

Belimed digitalizes service processes from beginning to end

Global – standardized – mobile

Implementation of SAP® Field Service Management



Belimed is a part of Metall Zug, a group of manufacturing companies headquartered in Zug (Switzerland). The company is a globally leading supplier of innovative system solutions for cleaning, disinfection and sterilization in the medical sector, directly employing staff in all regions. With an extensive service portfolio, Belimed is a process partner that contributes added value to customers.

In line with its vision, Belimed is committed to developing its product and service portfolio while constantly on the lookout for innovative solutions to improve the reliability, efficiency and sustainability of infection control.

By contributing significantly towards advancing medical technology, Belimed ensures the health and safety of patients and medical staff.

First-class service means constantly striking new paths

Belimed is a global player focused on business in Europe, USA and China. Belimed's wide customer base comprises (university) hospitals with a global focus, large procurement organizations and even regional hospitals and large scale healthcare centers.

Apart from products such as disinfection devices and sterilizers, services and solutions account for a large share of the company's sales. The «Belimed Prevent® Services» support customers in improving their performance, efficiency and sustainability, helping avoid rising operating expenses through timely replacement of legacy machinery.

Furthermore, numerous safety regulations, quality standards and documentation requirements need to be considered in the health sector. As a specialist and pioneer in the field of sterile workflow solutions, Belimed consistently strives to strike new and better paths. This means being open for new technologies, international networking and end-to-end processes across companies.

Building on SAP FSM, Belimed has created a modern solution that provides excellent support for over 350 service technicians at 10 locations.



Challenges in international service

Belimed identified optimization potential in various stages of the service process and in the system landscape. The analysis and evaluation led to the decision to harmonize the service process globally while introducing SAP Field Service Management for seamless digitalization.

The main reasons:

- Expiry of support for the existing mobile service solution
- Globally inhomogeneous service processes, with service staff requiring differing systems and user interfaces
- Inconsistent mapping of material management integration with the service process

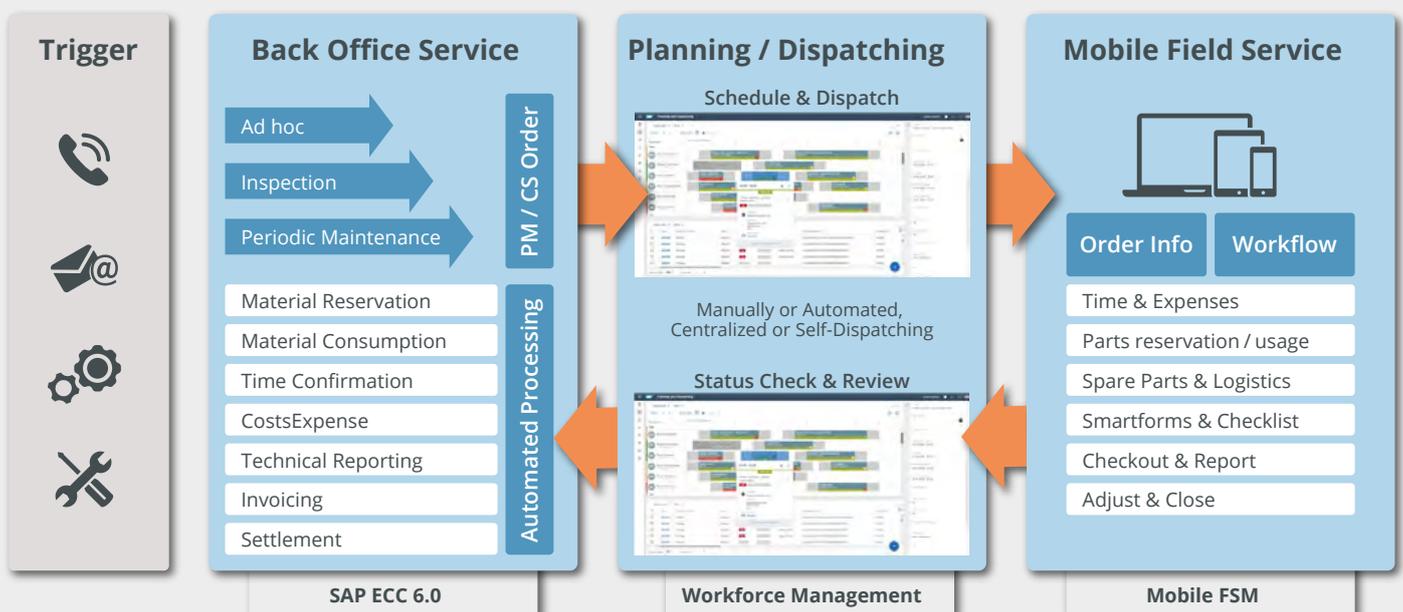
Project goals

- Company-wide implementation of an integrated field service solution
- Harmonization of processes, tools and workflows across the various locations
- Uniform and intuitive user interface for service technicians
- Enhanced productivity and cost transparency across the entire service process
- Increased customer satisfaction
- Integration with the existing SAP ERP (ECC 6.0)
- Full integration with the material management system relevant for the service process

The solution

Throughout the entire service process, the SAP-FSM cloud solution supports end-to-end information exchange and communication flow. The implemented end-to-end process starts with order registration in the backoffice service, continues with planning in the disposition service and service processing in SAP FSM, and finishes with invoicing in SAP ERP.

