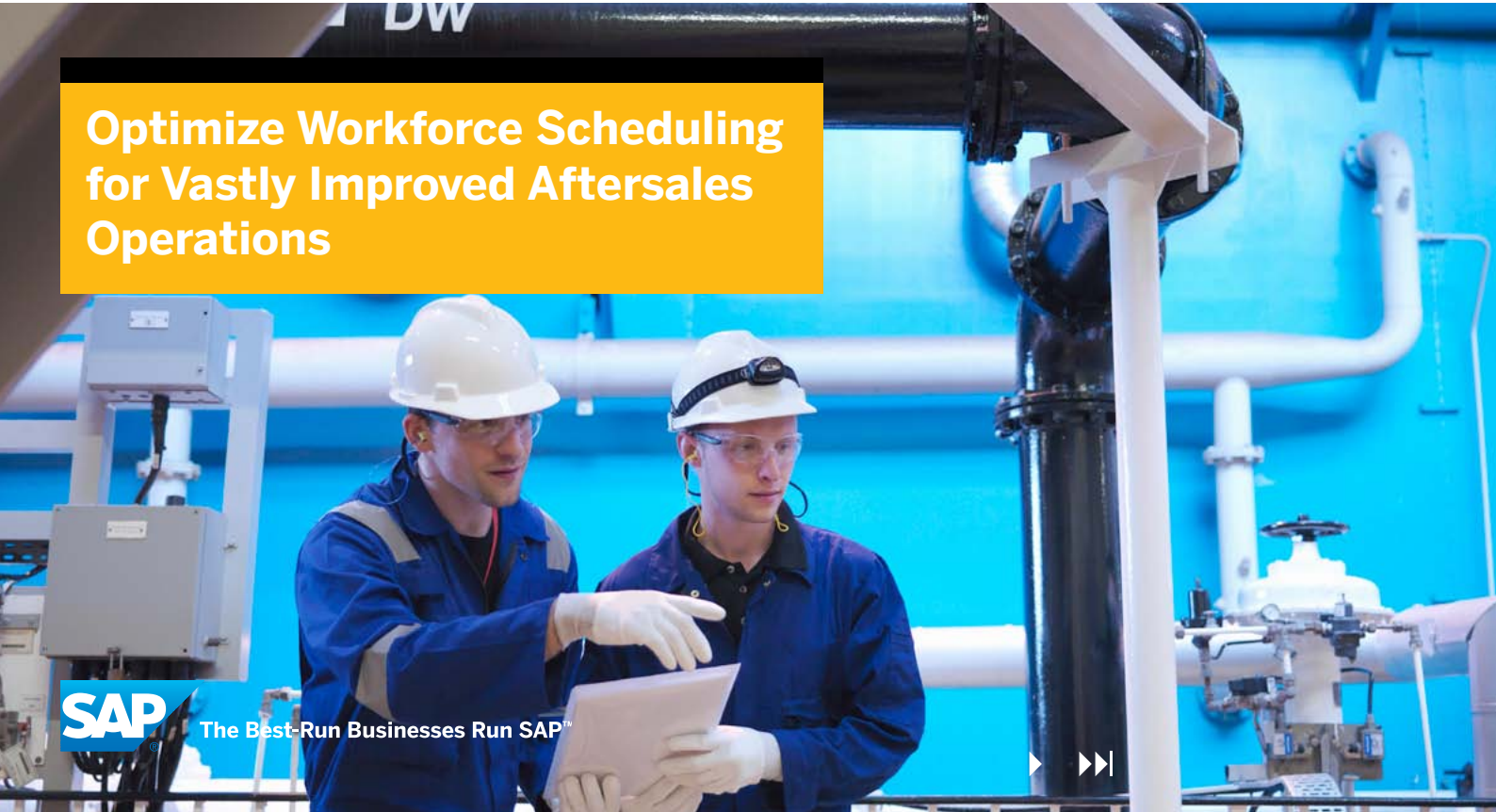
Optimize Workforce Scheduling for Vastly Improved Aftersales Operations



The Best-Run Businesses Run SAP™

Building an outstanding service operation

Aftersales service is a primary profit source and growth engine for many companies. It not only drives customer satisfaction and loyalty – it can also generate highly attractive profit margins. But to reap the benefits, your service operations need to be in shape.

