

Andreas Hammer, Klaus Omasmeier

AUS 3 MACH 1

INTEGRATIONSSZENARIEN IN SAP FIELD SERVICE
MANAGEMENT, SAP CX UND SAP ERP



KLAUS OMASMEIER – PROJEKTMANAGER



SAP Erfahrung seit 2012



SAP Basis



SAP Schnittstellen

ANDREAS HAMMER – PROJEKTMANAGER



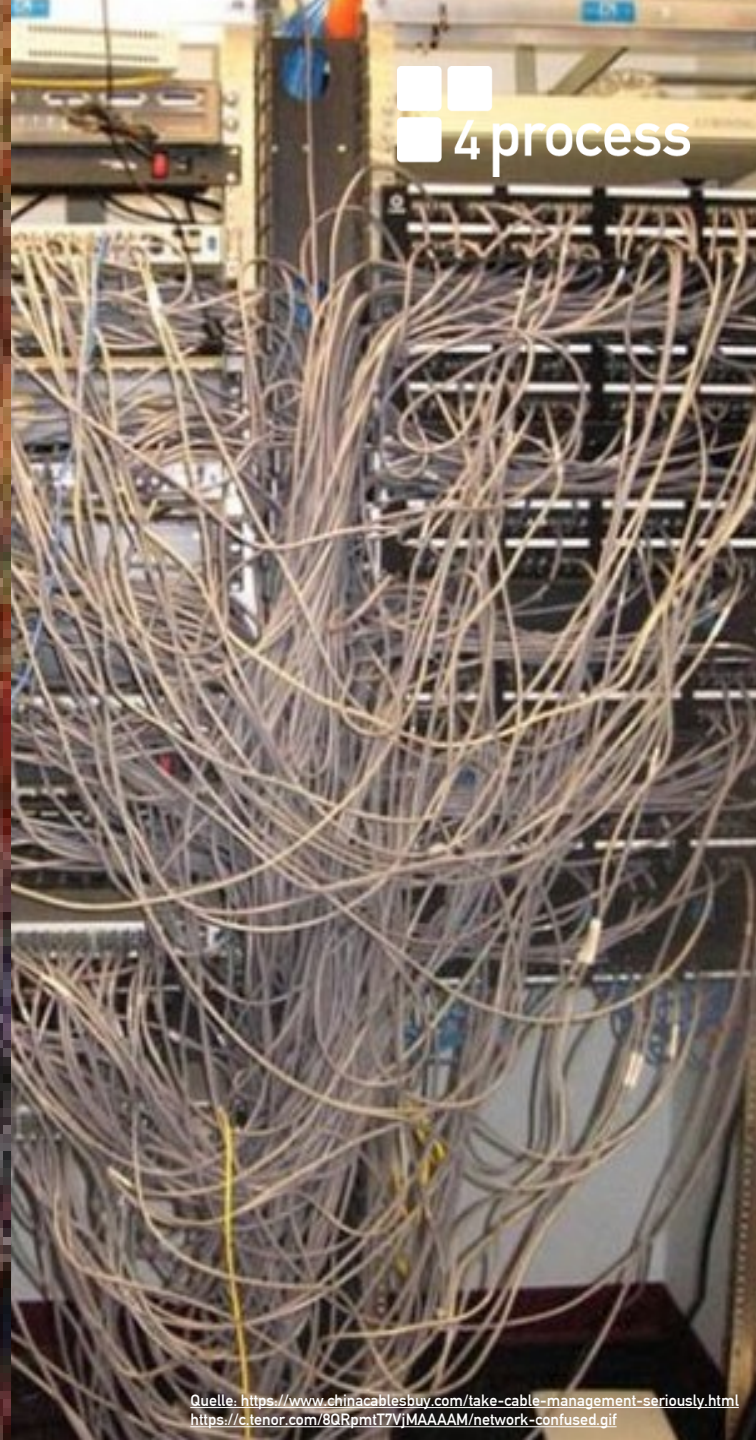
SAP Erfahrung seit 2012



SAP Service, Qualitätsmanagement und Instandhaltung



Integration Geschäftsprozesse



END-TO-END CUSTOMER SERVICE TO FIELD SERVICE

SAP CX



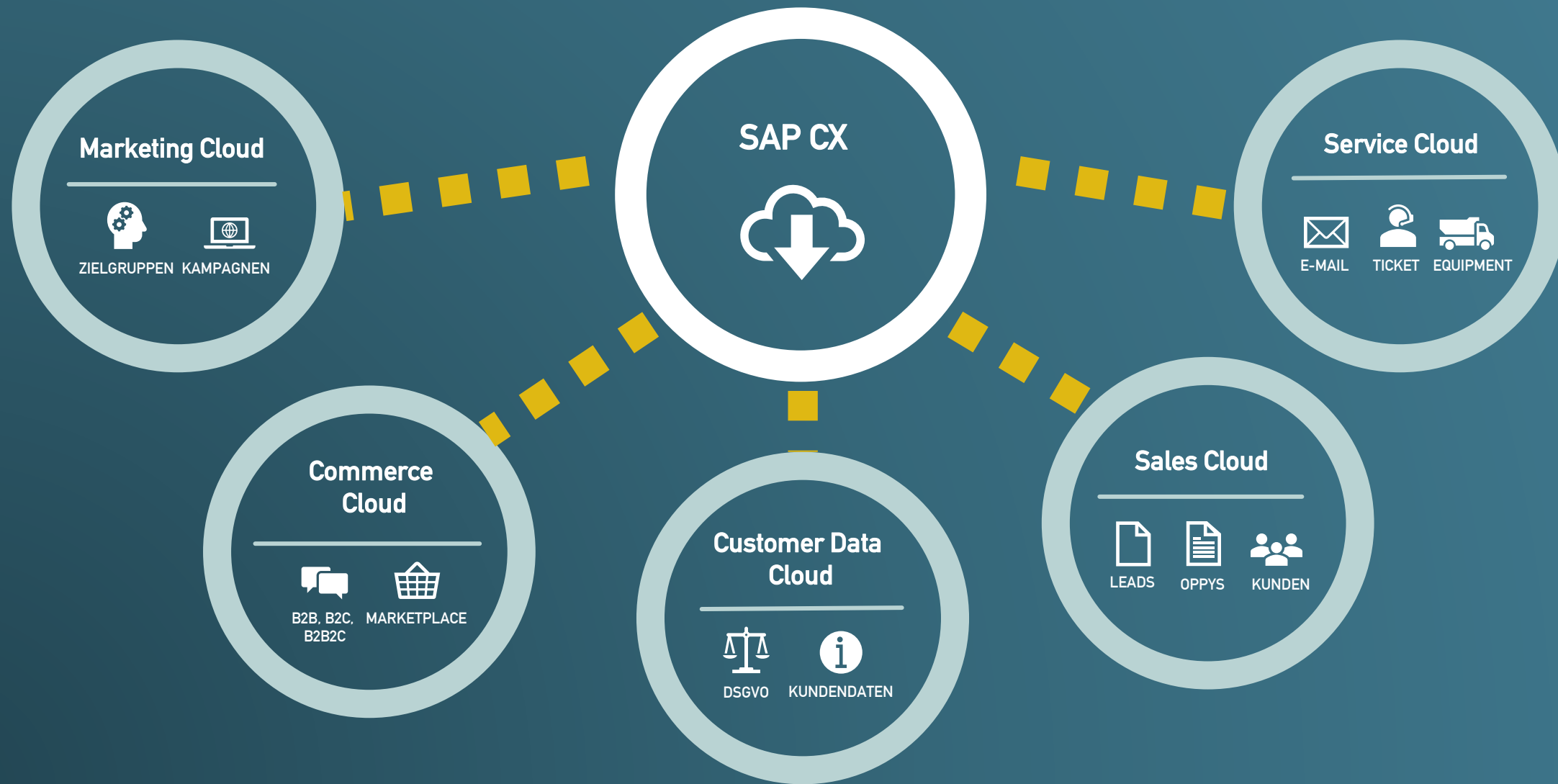
SAP ERP SERVICE

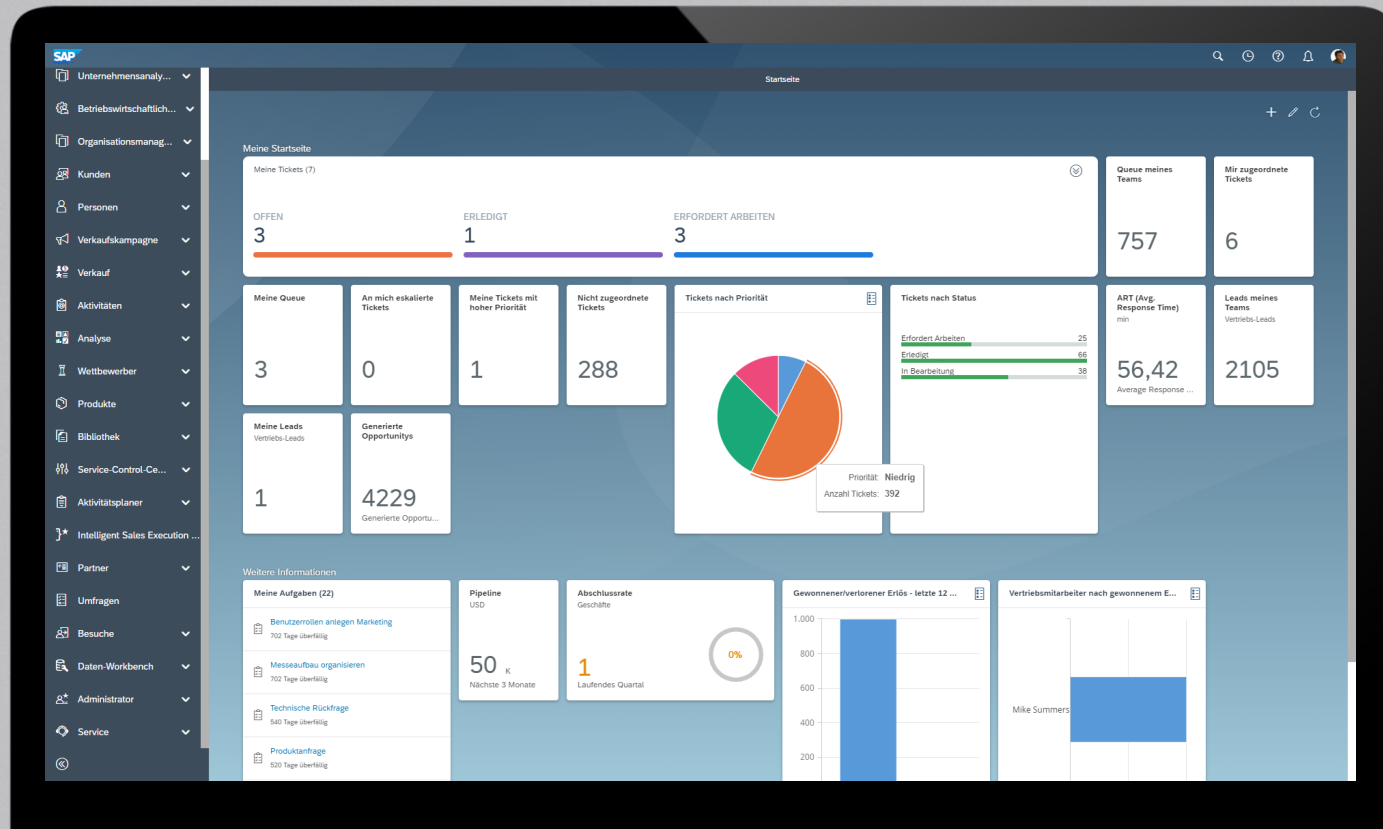


SAP FSM



SAP CUSTOMER EXPERIENCE





- Unternehmensanaly...
