

ADVANCED MULTIRESOURCE SCHEDULING

COST-EFFECTIVELY INCREASE
SERVICE-LEVEL RESPONSIVENESS

Are you in a service- or maintenance-focused industry and using SAP® software to improve your business processes? If so, discover how you can revitalize your scheduling and dispatching activities to promptly fulfill service requests with the optimal resources.

Faced with diminishing margins and fierce competition, many service- and maintenance-focused organizations are aware that they need to deliver higher levels of service. That means assigning the best available resources to a job at a moment's notice. But in a world of fast-paced competition, matching a growing number of service requests with the right resources is no small task. Many of these organizations are revitalizing their scheduling and dispatching processes by using multi-resource scheduling software from SAP, together with the SAP® ERP application.

Gain Unprecedented Insight into Planning

Like many resource planners, you probably struggle to aggregate project- and resource-related data from numerous sources into a single scheduling tool. Not only is the process time-consuming and tedious, but the result is woefully inadequate for your task: matching demand with your best-suited resources. If you would rather work with a highly configurable solution that provides a comprehensive, real-time, up-to-date planning overview in an intuitive graphical planning board, look into the multi-resource scheduling software that's available from SAP.

Optimize Resource Assignment

Whether for plant maintenance, customer service, or professional services, you need to assign the right people and tools to tasks in a timely manner to ensure success. To do so requires an overview of all service requests, avail-

able resources, and open projects – visibility that many products fail to provide. The graphical planning board in the multiresource scheduling tool provides that visibility. With it, you can consistently match service requests with the best available resources to satisfy your planning needs.

Improve Responsiveness

As service demands change, you need to quickly adjust schedules. The graphical planning board makes it easy to determine the availability, location, and suitability of all resources. It can display a ranked list of possible resources available to satisfy a demand. The built-in alert monitor notifies you of scheduling conflicts as soon as they arise. Through integration with the SAP Mobile Asset Management application and a geographical information system, you can quickly assess proximity of resources to the service location – to minimize travel time – and transmit assignments to field technicians using mobile devices.

Streamline Dispatching and Reduce Costs

Manual planning is time-consuming and costly – not only can you waste time trying to coordinate activities and resources, but your people and tools may not be utilized as efficiently as possible. With multiresource scheduling functionality from SAP, you can optimize utilization of service staff time and streamline the dispatching process. As a result, you can minimize the travel involved, improve the management of service-level agreements, and lower costs.



Summary

Faced with diminishing margins and fierce competition, many service- and maintenance-focused organizations realize they need to deliver higher levels of service. That means assigning their best available resources to the right jobs promptly. To do this, many are revitalizing their scheduling and dispatching processes by using multiresource scheduling software from SAP, together with the SAP® ERP application.

Challenges

- Increase service levels and responsiveness
- Optimize resource utilization and ensure reliable delivery of services
- Manage growing number of service requests and resources
- Dispatch resources quickly and cost-effectively
- Gain real-time insight into resource utilization

Supported Business Processes and Software Functions

- Planning oversight – Gain comprehensive insight into service requests, demand, and resources, including personnel and tools
- Resource delegation – Promptly assign the right people and tools to the right location at the right time
- Schedule adjustment – Quickly respond to changing requirements based on real-time understanding of availability, location, and suitability of available resources
- Dispatching processes – Cost-effectively coordinate activities and resources while optimizing resource utilization

Business Benefits

- **Improve customer service levels** by assigning the right service to the right location at the right time
- **Increase responsiveness** by flexibly adjusting service schedules in response to changing service demands
- **Reduce costs** by streamlining dispatching processes and optimizing resource utilization
- **Gain planning transparency** through an intuitive graphical planning board that delivers a comprehensive, real-time, up-to-date planning overview

For More Information

Call your SAP representative, or visit us online at www.sap.com/services/customdev.

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