



Field Service Excellence with SAP Service Cloud at Feintool



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FIELD SERVICE EXCELLENCE WITH SAP SERVICE CLOUD AT FEINTOOL



proaxia consulting group



This is Feintool



Need for Change and Business goals



Live Demo SAP FSM @ Feintool



Achievements & Benefits for our Business



Outlook

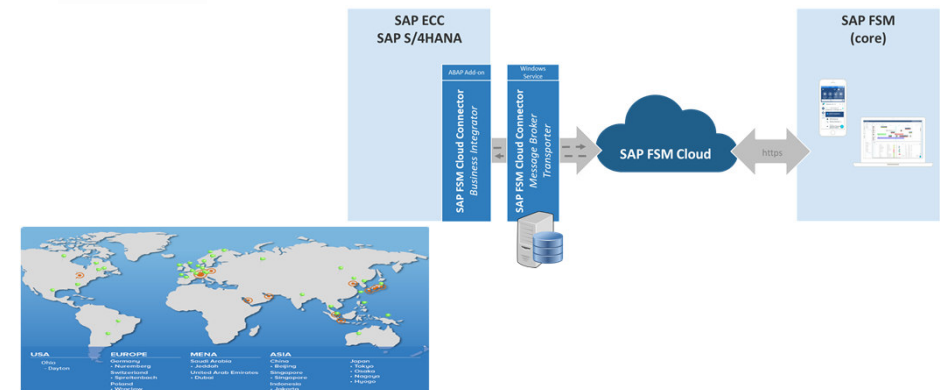


Q&A

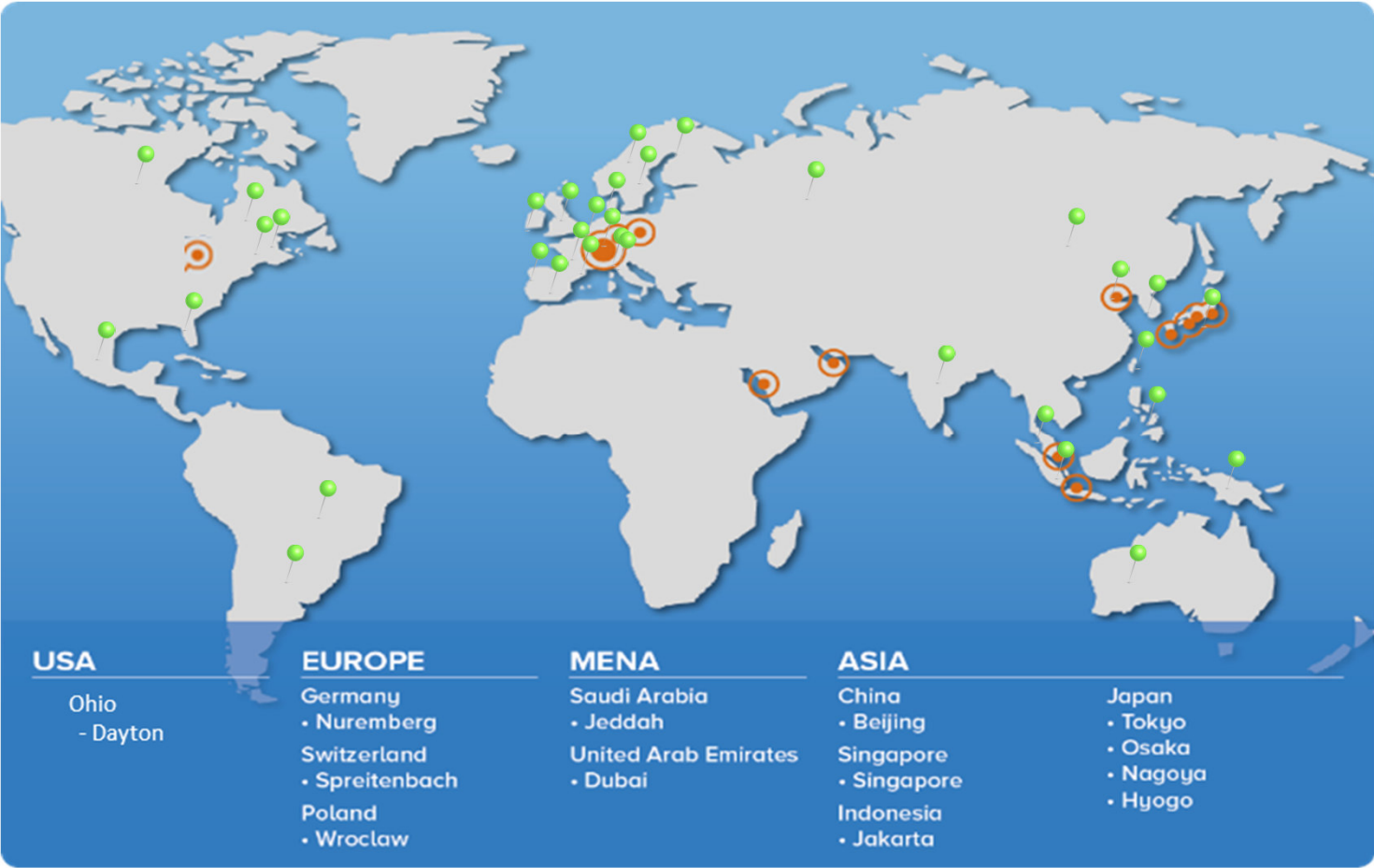
PROAXIA CONSULTING GROUP – FSM DELIVERED AS PROMISED

Excellent Implementations since 2011

- **Co-Innovation** between Coresystems and proaxia **started in 2011** with the first Integration of Coresystems Field Service Management & SAP ECC 6.0
- proaxia is **IP-owner** and developer of the “**SAP FSM Cloud Connector**” to integrate FSM with SAP ECC and S/4HANA included with SAP FSM Licenses
- proaxia is **implementation partner of most productive FSM installations with SAP ECC and S/4 Customer Service Integration** from 10 to 500+ Users
