



SAP SERVICE CLOUD AND SAP FIELD SERVICE MANAGEMENT

# **INCREASED CUSTOMER SATISFACTION DUE TO MORE EFFICIENT SERVICE PROCESSES**





Convenient work on one central user interface



360-degree view of the customer due to system integration



Faster response times and increased efficiency in the customer service



Many years of SAP experience of the FIS Group

**For prospective customers, customer service and trust in a company are increasingly becoming decisive factors for product selection. After-sales service in particular is very important for the long-term loyalty of existing customers to your company. For processing service processes, the appropriate software is indispensable in order to efficiently manage the multitude of contact channels.**

## **EFFICIENT CUSTOMER SERVICE ACROSS ALL CHANNELS AND SYSTEMS**

Using the SAP Service Cloud solution enables your service team to manage all customer requests received via different channels by using one interface. These requests can automatically be distributed to employees with the required skills and answered directly from SAP Service Cloud after processing by using the respective entry channel. Communication channels, such as telephone, e-mail, social media, chats as well as mobile requests via QR codes are completely integrated in SAP Service Cloud. In addition, a web portal with self-service functions can be established, where customers can independently inform themselves. Besides the different communication channels, SAP

Service Cloud offers a classical ticket system, which intelligently categorizes tickets by using Machine Learning and, as a consequence, finds the employee with the required knowledge and skills to process the ticket.

The SAP solution can be combined with the existing ERP system, which enables the automatic import of information on contracts, guarantee agreements or payments. In this way, service employees receive a holistic view of customers, which makes service processes faster and more efficient and increases customer satisfaction.

## **SAP FIELD SERVICE MANAGEMENT: HOLISTICALLY ORGANIZING SERVICE APPROACHES**

To coordinate your field service technicians, a planning board is available in the SAP Field Service Management. Here, all orders can be assigned to the respective technician on the basis of their skills and availabilities. Then, the service technician can execute these orders on their smartphones or tablets on the go. In the cockpit of the mobile application, they will find important information on their orders, such

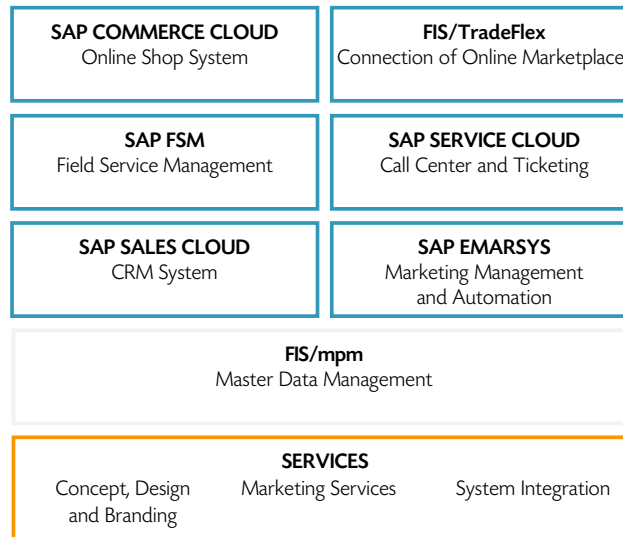
as customer address, required equipment or material information. Route planning to the place of activity, recording of working times and travel expense reports can also be easily managed in the mobile version of SAP Service Cloud. As a consequence, service technicians can process all day-to-day tasks on one user interface.

## **NEXT LEVEL SERVICE: ANALYSIS AND TARGETED FURTHER TRAINING OF EMPLOYEES**

To guarantee competent customer service, different applications for the further training of your employees are available in SAP Service Cloud: To always keep motivation and the existing expertise on a high level, gamification contents, for instance, have been integrated in the solution for training purposes. To continuously improve your services, you can also execute numerous analyses of your processes and evaluations of customer feedback in SAP Service Cloud. This enables continuous improvement of your service process and, consequently, of your customer satisfaction.

## CUSTOMER EXPERIENCE WITH THE FIS GROUP

By offering SAP solutions for marketing, sales, service and e-commerce, the FIS Group provides companies with an all-in-one package for their CX strategy. The portfolio is complemented by smart applications for the connection of online marketplaces and master data management. By providing full support with professional services, such as conception, design or online marketing, we bring customer experience to a new level.



## SAP SERVICE CLOUD HIGHLIGHTS

- Management of all communication channels (telephone, e-mail, social media) via one system
- Self-service portal and ticket system
- Coordination of field service technicians, vehicles, tools and materials
- Mobile working for service technicians
- Meaningful analyses and targeted further training of employees
- Integration of adjacent systems (ERP, CRM, warehouse management etc.)

## TOGETHER WE ARE STRONG

Together, Medienwerft and FIS - two companies of the FIS Group and certified SAP partners – cover the entire range of SAP Customer Experience. They offer the all-in-one package for marketing, sales and distribution, service and e-commerce: from consulting, conception and design to technical implementation.

FIS Informationssysteme und Consulting GmbH is the roof of the FIS Group. FIS mainly focuses on individual SAP consulting and the execution of SAP projects. In the area of Customer Experience, FIS is the expert for SAP processes and their technical integration.

Medienwerft GmbH is one of the most experienced internet agencies in Germany. Its core competence is the development of e-commerce applications and digital communication concepts for brands. This makes Medienwerft an expert for UX design, e-branding and web shops.

Together, FIS and Medienwerft are strong partners for SAP and Customer Experience.

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