How to Mobilize Your SAP Field Workforce

Empowering Better Business Performance with SAP Mobile Solutions

Havensight

ZEBRA

SAP implementations done right the first time.

Solutions for Four Big SAP Challenges

SAP software is crucial to the success of many businesses, allowing companies to manage their enterprise resources, supply chain, business operations and customer relationships more effectively.

But the full benefits of SAP can be limited by four common problems which often prevent companies from realizing the full value of their SAP investment:

1 You may not have mobile access to all the SAP modules and functions you need, which limits your ability to manage workflows, inventory and work orders effectively.

2 You may rely on slow and error-prone manual data entry or re-entry to get information into SAP, which costs you time, labor and money at every step.

3 There may be gaps between out-of-the-box SAP functionality and what you need for your inventory and work order management or other business processes.

4 You may still rely on legacy mobile apps to interface with SAP, but your apps may not be compatible with the latest mobile devices, and could be plagued by serious security vulnerabilities that can't be addressed.

This is why Havensight Consulting and Zebra Technologies have partnered together for more than a decade to develop SAP mobile solutions for the enterprise.

By combining SAP's native software technology, Zebra next-generation mobile devices, and Havensight software development expertise, we've successfully solved the most common SAP challenges for leading companies around the world.

We're able to deliver prepackaged and custom mobile solutions that digitize, error-proof and streamline your business processes. And we're able to seamlessly integrate those solutions with SAP, so you can maximize productivity, efficiency, and the return on your SAP investment.

Customer is a global company that delivers gaming products and services to legal, regulated and commercial gaming operators across 100 countries and six continents. They deliver gaming experiences to players across all channels and regulated segments, from lotteries and gaming machines to sports betting and digital.

Given the global scope of its operations and customer base, this orgamization manages a large volume of gaming equipment and products at its finished goods warehouse. But its inventory management mobile application wasn't keeping up with its changing needs.

The customer was using an old SAP Telnet-based inventory application, but some of the app's transactions and features were no longer functional as a result of upgrades and changes as its business systems and SAP backend changed over the years. There were also major concerns about security vulnerabilities in this legacy system.

To resolve these issues, this client worked with Havensight Consulting to develop an entirely new SAP-centric native solution that restored and improved its transactional capabilities and allowed the company to successfully deliver the app across all the Zebra device types that it used in its warehouse.

The Problem

- Customer was using a legacy SAP Telnet-based inventory management app.
- Transactions and functions were no longer functional with the existing app.
- Security vulnerabilities were a major concern and needed to be addressed.

The Goals

- Needed a new SAP-centric native mobile inventory management app
- Needed the app to render properly on handheld, vehicle-mounted and wearable devices
- The app, its infrastructure and connections needed to be maximally secure.

The Solution and Results

- Havensight conducted a full analysis and worked with the customer team to document all requirements
- Havensight created a new app using its inventory manager template built with SAP UI5
- The template was extended to meet specific requirements and business process
- The new app replicated all the transactions in use and those it needed to restore
- The app also added new required features and capabilities the previous systems didn't provide

- Havensight connected the app via SAP's NetWeaver gateway
- Havensight leveraged the secure mobile app infrastructure already in place on the SAP side
- The app is now fully functional, secure, and renders on all device types and screen sizes
- User experience was optimized to eliminate or minimize the number of screens and scrolling
- The customer is now using the new app and enjoying the full benefits with overwhelmingly positive feedback

USE CASE #2: SAP Mobile Inventory Management
Public Gas and Water Utility – Omaha NE

Keeping up with a large utility operation requires many parts and assets to ensure its equipment is running optimally and its energy resources are flowing.

The utility's maintenance, repair and operations (MRO) were struggling to control inventory because it was being managed almost entirely on paper. The organization was using SAP, but when its technicians needed parts, they had to write up paper orders using a 20-digit SAP job number. Then they had walk around an inventory cage, fill up a bin with all the parts they needed, write down the parts and the technician's name, and give the order to a clerk to re-enter and record everything in SAP.

This created major inefficiency and a high risk of errors, especially since clerks were sometimes unable to get orders into SAP until a day or even a week later. There were also frequent issues with clerks being unable to read technicians' handwriting, causing further mistakes or delays.

But everything changed when we helped the utility deploy a mobile SAP inventory management solution with a fully digital process. It eliminated paper orders, enabled more efficient and accurate inventory management, and helped save $200,000 in annual costs.

> " *It's an easy application. It was a night-and-day difference. Our inventory was better. Our stock was better. We had real-time notifications, and we didn't have to worry about being able to read handwriting on a piece of paper.* "
>
> **– Ron Schell, Manager, Enterprise Applications**

The Problem

- MRO inventory was still being managed on paper
- Paper orders had to be filled out and given to clerks
- Clerks had to update SAP manually, often with delays
- Handwriting issues often led to errors and confusion

The Goals

- The utility needed a digital solution to eliminate paper
- It needed a way to manage inventory faster and more efficiently
- It wanted to improve its inventory accuracy and visibility
- It needed a mobile solution that worked with SAP Hana

The Solution and Results

- Havensight mobile and digital SAP inventory management
- No more paper orders or handwriting issues
- A fully digital process to save time, labor and errors
- Real-time view of stock availability
- Fast and efficient digital transactions
- Complete inventory tracking with barcode scans

- Accurate reports and accountability of inventory and usage
- Full SAP ERP connectivity and integration
- Saved $100,000 per year in direct labor
- Saved $100,000 per year in process efficiency and accuracy
- Reassigned clerks to other business-critical roles

Use Case #3: SAP Mobile Work Order Management
Multinational Pharmaceutical Company

As one of the world's largest manufacturers of pharmaceutical products, this global organization faces a complex regulatory environment where best practices and processes must be in place to ensure product and end user safety.