In order to visualize the relevant process steps for all staff members in a consistent user interface, Belimed has also mapped spare parts management in SAP FSM.



Scheduling and resource planning

The entire scheduling and resource planning as well as the feedback provided by the service technician are processed in SAP FSM Workforce Management. The SAP FSM Cloud Connector ensures smooth synchronization with SAP ECC.

A visualization dashboard gives the process manager an instant overview of which technician with the suitable qualifications is available. The manager assigns the task to the corresponding service technician who views it immediately on their smartphone.

Mobile app for service technicians

Service technicians, roughly 300, receive their tasks on their Android smartphones. The SAP FSM Mobile App provides all functions for processing the service order and spare parts management: access to customer and equipment data, maintenance and service histories, checklists for collecting data, time and expense reporting, digital signatures and recording customer feedback.

proaxia implemented the following extensions for Belimed:

- Hazard-to-human report: When a hazard occurs that is likely to put humans at risk, a click informs all those affected. This is one of the criteria for process conformity set by the FDA (Food and Drug Administration).
- Service report: The report is sent to a customizable distribution list.
- Weekly report: A report provides service technicians with updated summaries of their time and expense reports.
- Offline checkout: Checkout can be carried out even without internet access, so that an overview of all services provided can be submitted to the customer for signing after completion of the work.

Spare parts management with FSM

The spare parts management was mapped in SAP FSM using SAP FSM Smart Forms so as to make all service-relevant processes available on a single platform.

Using the spare parts management, the technicians can order the necessary spare parts. The system maps various scenarios within spare parts logistics, such as orders from the central warehouse to the vehicle warehouse, returns to the central warehouse and spare part forwarding to other technicians. Vehicle warehouses' inventories are updated accordingly.

proaxia's deliverables

proaxia was the implementation partner and provided ongoing support from the planning stage to the go-live.

- Shared project management and project planning assistance using the proven proaxia implementation methodology
- Analysis, definition and documentation of the target processes
- Business blueprint creation
- Fit/gap analysis and evaluation of the functional extensions to be implemented
- Managing spare parts in the service process, strategy concept and implementation
- Installing and configuring SAP FSM Cloud Connector
- Configuring the SAP FSM processes
- Creating specific Smart Forms and reports in SAP FSM
- Key-user training and support after go-live

SAP FSM delivers convincing results

- Globally harmonized and standardized service process
- Standard company-wide service platform for all technicians
- Productivity increase in service through optimized technician planning
- Seamless integration with the existing SAP ERP solution
- Increased cost transparency through digital service processing
- Mobile application that fully supports service technicians always and everywhere, even offline
- Increase in customer proximity and satisfaction

Thomas Niederstein about the digitalization project



Thomas Niederstein,
Head Business Processes
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Belimed AG



Standardization of service processes and global implementation of SAP FSM – a project of this type with such a high degree of complexity is challenging in several regards.

Did you encounter any particular technical requirements, and how have you met them?

The integration of material management with the vehicle warehouse was one of those issues. In doing so, the system must be able to process batched units as well as units with serial numbers. We solved this using Smart Forms.

Another example: Creating and sending service reports is also somewhat complex for us. First, various documents are attached. Second, the service report is sent to a list of addressees and not to a single one. Both functionalities are not covered by the standard solution, but could be implemented without problems.

How did you win over your staff members to accept this change?

From the very beginning we tried to get as many staff members as possible involved in the project, e.g. through decentralized project organization. The project was managed from headquarters, but the project team involved staff members from other countries from the very beginning. Another important measure was to involve key users to ensure knowledge transfer. They were instructed and trained to use the system early on and intensively and now act as contacts for their departments even after the go-live and various trainings. This proved very effective.

What are your recommendations for implementing a service solution?

- A good **strategy concept** is essential! It should be air-tight and, above all, detailed. This makes it easier to work on the business blueprint.
- It is equally important to draft the **business blueprint** early on and in thoroughly, and together with the implementation partner, business unit and IT – all three together. This has worked very well with proaxia. proaxia provided us with good templates and it took us about five days to create the business blueprint together and to document the entire service process.
- Consider the **platform strategy** (iOS, Android, Windows) early in the process. It is important to decide on one platform to avoid unnecessary expenses for maintenance.
- The right **implementation partner** is decisive. Especially with complex service structures to deal with, you need a partner with sufficient experience and deep knowledge about processes and systems.
- Get your staff members on board the project! Get your **key users** and employees involved in the project at an early stage to break down barriers that impede change. Knowledge transfer and **training** for technicians must run smoothly, not only on site but also remotely.

Why did you choose proaxia as a partner?

We have a relatively complex service process. For this reason, it was clear that we need a reliable partner with deep knowledge about service processes and SAP systems. After all, proaxia developed the SAP FSM Cloud Connector. So far, no partner has had deeper insight into the integration of the SAP Service Cloud with the SAP ERP suites. proaxia provided us with excellent support, not only with the business blueprint but also with the implementation and the rollout.

«Where do you go from here?»

We are considering using additional SAP FSM functionalities in the future, like the FSM Customer Self-Service and skill management.

About proaxia consulting group ag

proaxia consulting group ag is an international consulting firm headquartered in Switzerland and with branches in Europe, MENA and Asia. As an SAP partner, proaxia specializes in sales and service processes as well as spare parts logistics processes.

