

SAP FIELD SERVICE MANAGEMENT CHECK

# SERVICE THAT MAKES THE DIFFERENCE.

Exploit the full potential of SAP Field Service Management - tailored to your requirements.

In three workshop packages, the FIS professionals find out together with you how best to use SAP Field Service Management. Be it getting to know, checking or optimizing - FIS will definitely find the appropriate solution for you.

## PACKAGE 1

**„Look and Feel“ Workshop:** get to know SAP Field Service Management

## PACKAGE 2

**Fit-to-Standard Workshop:** check the accuracy of fit of SAP Field Service Management

## PACKAGE 3

**Analysis & optimizations:** individualize your systems with SAP Field Service Management



## SAP FIELD SERVICE MANAGEMENT CHECK

# PACKAGE 1: „LOOK AND FEEL“ WORKSHOP

### Get to know SAP Field Service Management

The user acceptance is a decisive factor for the success of a new FSM system. To give you the best opportunity to find out whether the new system suits you, your company and employees, we offer you our „Look and Feel“ Workshop package: test the FIS expertise and SAP Field Service Management! What do you need to bring? Nothing. The FIS professionals provide system and user.

### YOUR BENEFIT:



The „Look and Feel“ Workshop package gives you insight into the application scenarios offered by the SAP Field Service Management solution. Find out whether the system suits you and put the FIS expertise to the test.

**DURATION: 1-2 days**

### YOU GET:

SYSTEM PROVISION

TESTING AND WORKING  
IN THE SYSTEM

QUESTIONS & ANSWERS  
AND NEXT STEPS

### „LOOK-AND-FEEL“-WORKSHOP:

- ✓ System provision
- ✓ User provision
- ✓ Demo and instructions on how to use the system
- ✓ Testing and working in the system
- ✓ Assistance during the workshop day
- ✓ Subsequent Question and Answer session

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# PACKAGE 2: FIT TO STANDARD

### Check the accuracy of fit of SAP Field Service Management

As close as possible to the standard version, as free as necessary in the individual adjustment – you should orientate to this maxim when using SAP FSM.

The „Fit to Standard“ package includes the comprehensive examination of your existing system landscape and established processes by the FIS professionals.



### YOUR BENEFIT:

Learn how FIS puts your requirements into practice during the implementation of SAP FSM and adjusts them individually to your existing processes and systems.

**DURATION: 1-2 days**

### YOU GET:

LANDSCAPE CHECK

REQUIREMENT  
WORKSHOP

QUESTIONS & ANSWERS  
AND NEXT STEPS

### LANDSCAPE CHECK

- ✓ Analysis of your existing system landscape
- ✓ Inclusion of your existing processes
- ✓ Inclusion of your data

### REQUIREMENT WORKSHOP

- ✓ Inclusion of your requirements
- ✓ Practical tests in the system
- ✓ Integration scenario requirements

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## PACKAGE 3: ANALYSIS & OPTIMIZATIONS

### Optimize your systems with SAP FSM

Has your system landscape grown and is it time to check existing procedures and use new functions that are currently not yet used?

You and the FIS professionals can use the **Analysis & Optimizations** package to learn how to simplify and optimize your processes and systems.

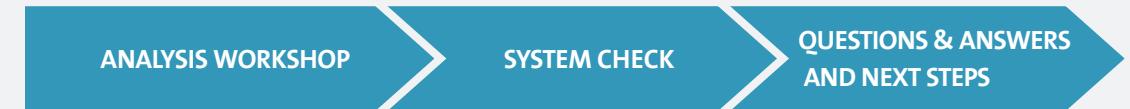


### YOUR BENEFIT:

The Analysis & Optimizations package offers a concise analysis of your systems and shows how new functions of the SAP Field Service Management solution and SAP Service Cloud can replace complex in-house developments.

**DURATION: 2-3 days**

### YOU GET:



### ANALYSIS WORKSHOP:

- ✓ System check of SAP FSM and SAP Service Cloud
- ✓ Analysis of the current system use
- ✓ Development of optimization potentials
- ✓ Joint process workshop

### SYSTEM-CHECK:

#### SAP FSM

- Check lists
- Business rules incl. UDF and screen config.
- Service workflow

#### SAP Service Cloud

- Workflows
- Extension through application studio
- General extension options
- Set of rules

## You have questions? Contact us



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## **THE FIS-GROUP**

FIS Informationssysteme und Consulting GmbH is an expanding, independent company and forms the umbrella of the FIS Group. Within this group, more than 800 employees work to make companies more modern, more economical and more competitive every day.

FIS focuses on SAP projects and the development of efficient solutions that drive digitization in companies. As one of the leading SAP system houses in the D-A-CH region, FIS is the market leader in technical wholesale with its complete solution FIS/wws.

Together with its subsidiary Medienwerfft, FIS covers the entire range of SAP topics for the customer experience (CX) sector.

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