SAP Solution Brief
SAP ERP

SAP Multiresource Scheduling

Optimize Resource Scheduling to Increase Profitability and Customer Satisfaction

Quick Facts

Summary

The SAP® Multiresource Scheduling application helps services providers optimize resource management, ease asset-intensive maintenance, and improve customer service. Whether identifying human resources or allocating materials and tools for assignments, you can now schedule the right people and equipment for the right place, time, and purpose. Integration with SAP mobile apps enables exchange of real-time scheduling data for effective field communications and time management.

Business Challenges

- Reach new levels of maintenance and service excellence
- Optimize resource utilization and manage service needs
- Gain real-time insight into resources at any location and time
- Fulfill customer expectations and increase satisfaction
- Allow collaboration across different organizations

Key Features

- **Scheduling and dispatching** – Use an intuitive graphical planning board to meet service demand
- **Optimization of schedules** – Match demand with the right resources using key criteria
- **Information on the go** – Exchange information between planners and engineers via mobile devices
- **Analysis and decision support** – Use analytical functions to interpret historical data and make forecasts

Business Benefits

- **Boost profitability** by streamlining resource planning and optimizing resource utilization
- **Increase responsiveness** by flexibly adjusting schedules in response to changing demands
- **Gain planning transparency** through dashboards that provide a complete, real-time, up-to-date planning overview
- **Accelerate delivery of service** using mobile applications for immediate communication with field workforces
- **Increase productivity** by reducing downtime
- **Take customer satisfaction to the next level** by providing high-quality work performed by qualified personnel at times convenient for customers

For More Information

Contact your SAP sales representative, or visit www.sap.com/customdev.

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To stay ahead of the competition, service companies must grow their margins while simultaneously boosting quality and customer satisfaction. Even internal services face these pressures today. Customer relationship management (CRM), enterprise resource planning (ERP), and asset management applications are fundamental to realizing these goals – but for most organizations, they are not enough. To succeed in the service industry, you must optimize workforce management and customer experiences.

This requires having a unified view of all resources (your supply) and all service requests (your demand). You have to know who has the right skills and certifications to complete a job, be able to identify other scheduled jobs in the area that could be completed by the same person, and make sure workers have the right parts and equipment on hand to complete each job.

The SAP® Multiresource Scheduling application, combined with SAP mobile apps, can help you optimize resource management. The software can ease asset-intensive maintenance and boost customer service. Whether you need to assign human resources or allocate materials and tools for short- or long-term jobs, you can put the right people and equipment in the right place at the right time for the right purpose. Integration with SAP mobile apps allows you to receive real-time scheduling data as well as exchange information with workers in the field.

Maximize value by integrating with back-end software such as the SAP ERP application, the SAP Customer Relationship Management application, and the SAP Enterprise Asset Management solution. Integrate with mobile solutions to give users complete, accurate data at the point of performance. These integrations allow you to support your business processes from end to end for superior transparency and efficiency. For example, if an order comes in for a manufacturer's service representative to make a repair, a scheduler can use SAP Multiresource Scheduling and its integration with the SAP ERP Human Capital Management solution to allocate a service team member with the right qualifications and skills for an appointment at a time convenient for the customer. If a spare part is required to complete that service visit, the software performs a material availability check before confirming the service visit.

MAINTAIN VALUABLE ASSETS TO INCREASE PRODUCTION TIME

Organizations that offer industrial plant maintenance services must provide specialized asset operation services and ensure qualified technicians are available. SAP Multiresource Scheduling supports an optimized maintenance strategy so workers perform maintenance activities on time and at reduced cost. They have the tools and insights to perform maintenance effectively, resulting in reduced mean time between equipment breakdowns, fewer planned downtimes, increased production uptime, and higher on-time delivery rates.

The application provides an overview of job orders and maintenance projects, allowing planners to visualize service requirements for both routine and emergency repair assignments. Using the intuitive user interface, they can see the availability of maintenance engineers, mechanics, technicians, and even contractors. They can then make realistic assignments based on job priority, compatibility, and availability of resources. Work can be scheduled by individual resource or based on dispatching at the work center level.

