

Quality, precision and reliability in service

Field Service Management at Feintool

Feintool is a global technology and market leader in fineblanking and a global provider of fineblanked, formed and punched sheet metal components of premium quality and utmost efficiency. An innovation driver, Feintool continues to redefine the limits of these technologies, while developing intelligent solutions to meet customer needs.

The company, founded in 1959 in the Swiss town of Lyss, today has production facilities and technology centers in Europe, the US, China and Japan. Around 2,700 staff members and 80 apprentices worldwide currently work on new solutions.

Just-in-time production requires outstanding service

Feintool applies methods that are ideally suited to support the trends prevailing in the automotive industry. Just-in-time production is a key factor, especially in the automotive industry. Machine or tool downtimes lead to production losses and entail high ensuing costs. A well-maintained pool of presses and tools as well as service staff who respond promptly and anticipate needs are essential for preventing interruptions and ensuring long-term business success.

Feintool distributes tools and machines based on two business models, purchasing and leasing. In both cases the fineblanking infrastructure is located at the customer's premises, with Feintool responsible for maintenance and upgrading. Customizable maintenance ensures trouble-free production and the long-term value of production systems.

Feintool relies on advanced IT applications to improve the quality and efficiency of its services.

Continuous data flow across the entire service process

Before the launch of the FSM solution, service management used Excel sheets and paper to assign service orders to the technicians and to record and bill services. Service technicians would write their reports on paper, with back office staff then entering the data in various Excel sheets, recording the types of services and the times to be invoiced as well as working hours and

expenses for payroll accounting. The data would then be copied manually to SAP. Data was recorded separately for each business location and consolidated only later in SAP.

This procedure was very time-consuming and error-prone because data had to be recorded manually twice. Up to 5% of field services were not charged because of missing data.

Objectives

- **Integrated processes and IT systems**
- **Automation of back office tasks**
- **Improved quality of data in reporting and on installed machinery**
- **Reduced time required for reporting**
- **Reduced processing time from service provision to invoicing**
- **Improved service efficiency**
- **Improved flow of information during service**
- **Automatic generation of invoicing items**
- **Consistent recording and processing of time and expenses**

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Another weakness was technicians' lack of direct access to information on customers, installed machinery and service history. Before being deployed for several days or weeks with customers in other countries, field technicians had to first prepare systematically and collect relevant information.

Feintool decided to implement a mobile Field Service Management solution, to reduce processing times, from order acceptance to invoicing, and to improve process quality. Another aim was to reduce the reporting effort required from service technicians and to improve data quality.

Mobile Field Service Management

Feintool's introduction of Mobile Field Service Management by Coresystems (today SAP FSM) eliminated the process weaknesses described above and considerably improved service efficiency.

The project included the optimization and consistent design of service processes, from order acceptance to invoicing, as well as the implementation and adaptation of the mobile FSM solution for managing clerks and the service technicians, and integration into the existing SAP landscape. proaxia also provided support in employee training.

The project was implemented by Feintool and proaxia in less than 5 months, in time and budget.

Consistent real-time data

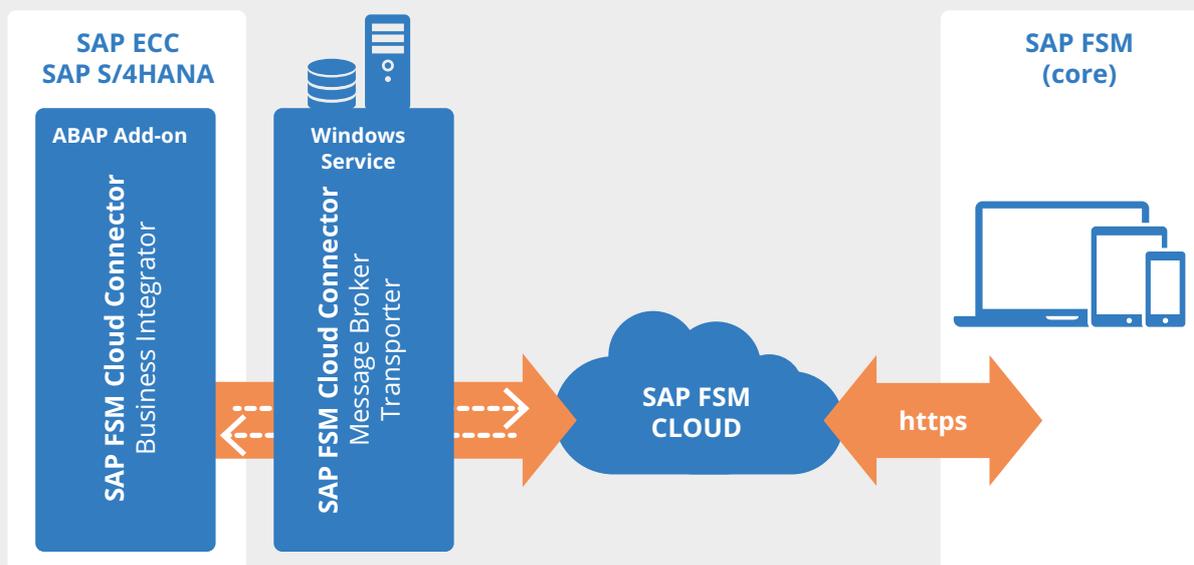
The user-friendly, mobile SAP FSM solution ensures a smooth flow and exchange of information along the entire process chain. The FSM applications process all data in real time and exchange them with the integrated services.