- proaxia provides **Support** for the FSM Cloud Connector and **enables SAP partners** worldwide



PROAXIA POWERED SAP FIELD SERVICE MANAGEMENT CUSTOMERS

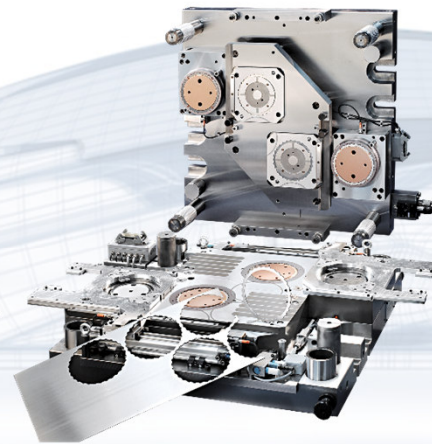


Selected References

Customer	Country	Business
HOERBIGER	USA, Germany, Switzerland, UK	IEP Safety Solutions
BUHLER	Germany, Switzerland	Engineering & Construction
energie360°	Switzerland	Utility
FEINTOOL	Switzerland, Germany	Industrial Machinery
KALMAR	Finnland + 20 Countries	Cargo Handling Solutions
kardex group	Switzerland, EU	Storage Systems
markem-imaje <small>a harsco company</small>	France + 20 Countries	Printing Solutions
welbtechnik <small>a harsco company</small>	Germany, France, USA	Engineering & Construction
WOLFFKRAN	Switzerland, Germany, Austria, UK	Construction Machinery

THIS IS FEINTOOL

We offer complete technical solutions: make or buy solution for high volume parts



