**Project Support Checklist**

**General**

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| **Customer** | **Partner** |
| Name | Name |
| Contact | Contact |
| E-Mail | E-Mail |
| Phone | Phone |
| Website |  |

**Project description**

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| What is your industry? |
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| Which areas of the company should be equipped with the mobile solution? |
| ☐ Service ☐ Sales ☐ Both |
| How many service/sales employees will be using SAP FSM (Mobile IOS, Android)? |
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| How many dispatchers will be using SAP FSM (Planning Board, Browser)? |
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| Which mobile devices will be used? |
| ☐ iOS ☐ Android ☐ Windows client (Notebook) |
| Which language(s) will be used in SAP FSM? |
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| **Job execution**  When assigning jobs to technicians, do you want to consider skills? |
| ☐ Yes ☐ No |
| Do you assign jobs where you need more than one service technician? |
| ☐ Yes ☐ No |
| Are your service engineers and customers operating in different times zones? |
| ☐ Yes ☐ No |
| Beside manual planning (drag & drop), do you want SAP FSM to automatically plan open service calls? |
| ☐ Yes ☐ No |
| Does the end customer require reports generated after service? |
| ☐ Yes ☐ No |
| Are checklists (smartforms) to be completed during a service call? |
| ☐ Yes ☐ No |
| Should service technicians create service calls on mobile? |
| ☐ Yes ☐ No |
| Are there further subsidiaries that should be considered? |
| ☐ Yes ☐ No  If Yes – how many and in which countries |
| Which of the following should be recorded by service technicians during the job: |
| ☐Work time ☐ Expenses ☐ Material ☐ Mileage ☐ Time Effort |

**Figures, data and facts**

**Implementation horizon and details**

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| When is Start of Project planned? |
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| When is Go-live planned? |
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| Is there any inhouse IT department or rollout team? |
| ☐ Yes ☐ No |

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| Which backend system is currently in use (SAP B1, C4C, S4/HANA …)? |
| ☐ Cloud ☐ On Premise |

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| In case of SAP B1, do you want to have assisted invoicing(Billing wizard)? |
| ☐ Yes ☐ No |

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| Roughly, how many master data records are in your backend/ERP? |
| Business Partners |
| Contacts |
| Items / Materials |
| Equipments |
| Warehouses |