- Betriebswirtschaftlich...
- Organisationsmanag...
- Kunden
- Personen
- Verkaufskampagne
- Verkauf
- Aktivitäten
- Analyse
- Wettbewerber
- Produkte
- Bibliothek
- Service-Control-Ce...
- Aktivitätsplaner
- Intelligent Sales Execution ...

Meine Startseite

Meine Tickets (7)

OFFEN

3

ERLEDIGT

1

ERFORDERT ARBEITEN

3

Meine Queue

3

An mich eskalierte Tickets

0

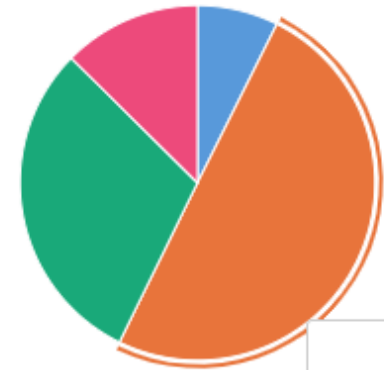
Meine Tickets mit hoher Priorität

1

Nicht zugeordnete Tickets

288

Tickets nach Priorität



Priorität: **Niedrig**
Anzahl Tickets: 392

Meine Leads
Vertriebs-Leads

1

Generierte Opportunities

4229

Generierte Opportu...

