



## SAP Field Service Management

Experience fast and effective planning, instant availability of all relevant information, transparent communication, and customer self-service that leads to reduced response times.



### Workforce Scheduling & Service Dispatching

Plan technicians automatically. Graphical view of all jobs supported by AI Scheduling and "Find-Best-Matching-Technician" functionality.



### Mobile Field Service Management

(iOS, Android, Windows)

An offline capable and easy-to-use app shows all the information they need. They can book material, effort, time and expenses in the app which transfers everything into your ERP in seconds.



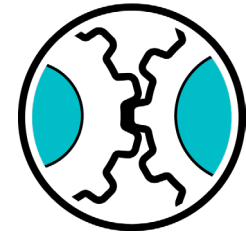
### Field Service Analytics & Dashboards

Gain more insights of the field service department. Use predefined reports or customize own reports and dashboards and use them even in offline situations.



### Customer Self-Service

Empower customers to save time and costs. With Customer Self-Service they can scan a QR code to create their appointment with a technician. Let FSM plan these appointments for you.



### Customizing

Customize SAP Field Service Management to individual needs and support current processes easily.

### Integrations & APIs

Visit us on [www.coresystems.ch](http://www.coresystems.ch)

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## SAP FSM Benefits

Benefit from the following advantages.

### **Increased sales and efficiency thanks to perfect customer service**

Technicians always have access to all the necessary data via the app, saving them valuable time. This allows them to perform more service calls per day, which has a positive impact on sales. The service history provides information about all past calls. Easily configurable checklists prevent errors and thus massively increase service quality. Furthermore, it should not be disregarded that customers trust the advice of technicians. When the technician informs the customer that a replacement is necessary, he also supports the company's sales process.

### **Simplify your processes via automation and digitalization**

Invoicing is completed in just a few minutes, as paper is no longer required, there is no subsequent typing of service reports in the office, and the data captured on the move is immediately accessible in the ERP. The elimination of many manual tasks frees up capacity for other activities.

### **Access at any time thanks to offline capability**

Technicians can use the app completely offline during the entire deployment. This saves costs and allows employees to work without problems even in locations without cellular coverage.

### **Optimized dispatch planning**

The use of semi- or fully-automated planning aids relieves the service center and, incidentally, optimizes route planning.

### **High support quality**

Coresystems AG will deliver fast and high-quality support for you. We support you in the implementation of projects with our experienced consultants.

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