according to the resources used and roll up to financial postings

## Capabilities

- Create and change service orders and confirmations
- Create service orders in reference to service contracts
- Automatic triggering of service spare parts procurement including tracking costs in service
- Synchronize equipment, functional location and business partners with Asset Central

The screenshot displays the SAP S/4HANA Cloud for Service interface. At the top, there is a navigation bar with the SAP logo, a user icon, and a 'Home' dropdown. Below this, there are three main tabs: 'Service Management Analytics', 'Service Management Apps' (which is selected), and 'Service Contract Management'. Under the 'Service Management Apps' tab, there are four cards representing different service management functions:

- Manage Service Orders**: Shows a count of 1.490 and a status of 'Contains Errors'. This card is highlighted with a red border.
- Manage Service Confirmations**: Shows a count of 448 and a status of 'Contains Errors'.
- Service Management Overview**: A card without a numerical count.
- Release For Billing**: Shows a count of 104 and a status of 'Pending Release'.

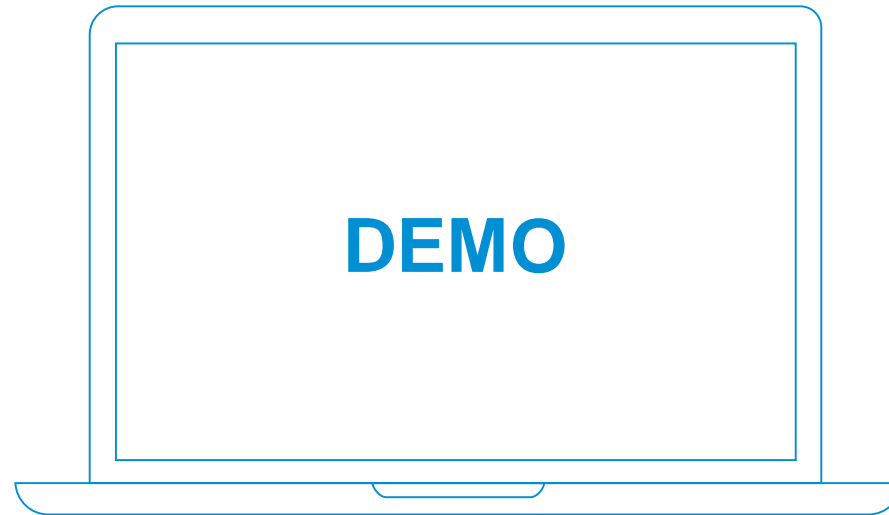
Below the cards, there is a 'Create Service Order' form. The form includes the following fields:

- \*Service Order Type:** A dropdown menu with 'Standard Order' selected.
- \*Description:** A text field containing 'YK test 1'.
- \*Sold-To Party:** A text field containing '17100031' with a copy icon.
- \*Requested Start - End Date:** A date range field showing '03/11/2019 - 03/18/2019' with a calendar icon.

Below these fields is a table for adding service order items:

Product	Quantity	Unit	Accounting Indicator
SRV_01	1.000	HR	
	1.000		
	1.000		
	1.000		

# Demo: Service Order Management (Scope item 3D2)





# Preparing for 1905: Next Steps



- Continue the conversation and get answers to your questions in the [SAP S/4HANA Cloud Customer Community](#)
- [Sign up](#) to watch other 1905 early release webinars live or on demand
- Listen to our on demand webinar on how to [get prepared for your quarterly release upgrade](#)



- View latest [SAP S/4HANA Cloud Release Info](#)
- View [upgrade schedule for SAP S/4HANA Cloud](#)
- View [SAP service level agreement](#)
- Read about [upgrade specific frequently asked questions](#)

# Where to go for more information?



## Learn

### [SAP S/4HANA Cloud Release Info](#)

Latest release highlights including videos and blogs



### [Learning Journeys](#)

### [Learning Room](#)

### [Stay Current Program](#)

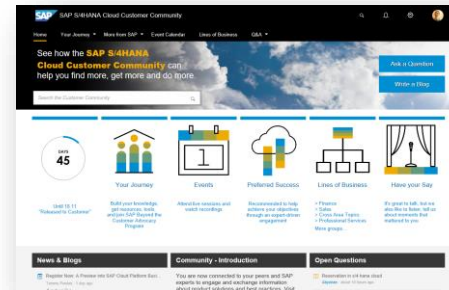
Learn more about [digital learning opportunities](#)



## Engage

### [SAP S/4HANA Cloud Customer Community](#)

Exclusive for existing customers & partners looking for deeper product knowledge and expertise



### [SAP Community](#)

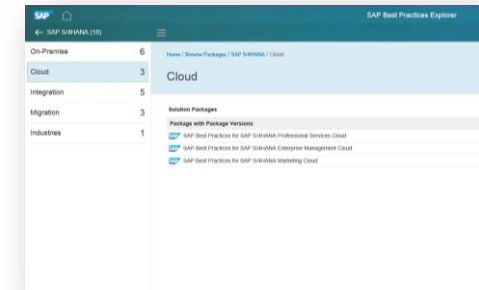
### [SAP Help Portal](#)



## Implement

### [Best Practices Explorer](#)

Benefit from predefined business processes & search, browse and consume SAP Best Practices



### [SAP Transformation Navigator](#)

### [Roadmap Viewer](#)

### [SAP S/4HANA Cloud Trial](#)

# Thank you.

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