



Integrated processes and innovative solutions for digital sales and digital service

Launch of SAP® Field Service Management at Oerlikon Metco



Oerlikon Metco leads the global market in thermal spray technology.

Apart from coating equipment and materials, the company also offers industrial coating as a service – a combination of expertise that is unique worldwide.

As a full-service provider, Oerlikon Metco maintains a global network for sales, customer support and production, providing support to customers from numerous industries, including power generation and aviation, and the automotive and chemical industries.

First-class service requires continuous innovation

Oerlikon Metco equipment and systems are used all over the world, wherever components are manufactured to withstand extremely high mechanical and chemical strain. This ranges from the manufacture of vehicle and aircraft engines and medical devices and implants to components used in oil and gas extraction.

Coating and finishing surfaces requires equipment with the utmost precision and reliability – over a service life spanning up to 20 years or more.

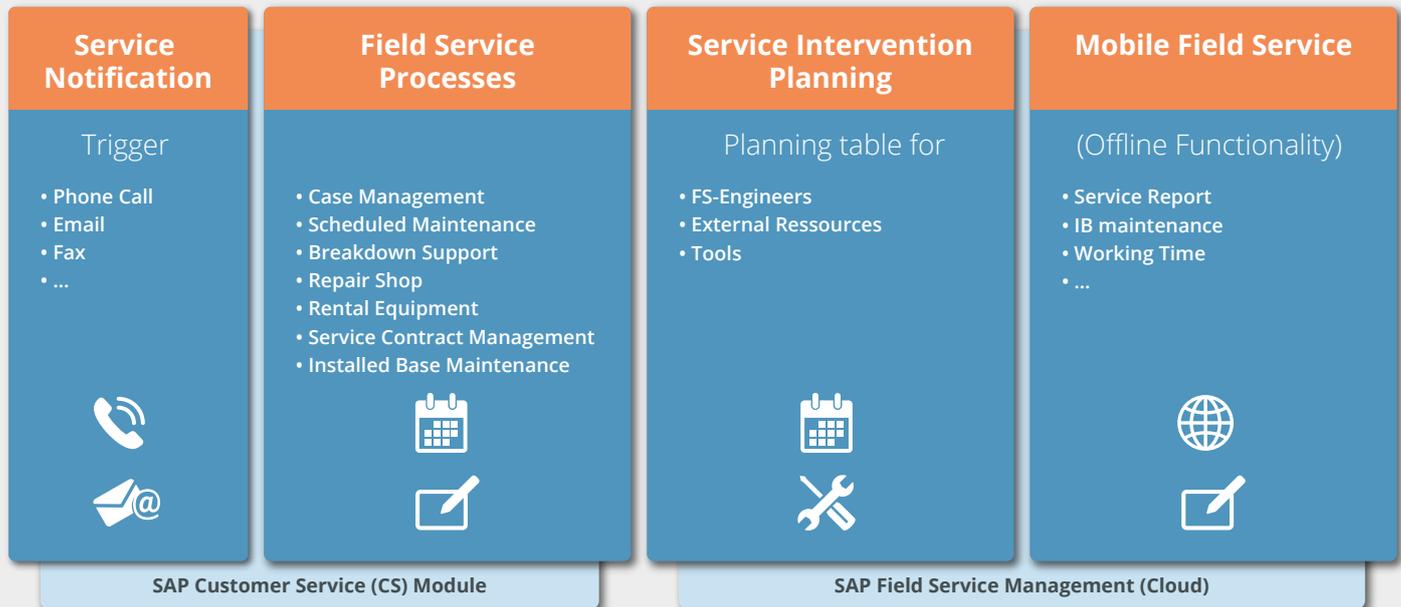
Servicing such complex equipment means exacting requirements for technical field staff. Another challenge is an extended equipment life cycle. Technical documentation and equipment configurations must be maintained over a long period of time and made available to service technicians in the field.

Oerlikon Metco initiated the **Installed Base Management project** so as to create a future-proof integrated platform and to ultimately ensure comprehensive, digitalized service processes. After first analyzing interfaces and processes, these were then redesigned in order to consolidate all master data (customer data and equipment data and records, and product documentation) and merge them centrally in a SAP system.

Digital transformation of the field service with SAP FSM

For the management of service processes, Oerlikon Metco has introduced the **SAP Field Service Management (SAP FSM) cloud solution**. This solution supports all processes related to the service technician.

Previously, SAP had not supported the field service workflow, including all steps from customer enquiries to invoicing. Many process steps had been carried out manually, recorded on paper or using spreadsheets, and communicated via email.



The newly implemented SAP FSM is fully integrated with SAP ERP and supports the comprehensive end-to-end process. Data is now exchanged automatically via SAP FSM Cloud Connector. Checklists in SAP FSM ensure that service feedback is fully registered in a standard format and stored centrally.

