Agenda

1. The challenge: Service level key figures
2. The solution: SCM Consulting Solution service level monitor
3. Details on service level monitor
The challenge: Service level key figures

Following problems can occur in the determination and analysis of key figures in service levels

- Precise key figures in service levels are very important KPIs for business control
- There is no standard application which can analyze the key figures
- The evaluation of key figures is complex and complicated
- A navigation to document level is not possible
Agenda

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The solution: SCM Consulting Solution service level monitor

Questions and Answer to the monitor of deliveries

Which prerequisites must are required?
- SAP ERP sales and distribution and/or material management must be used

Which advantages offers the monitor?
- Reporting of the most important key figures in service levels which are integrated in the SAP ERP System based on sales orders in SD and stock transfer orders in MM
- Development of your service level on customer or material level is visible immediately by the month
- You can navigate to document level to analyze your service level

Is the monitor a modification?
- No. It is an Add-on, no modification

Has the used system to be customized before the assignment?
- No, customizing is not necessary

How time-consuming is the adoption?
- The solution will be installed and ready to use within one day

What’s the whole amount of costs for SAP’s monitor of deliveries?
- Please send an inquiry to Marc Hoppe or Ferenc Gulyássy
The solution: SCM Consulting Solution service level monitor - Goals

- Determination of key figures regarding delivery status, ability to deliver, delivery reliability, and backlog based on sales documents (external), reservations, purchase orders, and stock transfers (internal) over time
- Display at level of items, orders, customers, and materials, each based on quantity and value
- Graphical evaluations
- Comparison with service levels
Agenda

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Details on service level monitor

Several options can be selected on the selection screen
Details on service level monitor

Several options can be selected on the selection screen
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Several options can be selected on the selection screen.
Details on service level monitor

Evaluation

- Display of key figures for all orders, positions, customers and materials in every period and total
- Display of the key figures: delivery service, ability to deliver, delivery reliability, requested delivery time and actual delivery time

- The results are calculated as:
  - Percentage (per order, position, customer and material)
  - Quantitative (per order, position, customer and material)

- The results of the evaluation can be directly presented as SAP graphic.

<table>
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<th>Key figure</th>
<th>Level</th>
<th>01 2002</th>
<th>01 2003</th>
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<td>Ability to deliver</td>
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<tr>
<td>%</td>
<td>Orders</td>
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</tbody>
</table>
Details on service level monitor

Detailed report of distribution key figures per customer, material, order and position
Detailed display of all orders and deliveries
Colored visualization of optimal and critical parameters
Forward navigation to display sales order
Separate display of all schedule lines and deliveries per order
Details on service level monitor
Details on service level monitor

Easy filtering based on various options possible
Details on service level monitor

Easy filtering based on various options possible
Details on service level monitor
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Detailed information can be analysed in service level monitor
Do you need more details?

You would like to find out more about SCM CS? You would be interested in presentations with screenshots and more detailed information? In success stories of other customers?

For Service Level Monitor please visit:
- Presentations and Success Stories Service Level Monitor @ SAP Help Portal

Or visit the overall SCM CS Overview on the SAP Help Portal
Where can I get more information on SCM CS?

Go to SAP service marketplace and search for note 1493943
Visit the SCM CS Overview on the SAP Help Portal
Visit our webpage: www.sap.de/inventoryoptimization

Or ask for more information:

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