How can your company master the diverse activities and processes that support an outstanding service operation – and gain the obvious advantages? How can you be sure that the right people are available for the right job, at the right time, and at the right cost? What about making parts, equipment, and vehicles available to your workers in the field? And what if schedules or circumstances change instantly and unexpectedly? Do you have the flexibility to deliver the service your customers expect?

The SAP® Workforce Scheduling and Optimization application by ClickSoftware can help – by supporting key facets of your service operation including forecasting, planning, scheduling, enterprise mobility, and analysis.

Supporting end-to-end aftersales service processes

Supporting end-to-end aftersales service processes

Better-informed decisions across your service organization

Better-informed decisions across your service organization (continued)

Real-time workforce scheduling

Service schedule automation

Putting the software to work

SAP Workforce Scheduling and Optimization provides all the decision support, visibility, and control your organization needs to optimize service operations. Powerful yet flexible forecasting tools help you create customer-demand forecasts for yearly, monthly, weekly, and even daily intervals. These forecasts serve as input into long- and short-term resource capacity planning – which includes management of vacation requests, training, and contractors.

A mobile app puts critical information at the fingertips of your field force, helping them manage jobs of any duration. These jobs can range from unplanned work, such as emergencies and "break-fix" calls, to routine operations such as preventive maintenance, meter reading, periodic inspection, and infrastructure maintenance.

The software also serves up real-time information that dispatchers can use to make better scheduling decisions. And it provides analytical and reporting tools to measure key performance indicators for service quality, resource utilization, and overall productivity.

World-class service is within your reach.

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Better-informed decisions across your service organization (continued)

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SAP Workforce Scheduling and Optimization helps eliminate guesswork by providing answers to fundamental questions:

- Demand forecasting – How much work is likely to arrive? When? Where? Which type? Forecasting tools help you create a demand forecast for the next year, month, and week.
- Capacity planning – What is the ideal size and skill mix for teams in each location and time frame? Planning tools balance the demand forecast with the available workforce, enabling you to make decisions about recruiting, training, relocation, overtime, and subcontractors – as well as parts, equipment, and vehicles needed for the job.
- Mobile workforce management – When circumstances change, who will be available? With real-time services functionality, you can locate your people in the field wherever they are and communicate with them via Sybase Unwired Platform, a mobile enterprise application platform that connects workers to business processes – anytime, anywhere. Then you can quickly modify the schedule and contact the customer with an update.

Insight is invaluable. Knowledge is power. SAP Workforce Scheduling and Optimization makes it easier to make informed decisions.

Better-informed decisions across your service organization (continued)

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More questions that the software answers include the following:

- Rostering – What is the ideal allocation of resources to meet shift-workload requirements? Rostering tools help you decide who should work which shifts based on parameters such as required skills or individual preferences. These tools also help you better accommodate vacations and days off without impacting service quality.
- Scheduling – How can you allocate resources optimally in the context of current commitments, travel constraints, and each customer's individual needs? Scheduling functionality helps you optimize the schedule throughout the day even as you contend with changing service demands. This way, you can continue to honor customer commitments and meet the terms of service-level agreements.
- Execution – During service delivery, how can you respond in real time to dynamic events such as travel delays, job cancellations, and emergency calls? Optimization functionality helps you manage work orders, update your service plan in response to feedback from the field, monitor on-the-job progress, and track the location of people in the field.
- Analysis – How well is the service operation performing? Where are the bottlenecks? What can be improved? Monitoring, reporting, and evaluation tools provide both in-depth and executive-level assessments to identify problems and resolve them quickly.

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Better-informed decisions across your service organization (continued)

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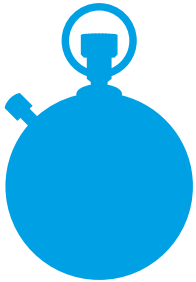
Putting the software to work

SAP Workforce Scheduling and Optimization provides monitoring tools that help you make informed decisions in real time. With tools for proactively managing forecasting, planning, and day-of-service execution, you can respond to travel delays, emergency calls, and missed supplier deliveries with minimal disruption. You can also make decisions based on real-time information – such as current customer orders, the availability of special parts and tools, travel constraints, and workforce capacity.

On a macro level, the software helps you manage long-term-impact events, such as escalating energy costs, new technology, and shifts in customer demand. On a granular level, it helps you manage immediate concerns such as promising a specific delivery date or appointment time.