Tickets

- Erforder
- Erledigt
- In Bear

- Aktivitäten
- Analyse
- Wettbewerber
- Produkte
- Bibliothek
- Service-Control-Ce...
- Aktivitätsplaner
- Intelligent Sales Execution ...
- Partner
- Umfragen
- Besuche
- Daten-Workbench
- Administrator
- Service

Meine Queue

3

An mich eskalierte Tickets

0

Meine Tickets mit hoher Priorität

1

Nicht zugeordnete Tickets

288

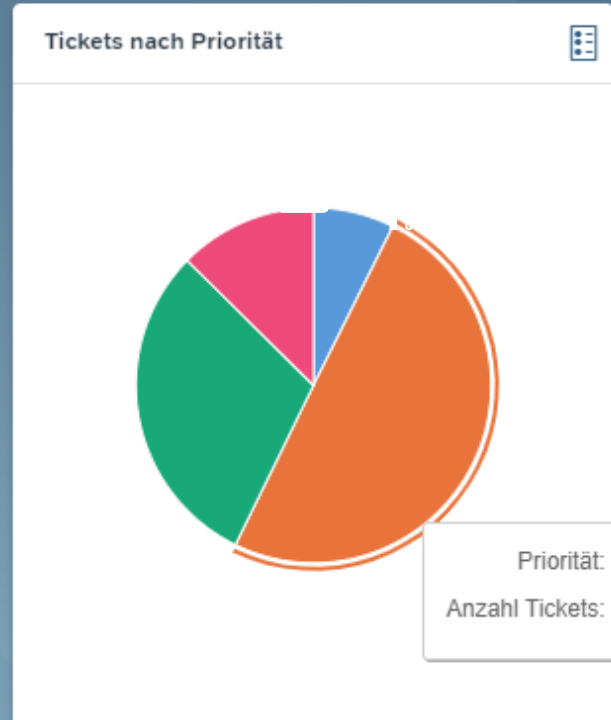
Meine Leads
Vertriebs-Leads

1

Generierte Opportunitys

4229

Generierte Opportu...



- Tickets**
- Erforder
 - Erledigt
 - In Bearb

Weitere Informationen

Meine Aufgaben (22)

	Benutzerrollen anlegen Marketing	702 Tage überfällig
	Messeaufbau organisieren	702 Tage überfällig
	Technische Rückfrage	540 Tage überfällig
	Produktanfrage	520 Tage überfällig

Pipeline
USD

50_k

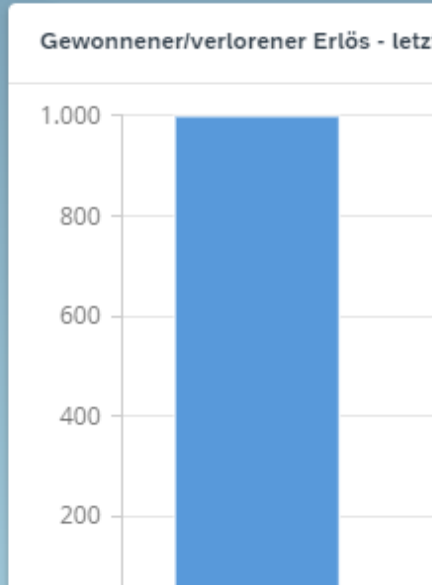
Nächste 3 Monate

Abschlussrate
Geschäfte

1

Laufendes Quartal

0%





Queue meines Teams

757

ERLEDIGT

1

ERFORDERT ARBEITEN

3

An mich eskalierte Tickets

0

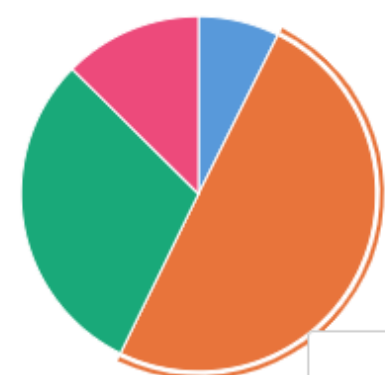
Meine Tickets mit hoher Priorität

1

Nicht zugeordnete Tickets

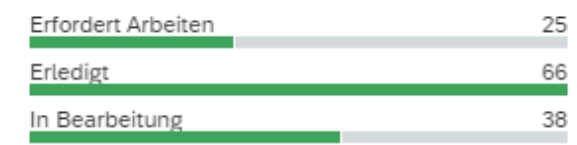
288

Tickets nach Priorität



Priorität: **Niedrig**
Anzahl Tickets: 392

Tickets nach Status



ART (Avg. Response Time) min

56,42
Average Response ...

Generierte Opportunities

4229

Generierte Opportu...

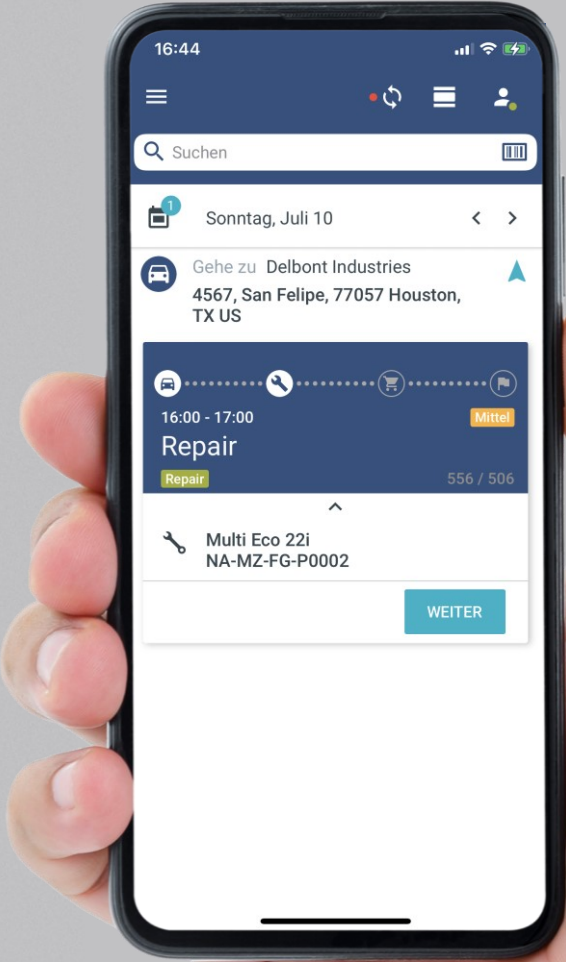
Pipeline USD

Abschlussrate Geschäfte

Gewonnener/verlorener Erlös - letzte 12 ...