At Oerlikon Metco, functions for scheduling and dispatching as well as mobile field service management were implemented. **Within six months, the customer service processes were mapped in SAP ERP, the SAP FSM solution was introduced and rolled out in Europe.**

Project goals

- Implementation of a standard company-wide service process
- Increase of productivity and cost transparency across the entire service process
- Company-wide implementation of SAP Customer Service Module and SAP FSM at the same time
- Simultaneous implementation of SAP Customer Service modules and SAP FSM
- Reduction and automation of interfaces
- Creating a basis for the further digital transformation in after sales support (E-Commerce)

Scheduling and resource planning

At Oerlikon Metco, service orders are created in SAP ERP and then handed over to SAP FSM. About two thirds of orders relate to calibration, preventive maintenance, training, installation and upgrades, and about one third to repairs. The intuitive SAP FSM interface ensures high transparency for planners and managers. Planners have an overview of all commissioned, planned and completed service appointments, technicians' availability and the scope of services provided in each instance. Planners can assign appointments to technicians **using drag and drop, at the same time making the required equipment data available.** All information is sent to the service technicians' laptops that are used during maintenance of Metco equipment.

Mobile app for service technicians

The Mobile Field Service app provides service technicians with all information needed during visits, including equipment configuration and product documentation.

On site, technicians collect all data needed for feedback using checklists included in the SAP FSM app (e.g. activities and modifications to equipment, spare parts used, working hours, and remarks concerning work safety). This can also be done offline. To ensure that feedback is complete, checklists can only be finalized after all compulsory fields have been completed. While still at the customer site, technicians create check-out reports to be signed by customers directly on the particular mobile device.



Once a cloud connection is available, synchronization requires just one click. The following actions then automatically take place in SAP FSM:

- Generation of the service report
- Storage of the service report in SAP FSM and SAP ERP with the corresponding service order
- Forwarding of the service report to the customer
- Entry of working hours in ERP
- Entry of material in ERP

The proaxia service package

proaxia served as implementation partner for introducing SAP FSM.

- Configuring the SAP FSM Cloud
- Installing and configuring the SAP FSM Cloud Connector for SAP ERP integration
- Configuring SAP FSM processes
- Training and support after Go Live
- Support during solution rollout in Europe

Convincing benefits of FSM

- Globally standardized service process
- Standard company-wide service platform for planners and technicians
- Full integration with the SAP ERP solution
- Offline-capable mobile app that fully supports service technicians – always and everywhere
- Productivity increase in service through optimized resource planning
- Increased cost transparency through digital service processing
- Reduced processing time from intervention to invoicing
- Reduced cost of complexity through elimination of manual interfaces and central availability of order-relevant information

Dr.-Ing. Thomas Peters (Oerlikon Metco) about the project



Dr.-Ing. Thomas Peters
Head of Global Customer
Support Standards
Oerlikon Metco AG

Digital transformation in after sales is a challenge especially facing equipment manufacturers offering a complex range of services. How does Oerlikon Metco address this challenge?

Our vision is, as part of digital transformation, to design services for our customers to be more efficient and convenient. For instance, one of our ideas is a customer support cockpit that provides our customers with detailed information about the installed equipment and where they can directly order services or spare parts.

But our priority task is to harmonize our processes, reduce and automate interfaces and make consolidated master data available company-wide at a central point. With our Installed Base Management project, we are laying a solid foundation for ongoing digital transformation.

In the case of field service management, you have decided for the SAP cloud solution. What were the main reasons for this?

There were three main reasons:

- First, full integration with SAP ERP, which is also the main system for our own service processes. This requirement is optimally met by SAP FSM Connector.
- Second, offline capability, because our technicians do not always have connectivity at customer sites.
- Third, an innovative and user-friendly solution in the initial stages of development, including integration with SAP guaranteed even in future.

SAP FSM has been in use for several months now, can you already see measurable effects?

After such a short period of time, there is no robust data available yet. The evaluation has found that we can save up to 90 minutes per order over the entire workflow, i.e. during service planning, the service technician's visit and in the back office. Cloud-based SAP FSM accounts for about 45 minutes of the efficiency gain per order.

You evaluated various implementation partners. Why did you choose proaxia?

First of all because of proaxia's expertise with SAP FSM. proaxia has developed the SAP FSM Cloud Connector and successfully carried out numerous SAP FSM launches. Another aspect is proaxia's corporate culture. We were confident that proaxia would cooperate constructively with our implementation partner for SAP ERP. This turned out to be true. The cooperative effort was always excellent, not only during the implementation, but also during the support lent to our staff in the implementation phase.

About proaxia consulting group ag

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

