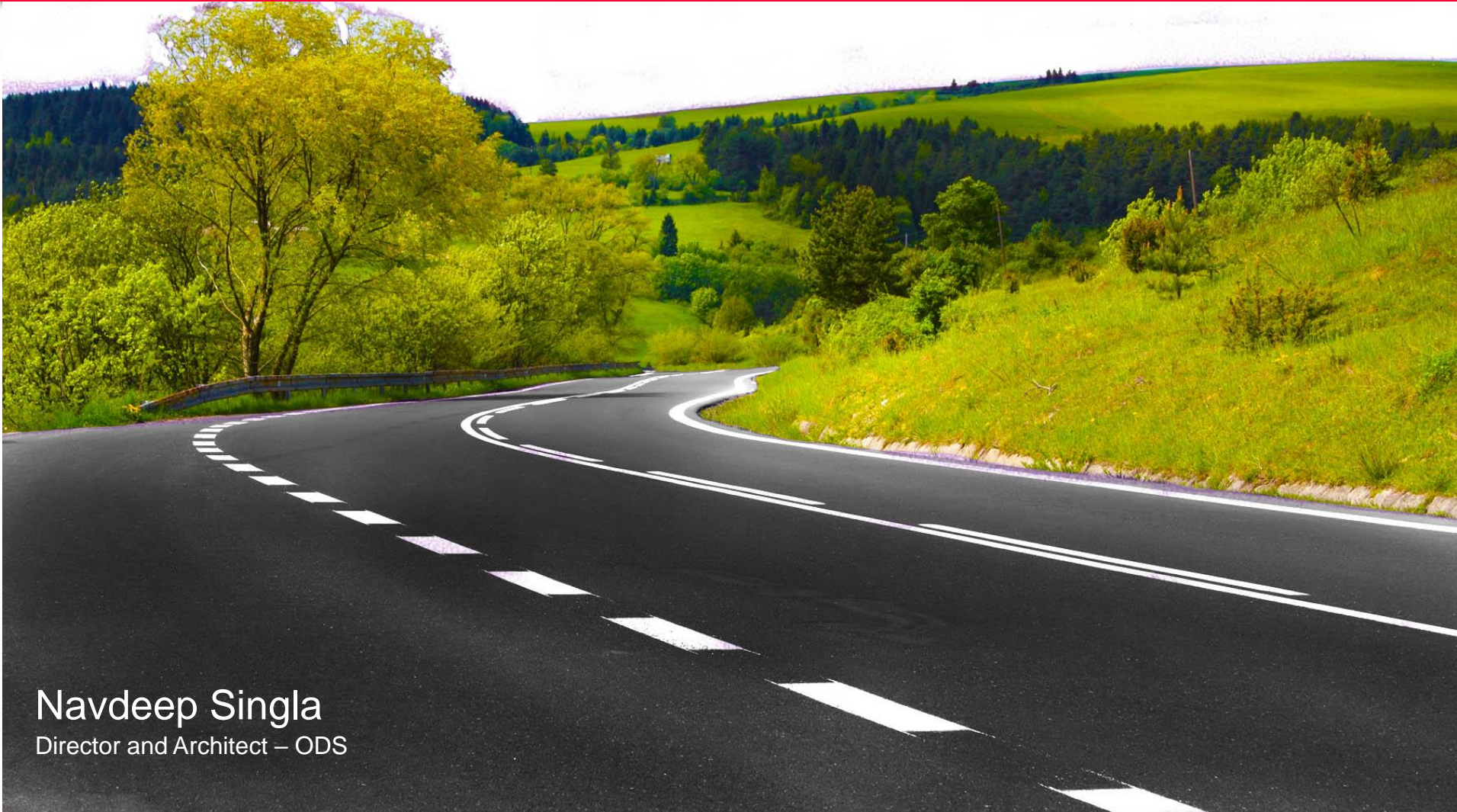# SAP Mobile Asset Management & Field Service Roadmap

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Right Technology, Right Design, Right Price

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Source – SAP Product Road Maps for Mobile Applications for Asset Management and Field Service : 29th Sept 2016

Agenda

1	About Us – 5 min
2	Value proposition of MAM and FS : 10 min
3	SAP Roadmap at a glance : 10 min
4	SAP Work Manager roadmap in detail : 10 min
5	SAP Asset Manager – what we know : 5 min
6	SAP CRM Service Manager – brief update : 5 min
7	Q & A : 15 min

- Niche IT consultancy providing Enterprise Mobility solutions and services.
- Years of experience rolling out Mobile Asset Management and Field Service solutions like SAP MAM, Syclo Work Manager, and bespoke build.