Vertriebsmitarbeiter nach gewonnenem E...

legen Marketing



58490.03

69501.14

60502.14

01723.03

58490.58 01723.03

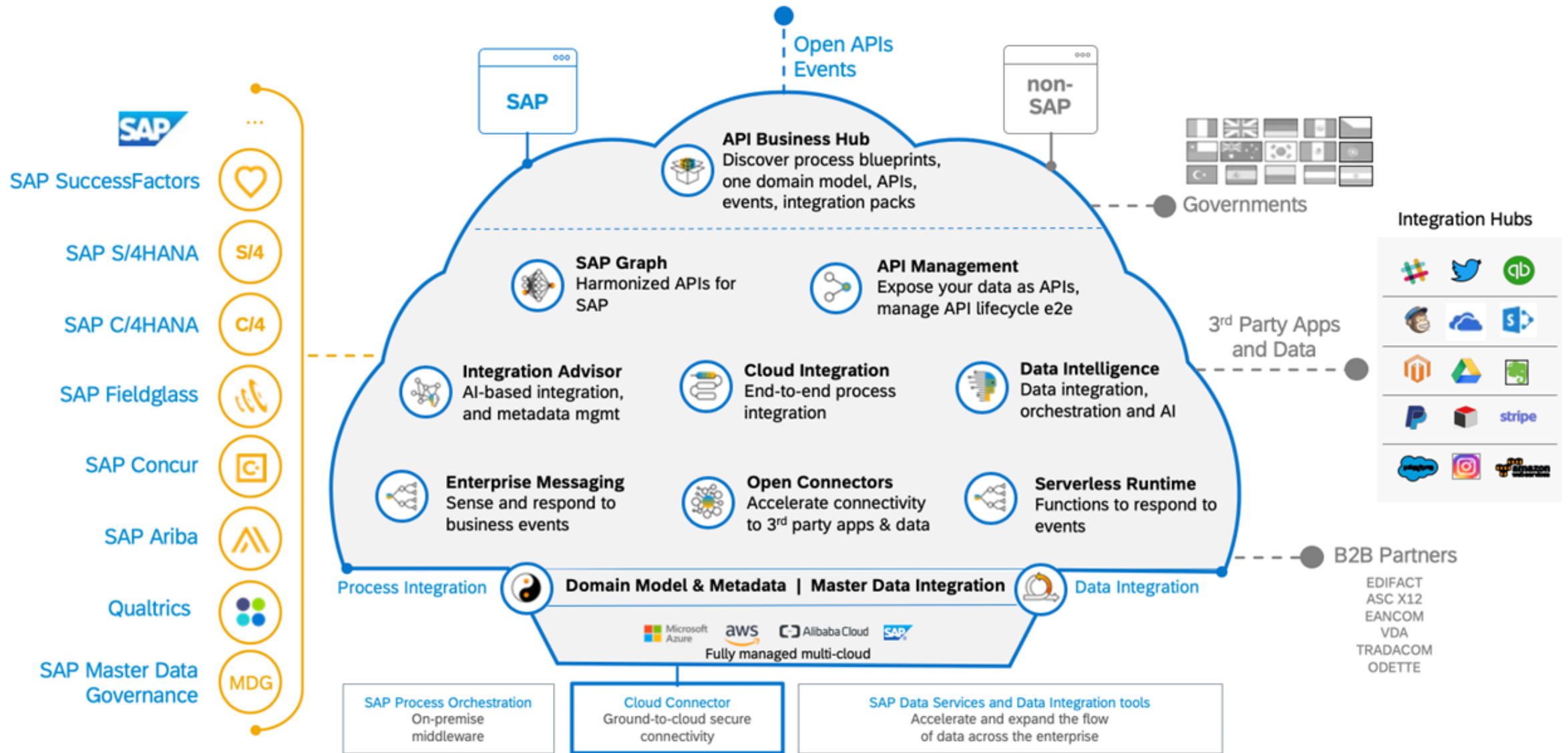
69501.14

36278.92

92034.01
14056.92

END-TO-END CUSTOMER SERVICE TO FIELD SERVICE







MULTICLOUD

deployment offering

SAP | hyperscale IaaS |
Private cloud



OUT-OF-BOX

Integrations

1300+ prepackaged
integrations





SAP API Business Hub

Explore

Resources

Discover Integrations

Partner with Us

SAP API Business Hub

Accelerate your integrations, extensions, and innovations

Search by product, package, or category



Discover

Products, Processes, and Partners.






Explore

Integrations, APIs, and Accelerators.






Consume




Visualize and consume integrations and workflows.

 Integration Package  

SAP Service Cloud Integration with SAP Field Service Management




Integration of Service ticket process between SAP Service Cloud and SAP Field Service Management


  +1  22

 Integration Package  

SAP Commerce Cloud Integration with SAP Field Service Management

The SAP Commerce Cloud Integration with SAP Field Service Management package enables integration of Service Scenarios between SAP Commerce front office and SAP Field Service management....


  +1  10



SAP Commerce Cloud Integration for Retail

Comm

Integrat
Cloud In



**OUT-OF-THE-BOX
INTEGRATION**

OUT-OF-THE-BOX INTEGRATION



Integration Flow

Replicate Service Ticket to SAP Field Service Management

Replicate Service Request Ticket from SAP
Service Cloud to SAP Field Service
Management.

Version 1.5.2



Integration Flow

Confirm Checklist Template Replication to SAP Field Service Management

This integration flow confirms to SAP Field
Service Management that Checklist
Template has been replicated/updated to
SAP Service Cloud.

Version 1.0.1



Integration Flow

Replicate Product to SAP Field Service Management

This integration flow replicates Product
from SAP Service Cloud to create Item in SAP
Field Service Management.