PROVIDE EXCELLENT SERVICE IN THE FIELD

For service organizations that directly serve customers, SAP Multiresource Scheduling can be a game changer that helps maximize customer satisfaction while minimizing costs. You can identify and schedule the best-qualified technicians for each job and deploy them when promised. With the right personnel and the correct equipment available at the right time, you increase the likelihood of completing tasks in a single visit, which results in a more satisfying customer experience and reduces the need for follow-up services. Thanks to integration with geographical information and global positioning systems, the software provides logistics and mapping functions that reduce travel time between field locations. This helps save fuel and ultimately reduces the cost to serve. You can increase resource utilization and decrease the time from customer call to issue resolution.

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Should an emergency, weather event, or natural disaster occur at a time that will affect service commitments, you can use the optimizer tool to move all impacted service requests to another date. You can use SAP Multiresource Scheduling to schedule contractors to fill in resource gaps or help out during emergencies, as well as collaborate with them using their mobile devices.

RUN PROJECTS USING THE MOST QUALIFIED PERSONNEL

Professional service providers can use SAP Multiresource Scheduling to match demand to their available supply of consultants. Planners get an overview of client requests, available resources, and open projects, enhancing transparency for more-informed decisions. With data aggregated from multiple sources, planners can identify the best-qualified personnel, assign the right candidates to projects, and optimally meet service demand.

The software streamlines the staffing process and brings transparency to the fulfillment process. Leveraging offline Adobe request forms, broadcasting, and escalation functions, your team can staff positions as quickly as possible. Using browser-based Gantt charts, schedulers can visualize schedules and resources, click on work orders and drag them into time slots, and instantly see the impact on the overall plan. Resources – both individuals and teams – can be assigned to work in geographical service areas that you define.

GO MOBILE FOR IMPROVED EFFICIENCY AND RESPONSIVENESS

Enable real-time communications with remote workers by extending SAP Multiresource Scheduling to their mobile devices using the SAP Work Manager mobile app or the SAP CRM Service Manager mobile app. Field service technicians simply use the relevant app to receive service requests and access pertinent information while on the go. By wirelessly dispatching as soon as work is assigned, companies can shorten response times and reduce communication overhead. Technicians can use mobile apps to provide up-to-the-minute work status updates to schedulers – such as "received," "called back," "en route," "in progress," or "completed" – with no need to wait until they get back to the office.

These real-time updates from the field give schedulers the full visibility into field status needed to adjust schedules as things change. For example, if a job takes longer than anticipated, schedulers can reassign another technician to cover the next job, or contact the customer and reschedule before any interruption occurs for the customer. In either case, customer satisfaction remains high while you maximize efficiency and productivity.

ANALYZE YOUR SCHEDULING AND STAFFING PROCESS

In addition to providing built-in reporting functions, SAP Multiresource Scheduling leverages analytics solutions from SAP to help you continuously improve resource management processes and prepare for future demand. For example, by integrating SAP BusinessObjects™ business intelligence solutions, you get cockpits to visualize historical data and generate demand forecasts based on data from SAP Multiresource Scheduling. Using a set of predefined key performance indicators – such as staff utilization and capacity, request processing time, and revenue generation – you can track the performance of your resource management organization, its profitability, and its overall impact on the business. For example, analytics software can help you anticipate how long it will take planners and schedulers to move from receiving a request for a resource to assigning a resource and track how they are performing against specific service-level agreements.

The software provides dashboards that help you pinpoint where resource demand originates. If planners understand that certain types of consultants tend to be in higher demand in certain regions or times of the year, they can position resources to meet that demand. The dashboards also help you visualize and interpret data so you can pinpoint potential and missed revenue opportunities. Based on these insights, you can analyze why that demand was not satisfied and take steps to recoup that revenue in the future.

ACCELERATE YOUR PATH TO RETURN ON INVESTMENT

SAP offers rapid-deployment solutions for SAP products and solutions that can accelerate software implementation and help establish best practices more quickly. You can take advantage of the rapid deployment of SAP Multiresource Scheduling to realize a return on investment within a given time frame and meet profitability and efficiency targets sooner.

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KEY BENEFITS

With the SAP Multiresource Scheduling application, you can:

- Streamline the resource allocation process
- Gain full transparency into resources, equipment, and available skills
- Optimize communication with field personnel using mobile apps
- Increase the profitability of your service organization by boosting efficiency
- Optimize the use of resources so highly paid consultants and costly tools and materials are utilized at full capacity
- Increase adherence to service-level agreements and improve customer satisfaction

Find Out More

Learn more by contacting your SAP representative or visiting www.sap.com/customdev.

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