



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

Material No	Material Type	Material Description	Quantity	Status	
<input checked="" type="checkbox"/>	MILO3	MODEL MILO3 FLANGED TUBE METERS	Materials used on all meters and flow ranges for the low velocity meter meet or exceed ANSI standard C104.02.	10	Issued
<input checked="" type="checkbox"/>	MILO4	Model MILO4	Material Description To Issue material	22	Issued
<input checked="" type="checkbox"/>	MILO5	Meter model 111	Test data for Material	10	Issued
<input checked="" type="checkbox"/>	MILO6	Model MILO5	Material used for Meters and Flow Range.	13	Issued
<input checked="" type="checkbox"/>	MILO7	test type 2	Material used for all meters	45	Issued
<input type="checkbox"/>	MILO6	Model MILO5	Material used for Meters and Flow Range.	1	Not Issued

Industry

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

LoB

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