Version 1.2.8



Integration Flow

Replicate Employee to SAP Field Service Management



Integration Flow

Replicate Material Stock to SAP Field Service Management



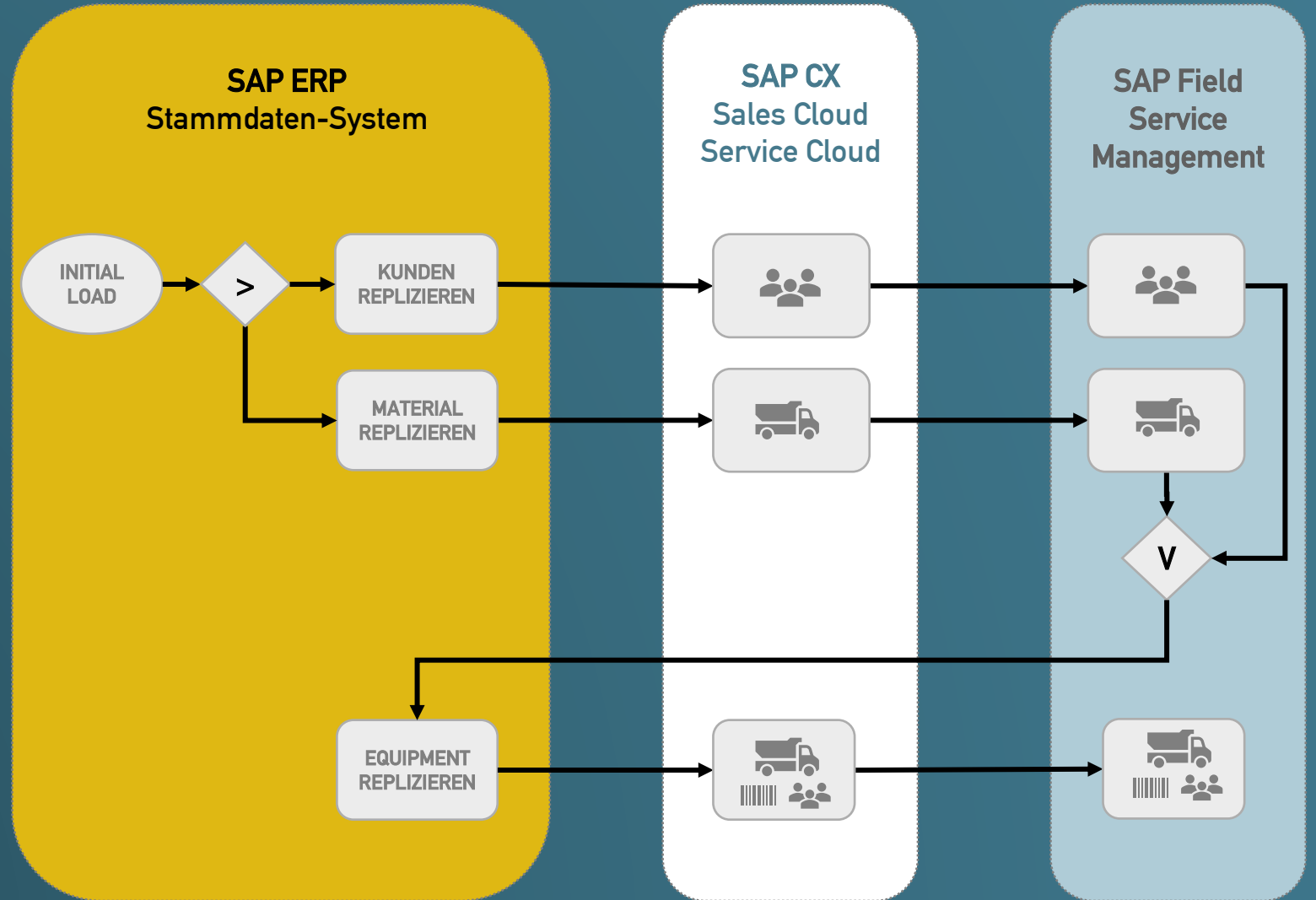
Integration Flow

Confirm Attachment Replication to SAP Field Service Management

END-TO-END CUSTOMER SERVICE TO FIELD SERVICE