Enterprise Mobility Strategy	Packaged Applications	Custom Build	SAP Fiori and Personas	Enterprise Mobility Management
• Proven Methodology • Customer Specific • Paint the bigger picture • Delivery with direction	• Syclo Work Manager, SAP MAM, FieldReach etc. • Rapid Deployment Solutions available • Fixed Price and Timeline	• Using any mobile platform. • UX driven design • Expertise in offline mobile apps • Opportunity to co-innovate.	• Web enable your SAP systems • Responsive design • Simplified user experience	• SAP Mobile Secure • Integrated with Fiori cloud edition • App wrapping using 3rd party plugins

Asset Management

Field Surveys
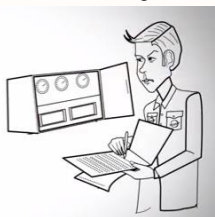
Factory Rounds

Field Technician

Use Cases – Mobile Workforce

Relevant Information in the field

Integration with backend

Data capture and Updates on Device

Real time quality data for better decision making

Requirements

SAP customers have experienced these types of improvements in their workforce: [2]

Safety incidents reduced to near **zero**

Work capacity increased by **10 to 20%**

Labor productivity increased by up to **50%**

Idle time and overtime reduced by **40 to 60%**

Rework reduced by **15 to 20%**

In respect to their assets, SAP customers have seen these kinds of improvements: [2]

Downtime and production delays reduced by **20 to 30%**

Preventable failures reduced by up to **90%**

Maintenance backlog reduced by up to **60%**

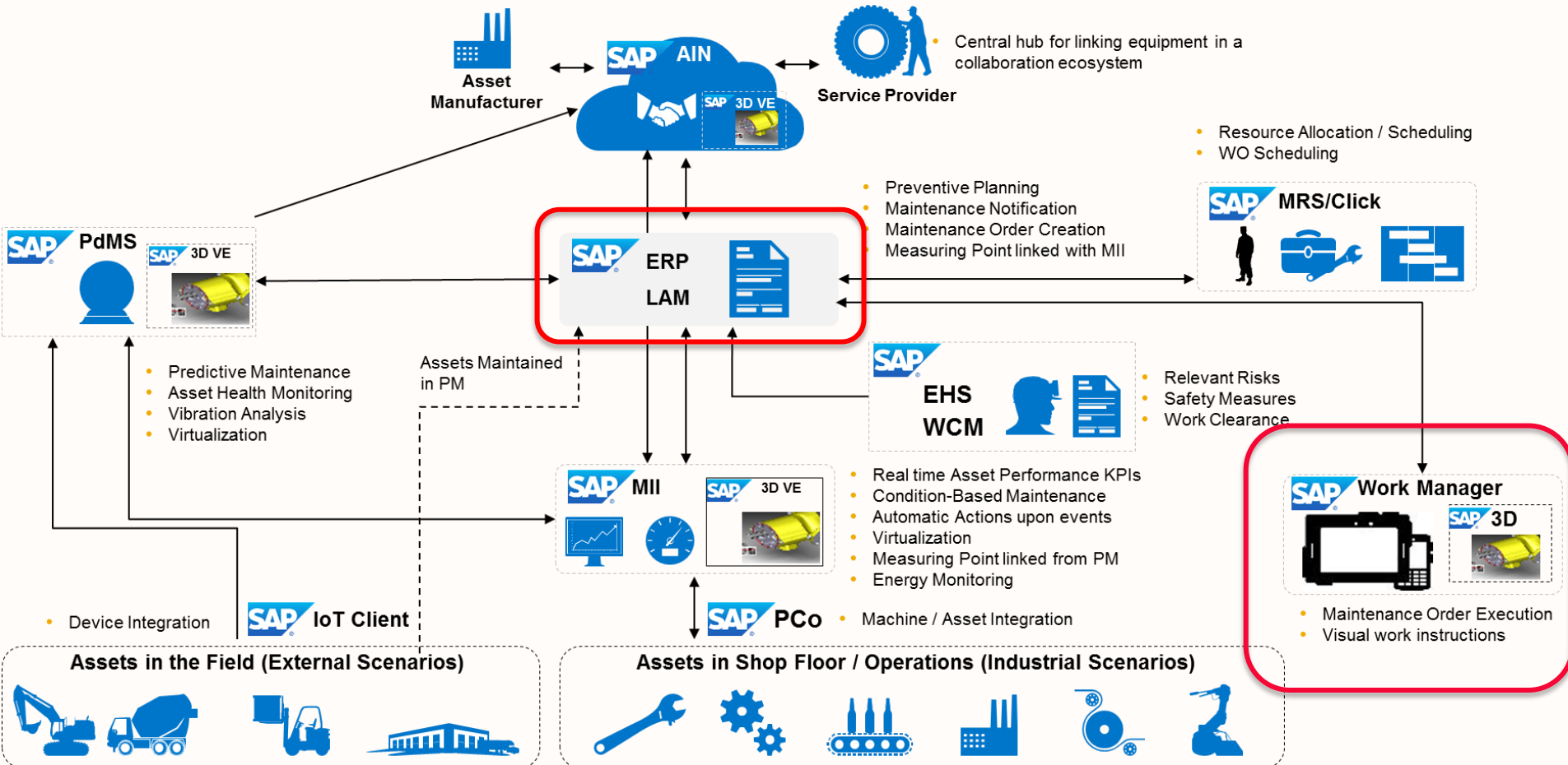Inventory carrying costs reduced by **5 to 10%**