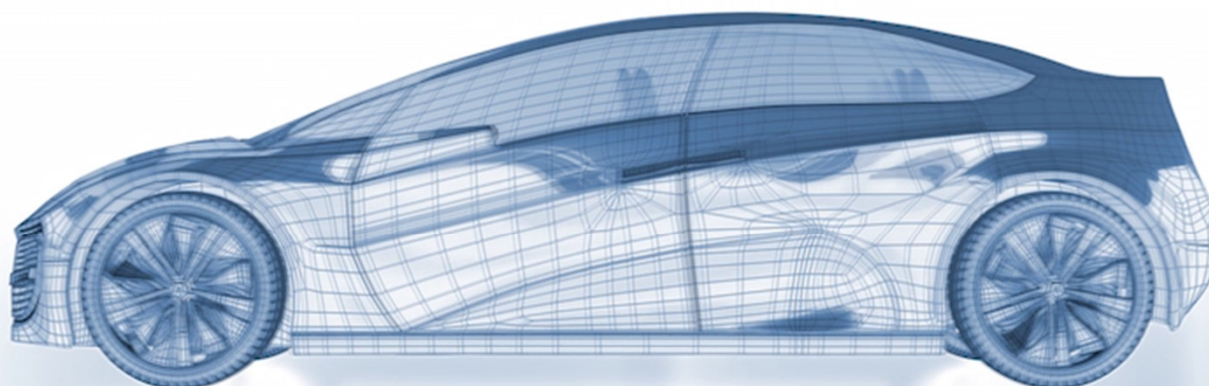
THIS IS FEINTOOL

Leader in fineblanking and forming technology

13 production plants on **3** continents

more than **2500** sold fine blanking presses

4 technology centers



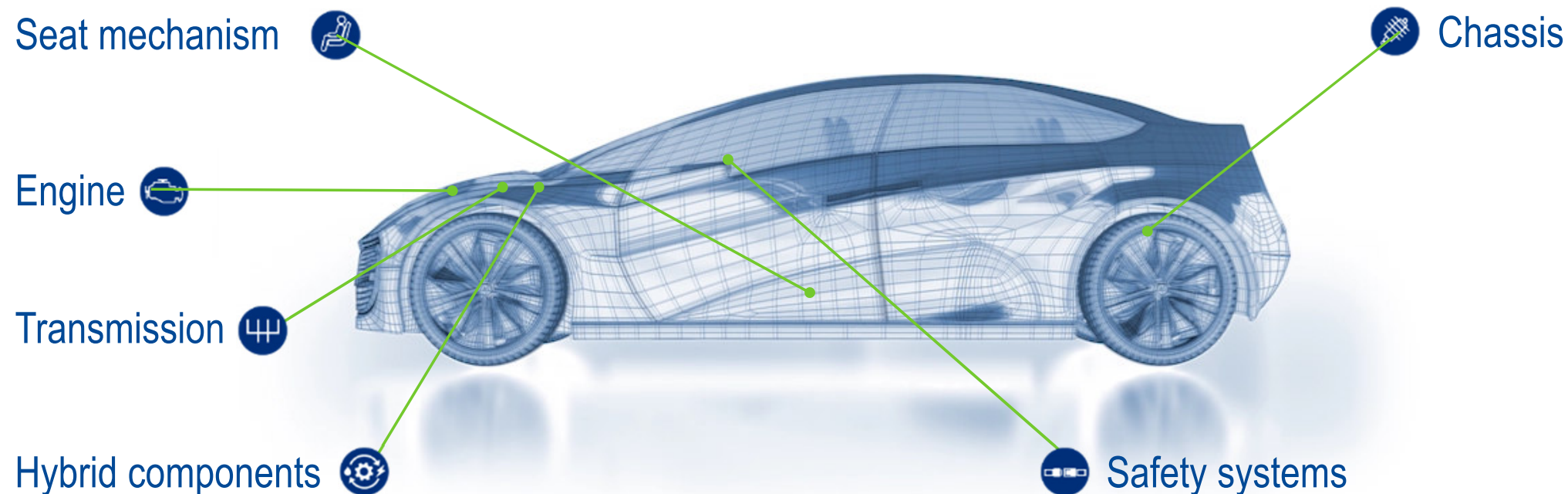
81 trainees at **8** locations in **16** training occupations