Staff can access current data at any step in the process. Order registration, field service planning, information provision to service technicians, reporting and generation of invoice amounts are done without changing storage media and in some cases automatically.

Efficiency in the back office

In Workforce Management, orders are processed across different business locations. A dashboard and route planner provide a good overview and support swift personnel and field service planning. Service technicians receive their orders directly via their iPhones.

Mobile Field Service Management





Mobile support during field service

Even while travelling, Field Service Mobility supports the technicians with applications for real-time communication. Service technicians can access all service-relevant information anytime online and offline, specifically the service history and data relevant for the order, customer, contact and installed machinery and systems.

The mobile applications provide an extensive overview of the customer, saving valuable time.

Interactive feedback forms

After field deployment, service technicians make reports directly via their iPhones. Interactive forms with mandatory fields ensure that all information necessary for closing the order and invoicing (type of service, working hours, expenses and information about machinery) is entered. Comments can be entered orally using speech recognition software.

Customers sign the service reports directly via the iPhones and immediately receive an electronic copy.

Automated service processing

SAP FSM automatically processes the data transferred, assigns the working hours to the orders, cost centers and accounting areas, and calculates the amounts for invoicing and payroll accounting. After this, the data is made available for export to SAP ECC. Before transfer to SAP ECC, the data is verified manually. At this stage it is possible to make corrections or record nonproductive working hours. After approval, the data is automatically exported to SAP ECC.

A customer-specific application for expense reports is integrated in FSM. FSM uses the figures from the service technician's report, calculates the amounts for the monthly expense statement and transfers the statement to SAP ECC.

In SAP ECC, payroll accounting, invoicing and updating customer and service data are carried out based on daily reports.

Integration

The FSM solution is made available in the cloud as an SaaS application. The FSM Cloud Connector by proaxia ensures deep integration of the customized SAP ERP solution with the standardized cloud solution. It can be adapted flexibly and ensures seamless exchange of data between the systems.

Benefits for the business

- Reduced service-to-cash processing time by ca. 40 working days
- Increased cash flow
- Shorter response times
- More quality in customer service
- Improved service efficiency
- Enormous improvement of customer and machinery data quality

Reto Zwahlen about the project



Reto Zwahlen
Head of Customer Service
Feintool Technologie AG

What role does the service division play in your organization?

The service division already accounts for a fifth of the revenue generated by Feintool Technologie AG and this share will continue to grow in future. It also is an important link in maintaining customer relations. Our service technicians spend days or even weeks at customers' premises and have first-hand-experience with customers' needs and how we can best support them.

What particular challenges does Feintool face in providing service?

Previously, the service division had not been integrated in enterprise IT. Recording data meant transferring between media and a high level of manual work, causing errors and requiring a lot of time. The processing times, from when a service was provided until it was invoiced, were much too long. This led to loss of revenue and unfavorable cash flow.

How important are mobile applications in your view?

Implementing the mobile FSM solution has helped bring about several improvements. Service technicians are better supported in their work while at the same time relieving them of administrative tasks. Generating reports via interactive forms has considerably improved data quality, both in invoicing and recording customer information. And our processing times have become much shorter. In a nutshell, you could put it like this: Less work – better data quality – shorter processing times – better cash flow.

Are the results measurable?

The most significant change involves processing times. Previously, from providing service provision to invoicing took up to two months. Today, we can manage this within one week, in critical cases even in one day. This has a very positive impact on cash flow.

Why have you selected proxia as a partner for this project?

proxia has convinced us with their competence. The people working for proxia have extensive expertise with FSM and SAP. They know the systems in-depth and have successfully carried out many instances of integration. What is more, proxia offers excellent value for the money.

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What was your experience while working with proxia?

We were very satisfied with our cooperative project. The project management was very professional, we always had close contact, even with senior management, and all problems were solved in a very constructive way. After implementation the standard solution worked quickly and easily, and we then commissioned proxia to implement adaptations and provide service for our FSM solution.

About proxia consulting group ag

proxia consulting group ag is an international management consultancy firm headquartered in Switzerland and with branches in Europe, MENA and Asia. As an SAP partner, proxia specializes in distribution and service processes and spare parts logistics processes.



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