Business Benefits

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* SAP Customer Reference Statistics

EAM Lifecycle

- Central hub for linking equipment in a collaboration ecosystem

Asset Manufacturer

SAP AIN

SAP 3D VE

Service Provider

- Resource Allocation / Scheduling
- WO Scheduling

SAP MRS/Click

- Preventive Planning
- Maintenance Notification
- Maintenance Order Creation
- Measuring Point linked with MII

SAP ERP LAM

SAP PdMS

SAP 3D VE

- Predictive Maintenance
- Asset Health Monitoring
- Vibration Analysis
- Virtualization

Assets Maintained in PM

SAP EHS WCM

- Relevant Risks
- Safety Measures
- Work Clearance

SAP MII

SAP 3D VE

- Real time Asset Performance KPIs
- Condition-Based Maintenance
- Automatic Actions upon events
- Virtualization
- Measuring Point linked from PM
- Energy Monitoring

SAP Work Manager

SAP 3D

- Maintenance Order Execution
- Visual work instructions

- Device Integration

SAP IoT Client

SAP PCo Machine / Asset Integration

Assets in the Field (External Scenarios)

Assets in Shop Floor / Operations (Industrial Scenarios)

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Journey so far

2012	2013	2014	2015	2016
• SAP acquires Syclo • SAP Work Manager becomes roadmap solution for MAM/MAU	• Work Manager 6.0 released on SMP 2.3 • Service Manager 4.0 released on SMP 2.3	• Work Manager 6.1 and 6.2 released • New innovations delivered e.g. OpenUI, GIS integration, Visual Enterprise integration etc. • Service Manager 4.1 & 4.2 released	• Work Manager 6.3 released • Service Manager 4.3 released	• S/4 HANA compatibility announced • Work Manager 6.4 released • Service Manager 4.4 release planned

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Roadmap at a glance

SAP Work Manager

2016	2017	2020	2022
• SAP Work Manager 6.4 available on-premise or in the cloud either on HCP or HEC.	• Continuous Enhancements for Work Manager released 6.5 (TBC)	• Continuous Enhancements for Work Manager 6.x released (TBC)	• End of Maintenance for Agentry platform and associated applications

SAP Asset Manager

2016	2017	2020	2022
• SAP Apple partnership announced	• 1st release of SAP Asset Manager • S/4 HANA only • iOS only • HCP based	• Maturing SAP Asset Manager for iOS. • Potential Android and Windows OS • S/4 HANA only	• Continuous Enhancements for Asset Manager released (TBC)

What's new in SAP Work Manager 6.3 and 6.4

SAP Work Manager 6.3

- Ability to update Equipment and Functional Location data
- Geo tagging Work Order/Notification/Equipment/Functional Location
- Create notification from Equipment or Functional Location
- View measurement reading history related
- View Work Order history related to an Equipment or Functional Location
- Attachment support for locally created Work Orders and Notifications
- Ability to edit Business Partner contact details
- SAP video