over **1.5** billion parts sold per year

approx. **2500** employees worldwide

FEINTOOL

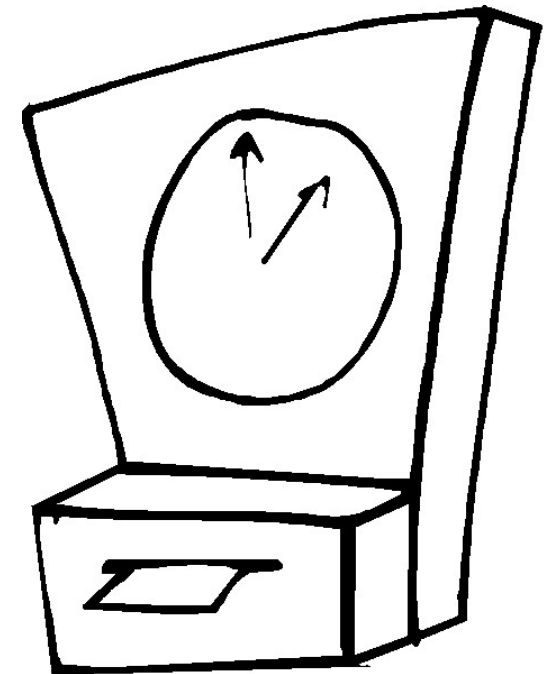
Up to 200 fineblanked or formed precision parts in a car



STARTING POINT

HR

- ▶ Time clock terminals end of life
- ▶ Inefficient time tracking system
- ▶ No self service approach



STARTING POINT

HR

- ▶ Time clock terminals end of life
- ▶ Inefficient time tracking system
- ▶ No self service approach

Service

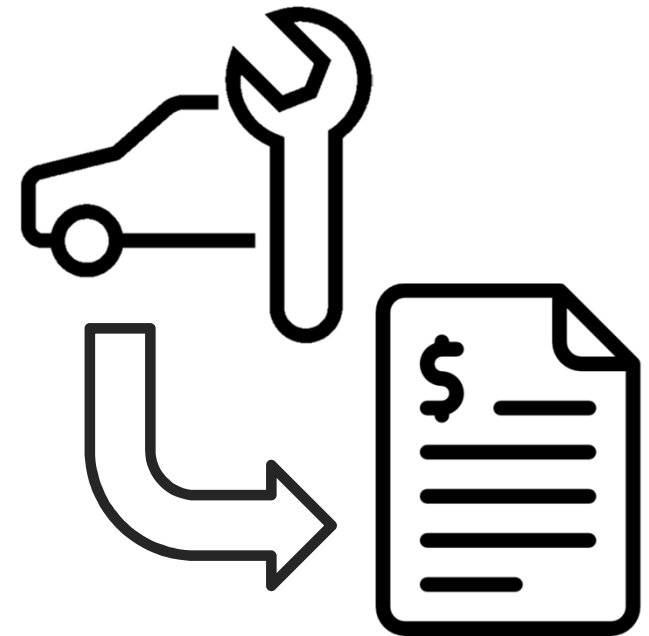
- ▶ Manual service technician planning in spreadsheets
- ▶ No service performance tracking
- ▶ To many forms and files



STARTING POINT

Major Pains

- ▶ Processing time order-to-cash up to **8** weeks



STARTING POINT

Major Pains

- ▶ Processing time order-to-cash up to **8** weeks
- ▶ Backoffice highly inefficient



STARTING POINT

Major Pains

- ▶ Processing time order-to-cash up to **8** weeks
- ▶ Backoffice highly inefficient
- ▶ No control of work in progress in a worldwide service team