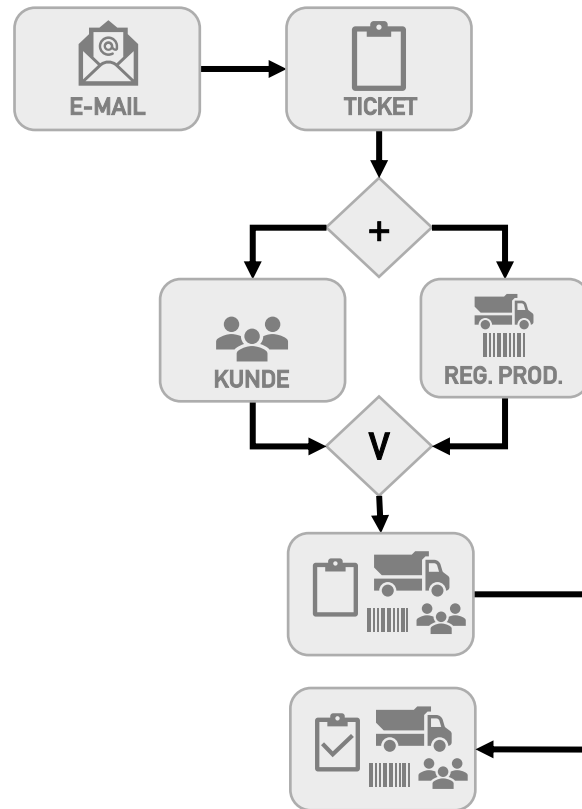
INITIAL LOAD STAMMDATEN



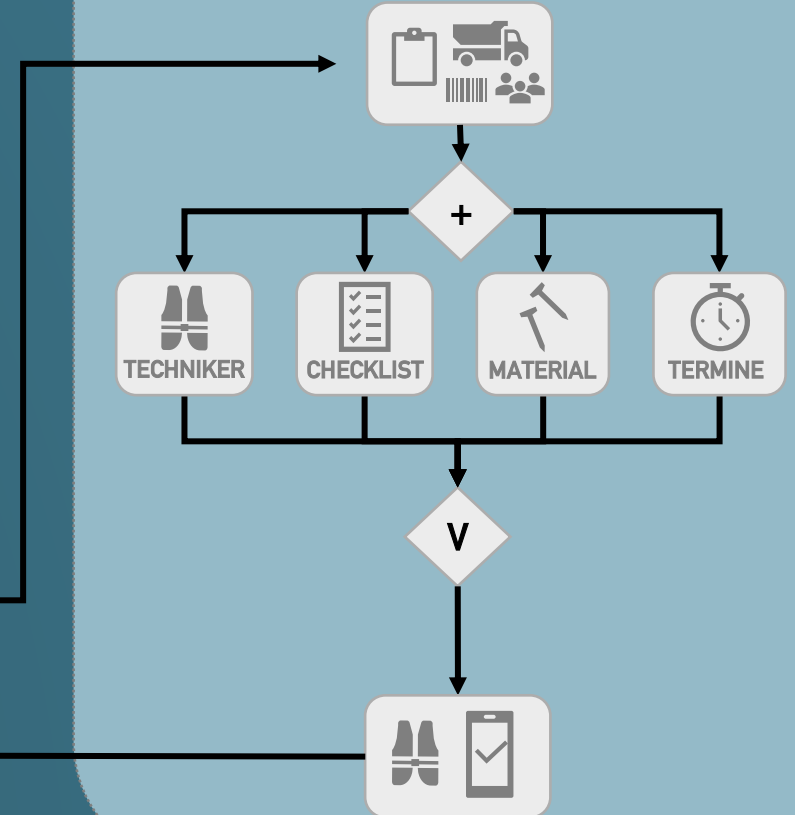
SERVICE TICKETING

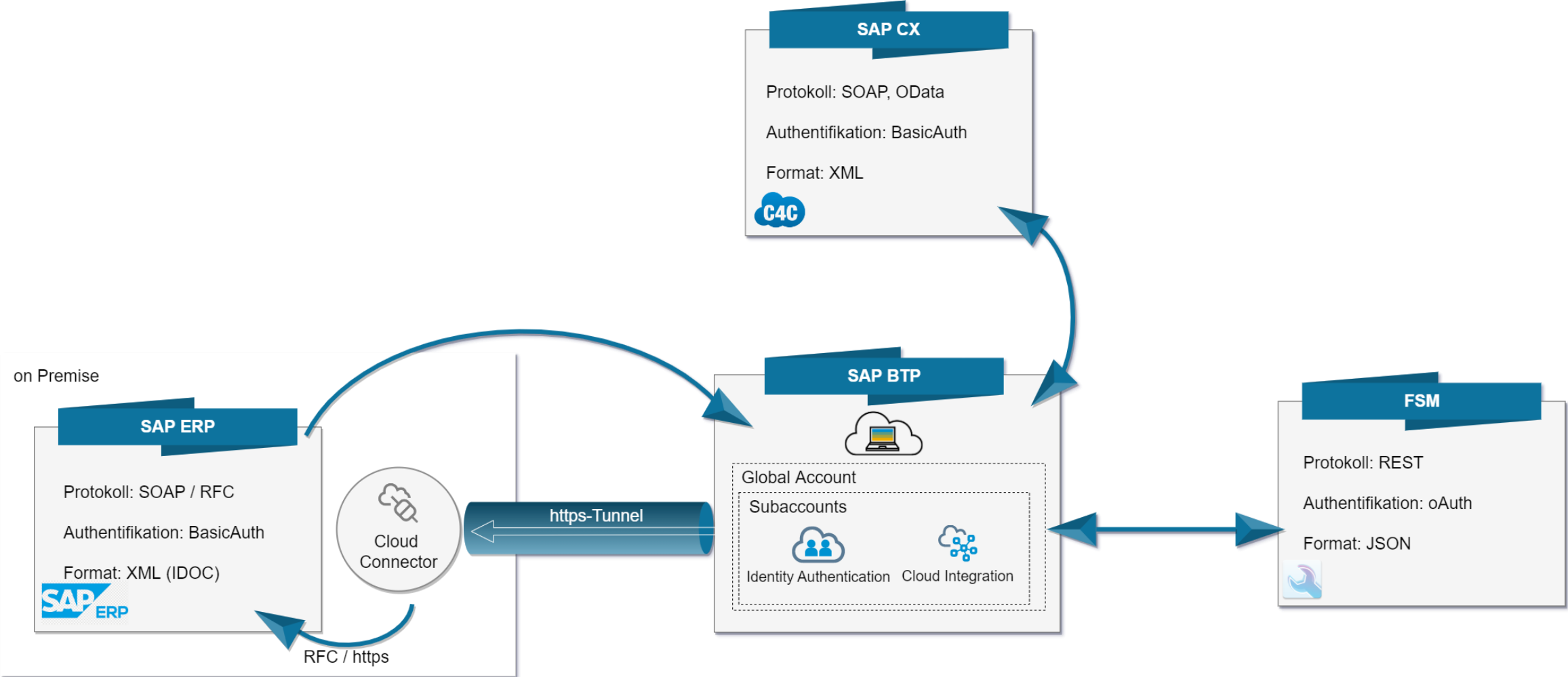


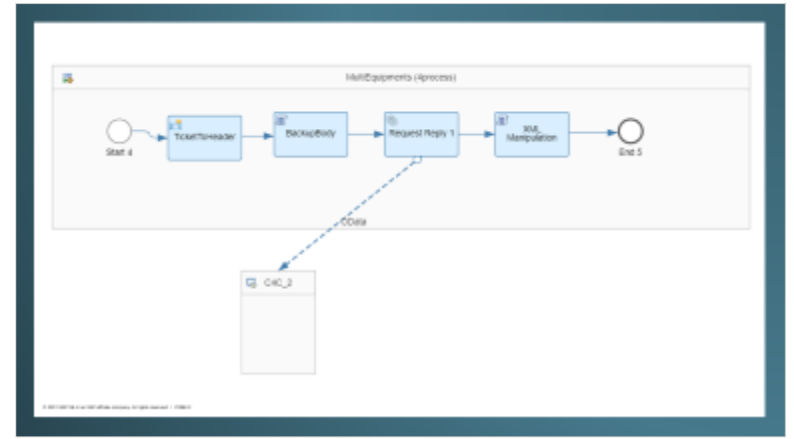
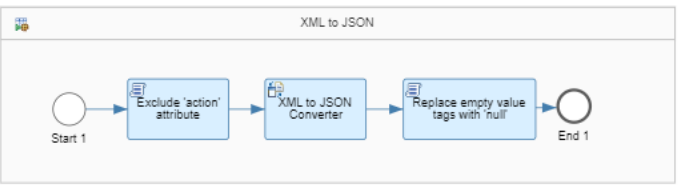
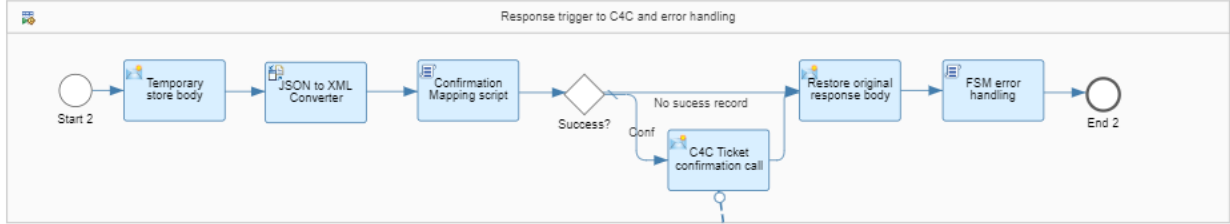
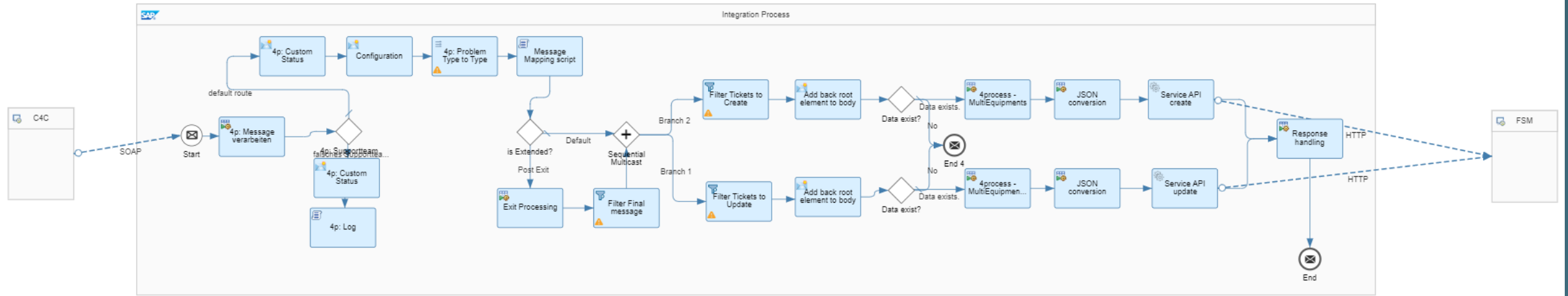
SAP CX Service Cloud