SAP Work Manager 6.4

- Available in the cloud as a subscription based service
- UI5 Open UI control to help customers extend SAP Work Manager in a device agnostic manner.
- Inbound transaction queue support to help backend team manage transaction errors. This is useful to allow technician to carry on with his work and not get stuck due to one error in the application.
- Share devices between multiple users.
- Support for van/vehicle stock management to enable more granular inventory management.
- SAP blog

SAP Work Manager Roadmap

Today

- Manage work orders, notifications and timesheets
- LAM and inspections rounds
- Attachment, SSO and multiple languages
- ESRI ArcGIS integration
- SAP Visual Enterprise integration
- SAP ERP Customer Service component
- Crew management component
- Vehicle Stock component
- Meter management
- SAP HEC and HCP support
- SAP S/4 on-premise support

Planned Innovations

- Support for Rounds management
- Vehicle Stock Enhancements
- New OS version support
- Security enhancements
- Support for Windows 10 Pro (WPF client only)
- Continuous technical and functional improvements

Future Direction

- IoT connectivity
- Predictive maintenance
- Work order / asset reports
- Dynamic forms
- SAP EH&S integration
- SAP Quality Management integration
- User preferences and personalization
- Additional industry specific processes
- Work Clearance Management (WCM) support

SAP Asset Manager

SAP Asset Manager is a new mobile application leveraging the digital core with SAP S/4HANA as well as HANA Cloud Platform as the IoT platform for managing work orders, notifications, condition monitoring, material consumption, time management and failure analysis. It supports the highly skilled workers who maintain enterprise assets to perform their job with complex information and business logic that is always available whether they are connected to the network or working in offline environments.

Key capabilities

Access to different sources of enterprise data and capabilities
Provides timely, relevant, and accurate information such as asset health, inventory, maintenance, and safety checklists

Ready-to-use, extensible iOS native app – integrated with native features and services
Enables the worker to be more productive and seamlessly take advantage of the iOS ecosystem

Intuitive UI: SAP Fiori (for iOS design language)
Provides context-rich visualization and actionable insights

Mobile-enabled processes integrated with enterprise systems
Enables easy and timely execution of end-to-end asset management on the go

This is the current state of planning and may be changed by SAP at any time.

SAP Asset Manager Roadmap

Today

- See Announcement : Apple & SAP Partner to Revolutionize Work on iPhone & iPad

Planned Innovations

- Manage work orders, notifications and timesheets
- SAP HANA Cloud Platform support
- SAP S/4HANA on-premise support
- SAP Fiori for iOS User Interface
- Robust Offline Functionality
- Attachment handling
- Single Sign On Support
- ESRI ArcGIS integration

Future Direction

- Android and Windows Client Support
- LAM & and rounds
- SAP MRS integration
- Utilities meter management)
- Push
- Vehicle Stock
- Social Integration
- Crew Reporting
- Classification viewing/editing
- IoT integration
- AIN integration

SAP CRM Service Manager

With the SAP CRM Service Manager mobile application, you can maximize efficiency and effectiveness of your field technicians by providing them real-time access to relevant information and tools. The app connects to the SAP Customer Relationship Management (SAP CRM) application and enables status updates, last-minute changes, and accurate data capturing to help achieve higher first-time fix rates.

Business Value

- Improve first-time problem resolution
- Streamline communications between field & office
- Meet SLA compliance
- Lower inventory carrying cost and wasted travel
- Increase customer satisfaction and revenue
- Minimize lost revenue and shorten billing cycles

Use Cases

- Enables workers to manage service orders and create confirmations with signature capture
- Record status, materials, problems, actions, expenses, customer signatures and more
- View customer data, equipment, install base listings, entitlements, contracts and service history
- Vehicle stock management
- Leverage GIS/GPS for directions

SAP's industry leading mobile app for service order management to get the job done right

SAP CRM Service Manager Roadmap

Today	Planned Innovations	Future Direction
• Service Order Management • Service Warranty and Contract • Resource Planning • Confirmation enhancements and Surveys • Calendar Integration, Maps and directions • Inbound Transaction Management • Attachments , Single Sign On support • ESRI ArcGIS Integration • SAP Visual Enterprise Integration • Vehicle Stock	• Continuous technical and functional improvements in 2016	• Windows 10 support • SAP HANA Cloud Platform Support • Predictive Service

Possible Next Steps and Q & A

- Any queries related to Enterprise Mobility and this roadmap

- Free enterprise mobility discovery workshop

- Demo/PoC of SAP Work Manager, CRM Service Manager, and Inventory Manager

- Free surgery to explore how you can enhance your existing SAP EAM footprint

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