GOALS FOR SERVICE EXCELLENCE @ FEINTOOL

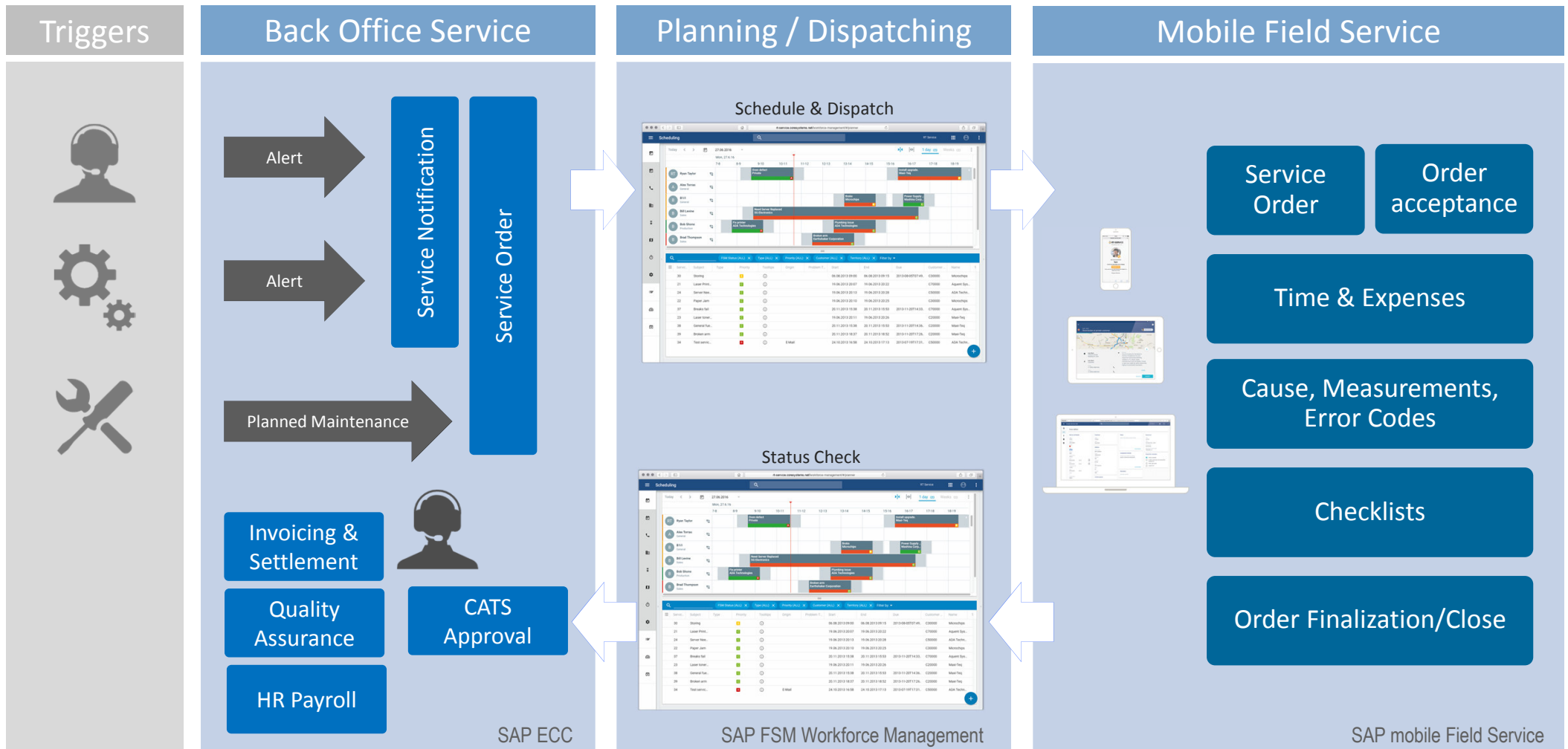
Targets

- ▶ Reduce processing time order-to-cash down to 2 weeks
- ▶ Improve process automation
- ▶ Work in progress information at any time
- ▶ Increase service report quality
- ▶ End-2-End integration with SAP ERP