SAP Workforce Scheduling and Optimization also helps you adjust when things don't go as planned. If service jobs run longer or shorter than anticipated, the software automatically considers real-time impacts and optimizes the current schedule based on service-level agreements, job priority, costs, and level of urgency.



Updated at predefined intervals – or in response to new information and events – the software helps you maximize throughput while controlling costs.

Service schedule automation

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Better-informed decisions across your service organization

Better-informed decisions across your service organization (continued)

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Workforce scheduling is never a static activity. Emergencies arise, routine calls take longer than expected, and customers ask for last-minute schedule changes. Dealing with contingencies such as these on an ad hoc or manual basis reduces efficiency and increases costs.

SAP Workforce Scheduling and Optimization offers advanced scheduling functionality that allows you to insert new tasks or update your service schedule as issues arise. If a high-priority job needs to be accommodated, it can be inserted into your schedule – automatically taking priority over other jobs without the need for further intervention. The application also updates your service schedule automatically when a job is cancelled or is taking longer than expected. Continuously adjusting your service schedule in real time, the application helps reduce administrative activities while increasing the productivity of your service operation.

Keep on track with highly flexible scheduling functionality that helps you manage contingencies with greater effectiveness than ever before.

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Better-informed decisions across your service organization (continued)

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With SAP Workforce Scheduling and Optimization, you get technology and tools that help you deploy, use, and expand the solution:

- Domain expertise – The application is fine-tuned for industries such as high tech, telecommunications, utilities, healthcare, automotive, and government.
- Flexibility – Using menu-driven administration tools, you can set up the software with little or no custom coding to support multiple configurations for different business units.
- Scalability – The software is designed to support your growth with technologies such as virtualization and dynamic load balancing.
- Usability – The software features practical and intuitive screens, menus, and tools that help your service personnel stay motivated and productive.
- Integration – SAP Workforce Scheduling and Optimization integrates with your existing SAP software.

SAP Workforce Scheduling and Optimization functionality is packaged to accommodate your specific application needs. Your choices include:

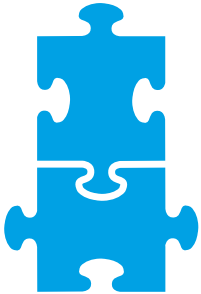
- **Scheduling and analysis functionality** to ensure that the best resources with the right skills and the right tools get to the customer at the right time
- **Rostering functionality** to achieve optimal demand coverage through dynamic shift plans
- **Forecasting and planning functionality** to reliably forecast service demand, improve resource capacity planning, and increase customer satisfaction
- **Real-time services functionality** to help your organization become a true mobile enterprise

The benefits of optimization

The benefits of optimization

SAP Workforce Scheduling and Optimization helps your company identify and eliminate the inefficiencies that often affect service forecasting, planning, scheduling, and analysis. By reducing travel, overtime, and downtime, you can improve resource utilization. You can also increase resource effectiveness – and customer satisfaction – with improved first-time fix rates. By leveraging automated optimization functionality, you can respond more efficiently to disruptions and problems. And by balancing – and rebalancing – demand forecasts with the available workforce, you can dramatically boost efficiency.

As your service operation becomes more productive, your team can complete more jobs per day – giving your company a powerful competitive advantage.



Summary

The SAP® Workforce Scheduling and Optimization application by ClickSoftware helps your service operations team improve productivity, customer satisfaction, and cost-effectiveness. With functionality for proactive demand forecasting and capacity planning, plus real-time scheduling that encompasses field mobility and location-based services, the application enables better decision making across all levels of the organization.

Objectives

- Deliver exceptional customer service
- Assign the right people with the right skills to the right job at the right time
- Reduce excessive travel, overtime, and administrative overhead

Solution

- Forecasting tools to accurately determine demand
- Planning and scheduling tools to optimize workforce resources and effectiveness
- Analysis tools for insight and better decision making
- Rostering tools for optimal shift planning and high operational performance
- Mobile solutions that enable visibility into the field workforce and proactive decision making

Benefits

- Higher operational efficiency
- Improved customer satisfaction with faster service
- Lower costs by reducing travel, overtime, and downtime
- Increased competitive advantage

Learn more

To find out more, call your SAP representative today or visit us online at www.sap.com/solutions/solutionextensions/index.epx.

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