



# cFSM – Field Service Manager

Manage Field Workforce with greater efficiency through cFSM

## Situation

Current solutions are either paper based or semi automated, resulting in extensive manual work, errors, customer dissatisfaction, and delay in recovery of bills.

## Challenges

- Field Services are predominantly paper based or via a complicated mobile application
- Real time tracking of field workforce is not possible
- Wasted work hours and delays in job completion create poor customer satisfaction
- UI are built specifically for one type of device and need extensive effort to change

## Solution Innovation

- Seamless integration with SAP Cloud Platform, CRM, and SAP ERP
- Fully Configurable 25+ Utility Specific and 20+ Public Sector Specific processes available on HCPm and SMP platform
- Real time information such as Notifications, Order Operation, Work History, Pending Jobs etc. available to maintenance personnel to be more productive
- Novel functions include Service Order Completion, Time Reporting, Material Confirmation, Inventory Movements (Truck to Truck Transfer), Meter Reading Entry, Meter Installation, Removal, Exchanges, Turn On, Turn Off, Shut Off Non-Pay, Customer Complaint Investigation, Disconnection and Reconnections, Permitting Maintenance Order, Measuring Points and Payment Collection, Substation Measuring Points, Hydrant Maintenance, Leak Reading, Pole Inspection, Pending and Completed Jobs.

## Users

- Field Supervisors
- Resource Managers

## Value Drivers

- A disruptive app, pre-packaged to expedite the implementation time, ROI realization, and reduction in TCO up to 80%
- Completely scalable technology that grows with the business.
- Keep employee performance and satisfaction high with configurable, user-friendly interface
- Customizable for any industry specific workflow
- Get immediate access to quantitative information that will create accountability for your employees, increase productivity, and make workflow more efficient
- Multi-lingual capabilities
- Fully responsive with iOS, Android, Tablet, etc. out of the box

## Industry

## LoB

- Utilities (Power, Gas, Water)
- Public Sector
- Appliance Services

## GTM Focus

- Americas
- APJ and GC
- EMEA
- MEE

## Solution Environment

- SAP Cloud Platform (SAP CP)
- NetWeaver Gateway
- SAP ECC 6.0 and Above

## References

- Success Story
- App Walkthrough Video
- Brochure