Live Demo

End-2-End Service Process @ Feintool

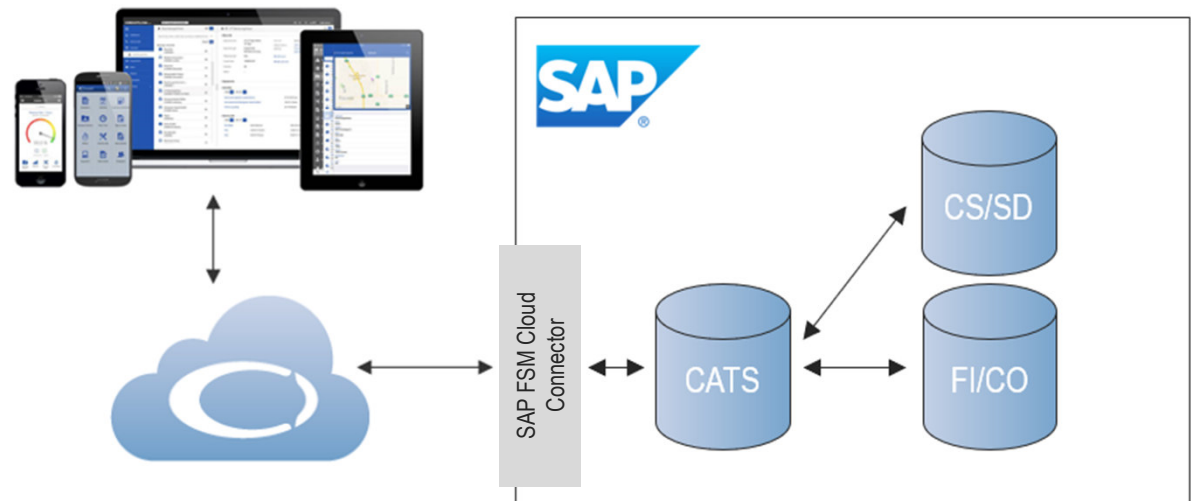


IMPLEMENTATION

Setup

- ▶ Implementation Partner: proxia
- ▶ Lead Time 6 Months
- ▶ Go Live 2016

- ▶ SAP FSM Mobile
- ▶ SAP FSM Workforce Management
- ▶ Full integration SAP ECC



FSM PROJECT - ACHIEVEMENTS & BENEFITS FOR OUR BUSINESS

Achieved Targets

- ✓ Order-to-cash process reduced to **1** week
- ✓ Easy planning, drag and drop for service activity
- ✓ One tool for different dispatcher and locations
- ✓ Information mobile available
- ✓ Data quality increased, on time
- ✓ Automated expense payment process



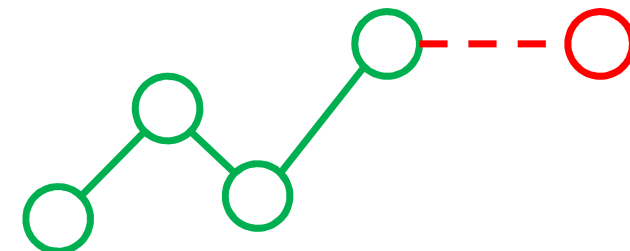
OUTLOOK AND TAKEAWAYS

Take out

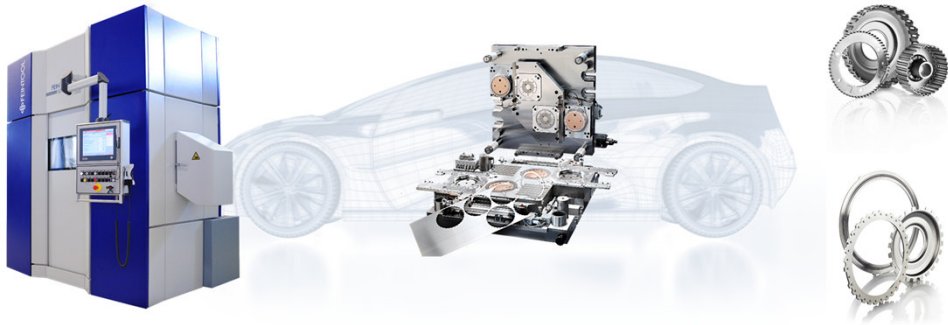
- ▶ SAP FSM easy to use
- ▶ Fast setup and installation – fully integrated
- ▶ Short realization, kick off to go live

