

**16**  
week project  
time

## Quick-to-Value Field Service Solution

# OPTIMIZE YOUR FIELD SERVICE AND MAXIMIZE REVENUE-GENERATING OPPORTUNITIES

### Scope & Deliverables

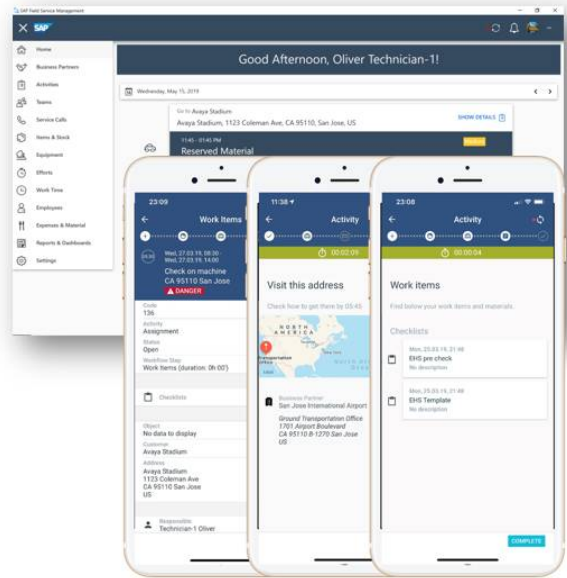
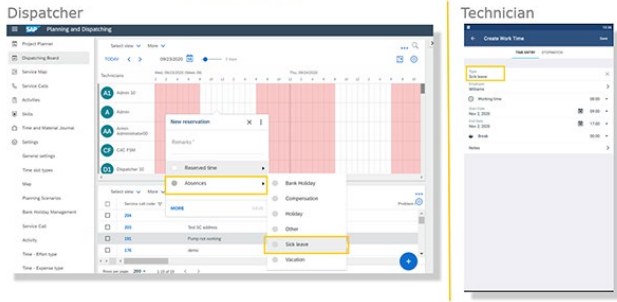
Rapid implementation approach for SAP Field Service Management with advisory services from NTT DATA Business Solutions

- 360-degree view of your customers and service staff within a single data hub
- Empower your technicians with mobile tools and access to information, both on- and offline
- Reduce manual paperwork with automated processes and mobile tools
- Accelerate your service execution with AI-supported scheduling and dispatching
- Optimize the use of resources, minimize unproductive time and eliminate repeat visits with field service automation
- Reduce time to repair and reduce downtime with efficient end-to-end processes
- Provide service technicians with the right information, such as tool and parts availability, safety instructions, and history of service
- Increase technician utilization rate with optimized scheduling and intelligent route planning
- Integrate front-office and back-office processes
- Enable effective collaboration

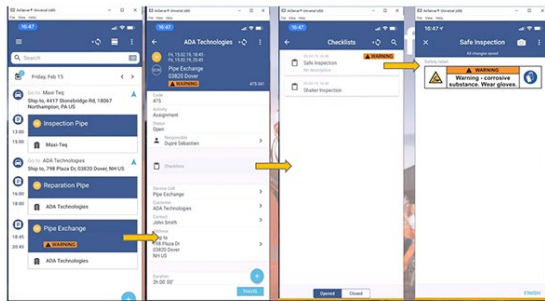
- Keep customers informed through a self-service portal, customers can view service history and requests, book a technician, upload images of broken equipment, receive notifications of technician's ETA, and much more
- Manage field service performance and monitor the KPIs with real-time analytics and reporting
- Upload reports into ERP software automatically
- Send customers invoices automatically from ERP software
- Fully and properly integrates with current SAP environment
- Reduce time from service call to invoice with an integrated solution
- Foster upselling and cross selling with mobile tools and access to information

### Benefits

- Captures all data for a full lifecycle Field Service Management in one solution for better, faster results
- Maximizes existing SAP technology investments
- Organizations find cost-savings, efficiencies
- Revenue-generating opportunities within operations department
- ROI and benefits felt across the organization
- Elimination of manual tracking, reporting, and invoicing
- Utilizes AI for best deployment strategy for work orders



FSM Mobile App: Safety instruction to technician



Why NTT DATA Business Solutions?

- **Experienced:** 30+ years of SAP experience
- **Affordable:** Fixed price offering through packaged approach and low impact on your internal resources
- **Fast:** Short project runtime of 16 weeks
- **Flexible scope of services:** Choose your baseline package and add options according to your specific needs
- **Predictable:** Proven runtime experience
- **Non-disruptive:** Experience SAP Field Service Management within your familiar environment
- **Manageable:** Low end user training cost

Package Details

**Scope**  
Implement Field Service Management Solution that integrates properly with SAP ECC or S/4HANA

**Project Timeline**  
Minimum of 16 weeks

\*SAP License is not included

Related Blog

The Quick-to-Value Field Service Solution by NTT DATA Business Solutions will leverage a rapid implementation approach for SAP Field Service Management solutions to positively transform your operations and processes and create your ideal field service management practice. [Learn more here.](#)

Contact us today to learn more about our solution:

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- » <http://www.nttdata-solutions.com/>