SAP for Telecommunications

Your network infrastructure could be your most prized and costly asset, and you need to guarantee problem-free operation around the clock. That means equipping field engineers with the tools and information they need to deal with any faults that arise, quickly and cost-effectively. The mobile workforce management capabilities of SAP® for Telecommunications allow you to deliver highly specific instructions and support to your maintenance and repair specialists. These capabilities also improve the speed and quality of feedback to back-end systems, boosting transparency and responsiveness throughout your organization.

MOBILE WORKFORCE MANAGEMENT

LACK OF AUTOMATION LEADS TO LACK OF COMMUNICATION

The sophistication and complexity of your network infrastructure have made maintenance and asset management cumbersome – and costly. Technicians in the field often lack precise instructions, relevant resources, and background details, as well as the equipment required to provide a remedy at the first attempt. At a time when advanced mobile technology is all the rage, even telecom enterprises continue to rely on outmoded, ineffective, or slow communications tools, such as the cell phone, fax, or simply paper.

As a result, members of the maintenance staff are often out of reach or out of touch – and, therefore, unproductive. What's more, without automated mechanisms for sending orders to and receiving feedback from mobile engineers, the manual processes for reporting, scheduling, and costing are inefficient and expensive. And because data from the field is often paper-based, processing is error prone and time-consuming, with fraud a very real possibility. Moreover, your decision makers are hampered by a severe lack of transparency on work status, materials, costs, personnel availability, and long-term trends and patterns.

INFORMATION AND SUPPORT IN THE FIELD

Mobile workforce management, part of the comprehensive network life-cycle management capabilities of the SAP® for Telecommunications portfolio, solves these problems in a single step. When field engineers connect to the system – via their cell

phones, PDAs, or laptops – they automatically receive comprehensive on-screen instructions about the work they have to perform. Their view can be personalized with built-in filters, so they see only what they need or want to see, depending on the device they are using and the information they require. Jobs can be assigned quickly and simply to specialists according to their location and skills.

Field engineers receive details of the task, the type of equipment involved, the exact location, and even a history of previous work performed. They get an overview of the materials and tools needed for a job, and can check whether they are in-vehicle or on-site stock – with point-and-click simplicity. When they arrive at the site, an on-screen guide helps them find the equipment quickly and easily. Before starting the job, they can access up-to-the-minute data from your back-end systems. And if they run into unforeseen problems during the job, they can consult your solution database for further advice.

When a job is finished, the field engineers can confirm completion, adding times, materials, comments, and technical data – via a cell phone, PDA, or laptop. If necessary, they can create and send new orders to ensure that any additional or long-term issues identified on-site can be resolved immediately. At each step in the process, the engineer in the field has immediate access to the information needed to get the job done. And at the completion of the job, all relevant data is recorded and entered only once.

The mobile device operates offline, keeping communication costs to a minimum. Synchronization with your back-end systems occurs in accordance with your needs – at defined intervals or in response to a specific instruction by a user. Because data flows smoothly from your people in the field to the corporate environment, your company has up-to-date information about the status of maintenance work. Furthermore, sophisticated reporting and analysis functions enable your planners and decision makers to track productivity, inventories, and costs; to monitor and analyze trends; and to be aware of important events when they occur.

EXTEND THE REACH OF YOUR IT ENVIRONMENT

Mobile workforce management extends the power of enterprise computing to your employees in the field. Because technicians are better prepared and better informed, they can get more jobs done, and done well. Through better planning, travel time and idle time can be minimized. In other words, you can boost productivity, reduce costs, and improve responsiveness. In addition, field personnel can access a variety of resources, and rapidly upload accurate and up-to-date information to back-end systems.

This enables times, materials, resource use, and work progress to be monitored closely, analyzed thoroughly, and reviewed regularly. Opportunities for fraud are curtailed and administrative overhead is reduced. Planners and decision makers now have the information they need to do their jobs. And because field employees connect only when they require specific information, mobile workforce management is an inexpensive way to increase precision and efficiency.

IMPROVE SPEED, QUALITY, AND COST-EFFECTIVENESS OF NETWORK MAINTENANCE

Mobile workforce management ensures that your network maintenance processes are efficient, cost-effective, and automated. It enables you to get the most out of your technicians in the field, so you can deliver the quality of service your customers demand, while trimming expenses and gaining new levels of transparency.

For more information about improving the effectiveness of your most costly assets – your network and the personnel who maintain it – check out **www.sap.com/telecommunications**

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