Next Steps

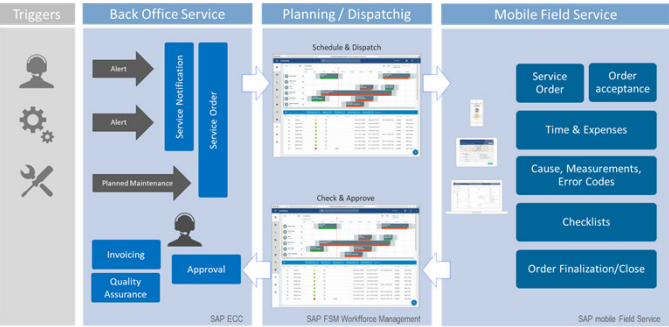
- ▶ Increase check list utilization
- ▶ Trigger Aftersales & Increase Turnover
- ▶ Roll out worldwide



Q&A



End-2-End Service Process @ Feintool



SAP FSM Workforce Management



SAP Mobile Field Service



SAP FSM Smartforms



SAP FSM Cloud Integration with S/4HANA



SAP FSM Crowd Service



SAP FSM Customer Self Service



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KALMAR	Finland + 20 Countries	Cargo Handling Solutions
kardexgroup	Switzerland, EU	Storage Systems
markem-imaje	France + 20 Countries	Printing Solutions
wellstechnik	Germany, France, USA	Engineering & Construction
WOLFFKRAN	Switzerland, Germany, Austria, UK	Construction Machinery

PROAXIA CONSULTING GROUP – VALUE DELIVERED AS PROMISED



Headquarter

- Switzerland, Spreitenbach

Employees (Group)

- 2019: 220



Industries

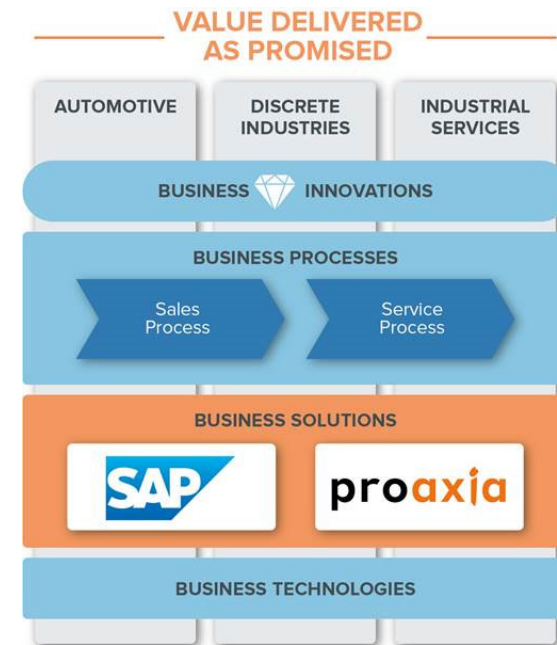
- Automotive, Heavy Equipment, Material Handling, Agriculture, ...
- Discrete Manufacturing
- Industrial Service

Lifecycle Services

- Architectural Alignment
- Planning & Design
- Software Development
- Solution Implementation & deployment
- Application Management

Business Solutions

- SAP: ECC, S/4, C/4, SCP, HCI (SAP CX)
- SAP Service Cloud / SAP FSM
- proaxia Solutions for Sales and Service



www.proaxia-consulting.com