

# core



«The reason I recommend SAP Field Service Management, provided by Coresystems AG, is their professionalism and knowledge of not only SAP FSM, but also SAP B1, from our initial discovery phase right through to project go-live and after care support.»

**Damien O Carroll,**  
Internal IT Support Manager

## Case Study

# Service Planning Made Easy Thanks to FSM.

Smooth processes and timely assistance are decisive factors for good service. The laboratory supplier Medical Supply Company was looking for a technical solution that facilitates service and provides customers with the help they need as quickly as possible. The SAP Field Service Management software implemented by Coresystems was ideally suited to the Irish company's requirements and brought huge improvements.

### Initial Situation

MSC was not satisfied with the organization of the installation, service and repair tasks for the technicians out in the field. Customer service is most important for MSC and therefore they were in search for a better and more efficient solution that would also work with the current used ERP installation.

### Challenges before using SAP FSM

After a few trials with different service desk applications, it was more than obvious that none of these applications met the expectations of MSC. Especially up to date customer site information was particularly important for the Sales team in order to provide the best possible customer service. MSC needed an application that helps to track service calls, repairs and installation and all of this information on equipment has to be visible for other departments in the company at all times.

### Medical Supply Company (MSC)

Medical Supply Company (MSC) was founded in 1971 in Dublin, Ireland. MSC is a family run business and is one of the largest laboratory suppliers the country. They are leading the way with reagents, equipment and cutting-edge technology into the clinical diagnostics and research markets.

MSC has over 50 years experience serving the Market. The customer base is primarily hospitals, research institutes, academic sectors, pharmaceutical companies, and food production sectors across Ireland.

Besides the strong product portfolio for laboratory, industrial, equipment and supplies MSC also offers additional services for the Life Science, Pharmaceutical and Diagnostic sectors in Ireland. This includes IQOQ, Maintenance Contracts, Spare Parts and Clean Air solutions for medical facilities. The full after sales service and validation throughout the product lifecycle complete the product portfolio of MSC.



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## Solution

The SAP Field Service Management software is the perfect fit for the integrated management of the technical field service of MSC. SAP FSM has allowed MSC to simplify their workflows in a much more efficient way. It has enabled them to eliminate paper reporting, the need for staff to return to the office is reduced as this data can be captured instantaneously. Service Administrators are able to distribute service calls to engineer's while in the field. The mobile app allows the engineers to feed back reports directly into SAP B1. With the addition of Coresuite AddOns, the accounting department has seen huge improvements in the invoicing process. This saves MSC a lot of time that they can now use for their customers.

## More added value

The offline capabilities of the mobile app is crucial in their industry, as some working environments don't always have connectivity available. FSM has also allowed MSC to gain better insights into the service department and has allowed them to make further improvements in their workflow process.

## Address & Contact

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## Solutions in use



SAP Field Service Management



SAP Business One



Coresuite

## About Coresystems AG

Coresystems AG, headquartered in Zurich, Switzerland, develops innovative apps and cloud solutions that help companies make their business processes and customer service more efficient. With the help of AI and machine learning, Coresystems takes the field service of medium-sized and large companies to a new level. Coresystems' advanced platform helps customers save costs and improve their service performance and operations by identifying the root causes of problems before a service technician arrives on-site at the customer's location.

[www.coresystems.ch](http://www.coresystems.ch)