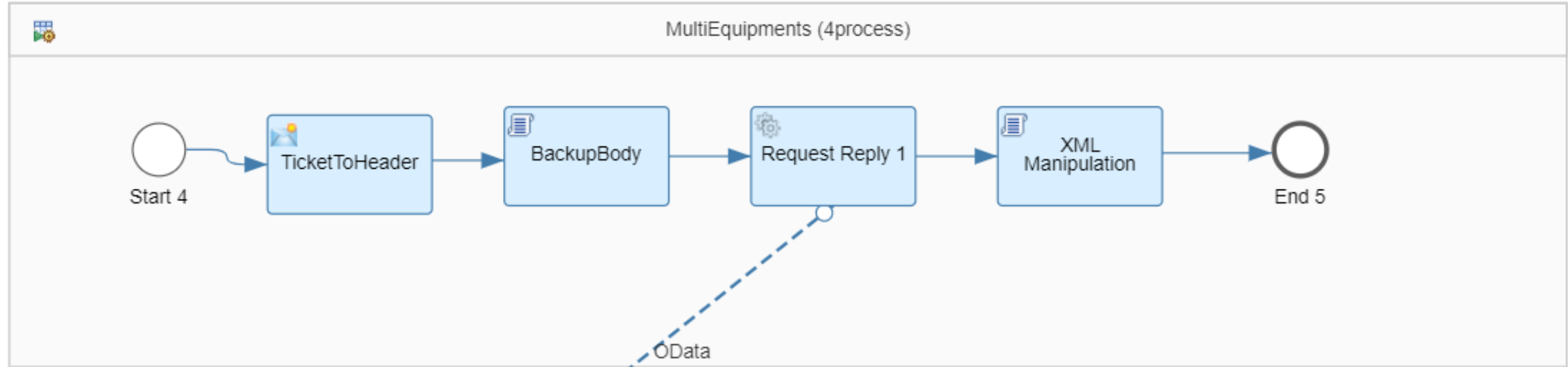


SAP Field Service Management



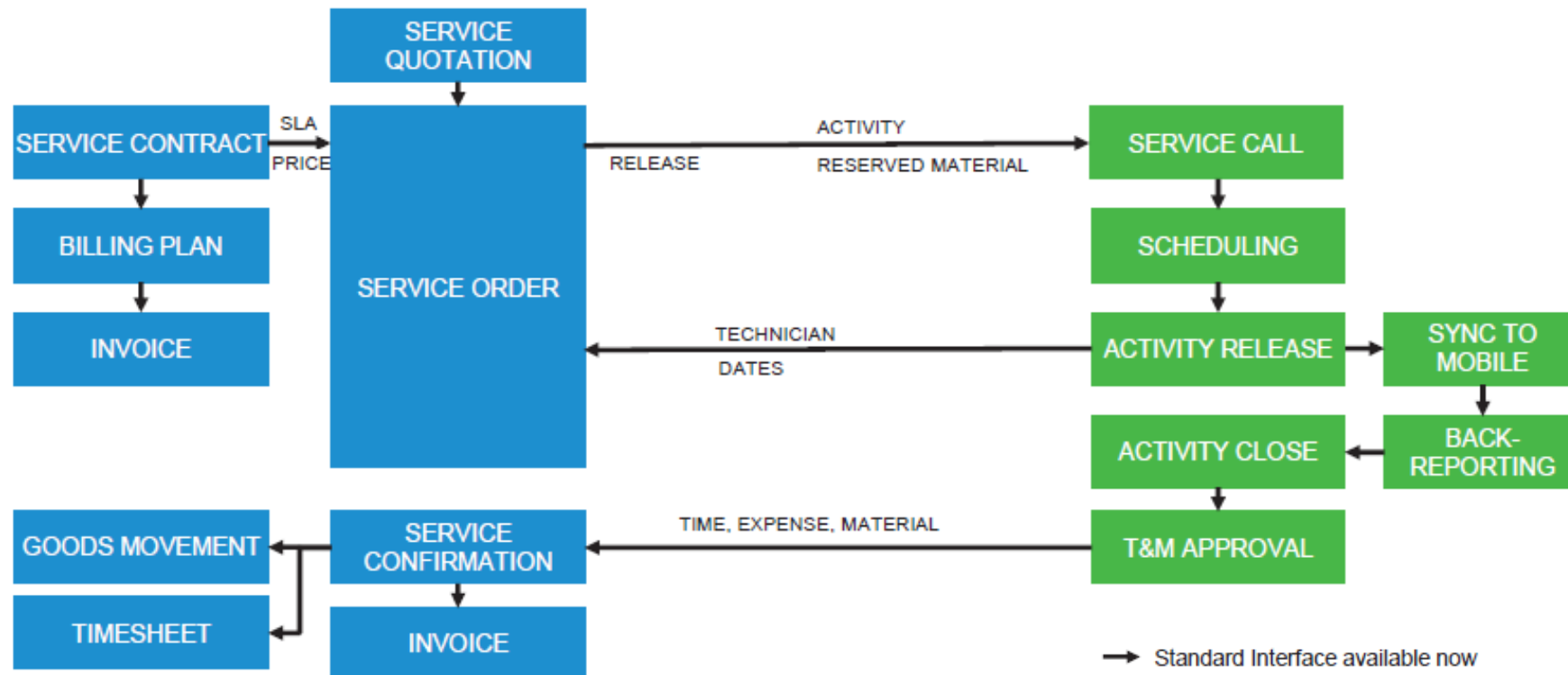




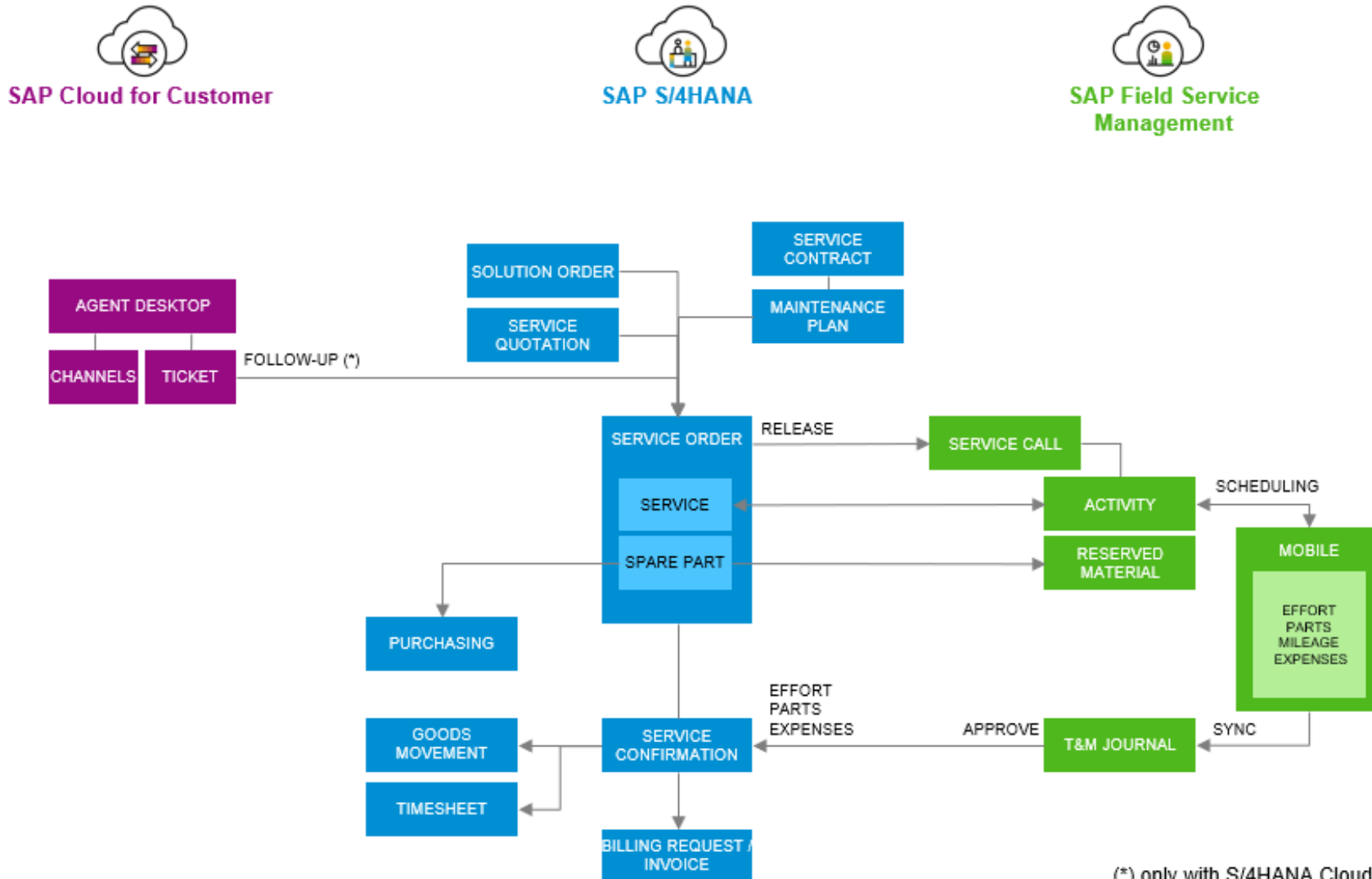


SAP S/4HANA

SAP S/4HANA SERVICE & SAP FSM



CUSTOMER SERVICE TO FIELD SERVICE WITH S/4HANA SERVICE



(*) only with S/4HANA Cloud

**SAP
Field Service
Management**

SAP ECC
CS, PM or PS

SAP S/4HANA
PM, PS or CS
(compatibility mode)

SAP
S/4HANA
Service (Cloud)

SAP S/4HANA
Service
(on premise)

SAP
CX Service
Cloud

SAP
CRM 7.0

SAP
Business
One

based on FSM Cloud Connector

included in SAP FSM License price
provided by SAP Partner Proaxia

based on SAP Integration Suite (formerly known as CPI)

SAP Integration Suite license is required
Enterprise Messaging Service (EMS) is required for SAP S/4HANA Service
(Cloud) integration

based on SAP
B1 Cloud
Connector

included in SAP
FSM license price

FAZIT

- Vielzahl vordefinierter Integrationsszenarien → klare Integrationsstrategie für Stamm- und Bewegungsdaten zu definieren
- Integration in die Systemlandschaft benötigt klare Systemstrategie
- SAP FSM ist ein gekauftes Produkt, dadurch noch nicht automatisch perfekt in SAP-Welt eingebunden
- Eigene Filterung bei Übergabe zwischen Systemen notwendig, um Daten richtig zu routen





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Vielen Dank!

