

ASS_MBS

Mobile Business Solutions
“Your business closer to the customer”



Situation and challenge

Surely you remember them, the service technicians who, armed with their bags and assignment pads, came into your home to repair your washing machine or television. If you were lucky they had replacement parts on them, otherwise they had to order them first and make another appointment. Or, they took the entire device with them. The customer received a handwritten order form on flimsy paper as proof. Many companies with mobile service still operate by this system. At other, more advanced companies, instead of assignment pads the service technicians use notebooks or PDAs in which customer data and fault reports from the service center are stored. The entering of possible replacement parts and repair times is then carried out on-site at the customer's place. The invoicing data is then available at the company headquarters directly after the order has been completed. These companies are much more efficient with the planning and execution of their service orders and prove to their customers that not only are their products innovative, but the way they handle and carry out their business processes are as well. Mobile business solutions lend a competitive edge.

Potential weaknesses and their advantages:

The following points are named again and again by companies with mobile service who are not yet using mobile business solutions:

- Operational business not transparent
- No data base that would make it possible to evaluate the service business
 - E.g.: have our flat rates been correctly calculated?
- High error rate
- Coordination problems
- Inexplicable material loss
- Organizational controls cannot be implemented, or only with difficulty
- Many solutions, partly self-developed and nonintegrated, for handling and carrying out mobile business processes lead to inefficient business processes and result in high costs.
- These solutions are not tied to the ERP system, or only partly so, which leads to increased effort for in-office staff, the human resource department, and other departments which are tied to the service.
- The already-existing ERP system doesn't fulfill the demands of the service
- Long wait times between the completion of the order and invoicing
- Higher search effort since old information cannot be accessed, or only with difficulty.
- Handwritten service reports are illegible or have been filled out incorrectly, which leads to long clarification times and much effort.
- Filing shelves with folders and paper records takes up time and space
- With an increasing number of service technicians, simple questions such as “where are my technicians at the moment?” lead to very time-consuming tasks

With ASS_Mobile, you can turn these weaknesses into potential advantages.

ASS_Mobile:

With ASS_Mobile Service, in cooperation with businesses utilizing mobile service, a highly innovative, practice-oriented and highly scalable mobile service management solution has been created on the most up-to-date IT architecture. It fulfills the following goals:

One times one is one!

- **One** mobile service management solution which can fulfill all the usual demands of a service organization
- Open architecture for the **one-time** connection of existing software systems (e.g. ERP systems)
- The complete SAP ERP integration is available **once**
- All relevant service data is collected **only one** time and is digitally and automatically conveyed to the following business processes
- **One** multilingual and web-based solution for all the service units of a business, nationally and internationally
- **One** database for reporting



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Main features of ASS_Mobile Service:

- Web-based mobile service management solution
- All service units can use one installation
- Can be used with MS Internet Explorer or Mozilla Firefox internet browsers
- Support from two mobile device platforms, also in mix (PDA or PC)
- Integration HUB for the integration of existing software systems (e.g. ERP systems) and customer products (preventative maintenance)
- Business warehouse for reporting
- Online and/or offline scenarios
- Supports a decentralized and/or centralized service organization model



Main functions of ASS_Mobile Service:

- Interactive and graphic planning table for dispatching
- Assignment management
- Material logistics
- Service contracts
- Sales promotions
- Time management and work center calendar
- Travel expenses
- Management reporting
- Skill management
- Error code management
- Equipment management
- Equipment / customer history

Support functions of ASS_Mobile Service:

In addition to the main functions, additional support functions are included in the delivery of ASS_Mobile Service:

- Fleet management / vehicle logs
- Text module management
- Property management
- Electronic signature of customer and service technician
- Connection of navigation software on PDA to ASS_Mobile Service
- Multiple technicians per assignment
- International and multilingual
- Feedback assistant
- Personnel requisition
- Electronic form and reporting systems
- Automatic monitoring of assignments
- Standing data management with and without ERP integration
- Role and profile based authorization management up to object level
- View management (system and user views)
- Localization and routing



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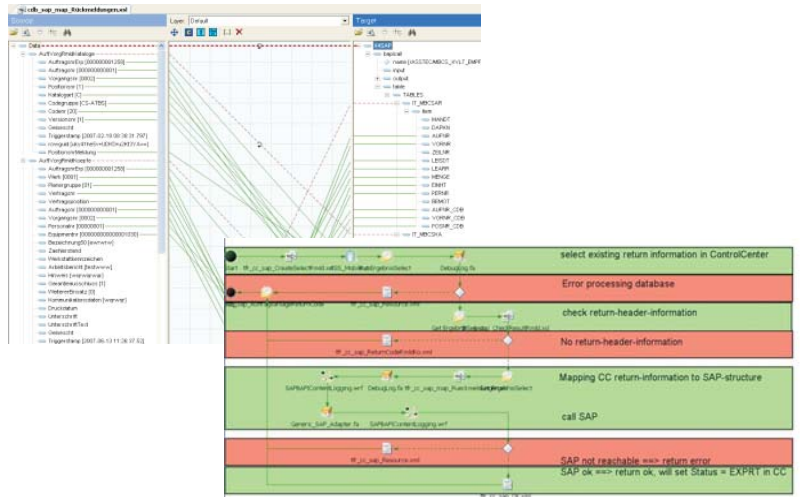
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SAP integration from ASS_Mobile Service:

On request, the complete SAP ERP integration is included in delivery:

- Service assignment and notification (bi-directional)
- Internal order
- Order completion confirmation
 - Services
 - Material use
 - Error codes
 - Invoice recipient
 - Times absent
 - Time management
- Expense accounts / travel management
- Ordering of material
- Material movement / stock transfer
- Material returns
- Document management
- Standing data
 - Material
 - Parts list
 - Debtor and contact person
 - Service contract
 - Equipment
 - Equipment / debtor history
- Failure catalogue and procedures



Main focuses of our service offer are:

- Execution of process harmonization and definition of standards
- Creation of a neutral specification sheet and monitoring of requests for bids
- Process and SAP consultation in all relevant fields
- Complete implementation of ASS_Mobile Service with a scalable project method for large and international as well as smaller projects from one source
- Adaptation of ASS_Mobile Service to your specific requirements and wishes
- Complete SAP integration
- Integration of your heterogeneous system landscape over an integration HUB X4/PI for the unification of all interfaces in XML and centralized monitoring as well as WEB services
- Delivery of software and hardware
- Helpdesk for ASS_Mobile Service can be expanded to SAP helpdesk
- Out-tasking and outsourcing of your ASS_Mobile Service system operation, in addition to your SAP system operation

Our References:



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