These include compliance with the FDA's Code of Federal Regulations Code 21, which covers good manufacturing practices for finished pharmaceuticals. To stay compliant, this customer needed to document any maintenance and work on systems that produce drugs or other products where consumer and patient safety is at stake.

Our client was using SAP and had a compliant documentation process in place. But work orders and maintenance documentation were still being done on paper. There were huge volumes of paper work orders, which were handwritten and often difficult to read. Everything was distributed and updated manually, and there were frequent delays in maintenance updates while finished work orders were sitting on a clerk's desk, waiting to be entered into SAP.

To create a more efficient and accurate process, they partnered with Havensight Consulting and Zebra Technologies to deploy a mobile work order management system that works seamlessly with SAP. The end result was a massive success that led to an initial rollout in the U.S., later expansion into its facilities in Europe, and a planned deployment at its manufacturing plants in Asia.

This innovative organization is now the first life sciences company in the world to leverage the latest SAP mobile technology and SAP's Service and Asset Manager (SSAM) to track maintenance activity in the field.

The Problem

- Manual, paper-based work order management
- Queues of paper and piles of work orders
- Handwritten notes on paper, often with grease and dirt, and difficult to read
- Manual distribution to technicians without an optimized process
- Finished work orders sitting on a clerk's desk and needing to be entered into the system
- No real-time updates. No collection or entering of data at the time of maintenance
- Lag time between clerks getting paper and being able to enter information into SAP
- Unable to know which work orders are already completed vs. truly still in the queue
- Potential regulatory violations and significant fines due to the lack of timely updates

The Goals

- Create a mobile and digital work order management system
- Ensure compatibility with SAP and its latest mobile technology
- Add an e-signature capability
- Add functionality for supervisor review of work orders
- Enable supervisors to assign work orders from a mobile device
- Enable offline work order management with all required attachments for compliance

The Solution and Results

- SAP mobile work order management from Havensight and Zebra
- Worker order data, info, and management on a handheld or tablet device
- No more paper queues, delays or difficulty reading handwritten notes
- Ability to immediately validate maintenance and work order completion in the field
- Ability to assign, reassign and validate work in the field while meeting with technicians

- Real-time updates on completed work orders and what's happening on the plant floor
- Preventive and corrective action in the field rather than waiting for failures
- Reduced walking and travel time for supervisors and managers
- Digital, efficient and accurate documentation for regulatory compliance

Use Case #4: Going 100% Paperless and Digital
Water & Electric Utility

When it comes to managing assets and performing maintenance and inspections, few operations are bigger than this state.

The department manages heavy equipment, lines and assets at 31 water and hydroelectric plants, 21 lakes and reservoirs, and over 701.5 miles of canals and pipelines across the state. It's all part of the massive, ongoing effort to deliver up to 3.7 million acre-feet of water per day and generate 7.6 billion kilowatt hours of electricity every year to 27 million people.

The department had invested in SAP, but the system was being updated manually, and work orders and inspections were still being done using paper forms. With nearly 200,000 tasks to be managed each year, the department was looking for a way to fully digitize its processes and use digital forms and a mobile SAP solution to move from 85% reactive maintenance to 85% preventative.

> 66 *We chose the Zebra L10 XPAD for several reasons. The devices handle extreme heat way better than an iPad and it doesn't matter if techs leave them in a hot truck or if they drop it in the snow bank for a few hours, the devices are good for it. It's a powerful computer, blazing fast.* 99
>
> **– Wendy, Chief, Maintenance Management**

The Problem

- SAP was being updated manually.
- Almost everything was being done on paper.
- 150,000 annual work orders needed to be processed.
- 21,000 annual operator rounds had to be managed.
- 5,000+ regular inspections needed to be conducted.
- 22,000 annual work clearances had to be managed.
- 85% of all maintenance was reactive and not preventative.
- Existing consumer grade mobile devices would fail in the heat, cold, rain and snow. Which would negatively impact productivity. Further challenged with display quality in the sun and processing power.

The Goals

- Move from 85% reactive to 85% preventive maintenance
- Reduce paper and eliminate manual SAP updates
- Improve safety and compliance with barcode tracking
- Improve the ability to track and manage asset history
- Convert institutional knowledge into digital processes
- Improve the user experience for techs and inspectors

The Solution and Results

- SAP Service and Asset Manager (SSAM) for work orders, notifications and timesheets
- Mirata Digital Forms for inspections, operator rounds and work clearance management
- Mirata Digital Forms embedded into SSAM Work Orders
- Mirata web client for supervisors routing forms among 12 departments

The Advantages of Working with SAP Experts

SAP can deliver many great benefits for your business. But converting your existing processes from paper to digital, mobilizing your workflows, and syncing your data with SAP can be a big undertaking.

The good news is that you don't have to go it alone. By working with experts who specialize in SAP implementations, integrations, and mobile app development, you can take the uncertainty out of digitizing your processes and make the most of SAP investement.

At Havensight Consulting, we specialize in building SAP mobile solutions for the enterprise, and our experts have an average of 20 years experience with SAP integrations, app development and enhancements. We create solutions that transforms business processes for the better, using native SAP technology and ensuring compatibility with SAP ECC 6.0 and S4/HANA.

From adding features and mobile capabilities to SAP, to improving user experience, and digital process efficiency, we provide expert services and guidance to solve your biggest business challenges and help you maximize the value of SAP for your business.

We also partner with Zebra Technologies, a global leader in mobile computing and data capture technology, to mobilize SAP and deploy apps and solutions. Zebra's devices help streamline and digitize workflows with touchscreen simplicity, powerful enterprise computing capabilities, and real-time connectivity and communication.
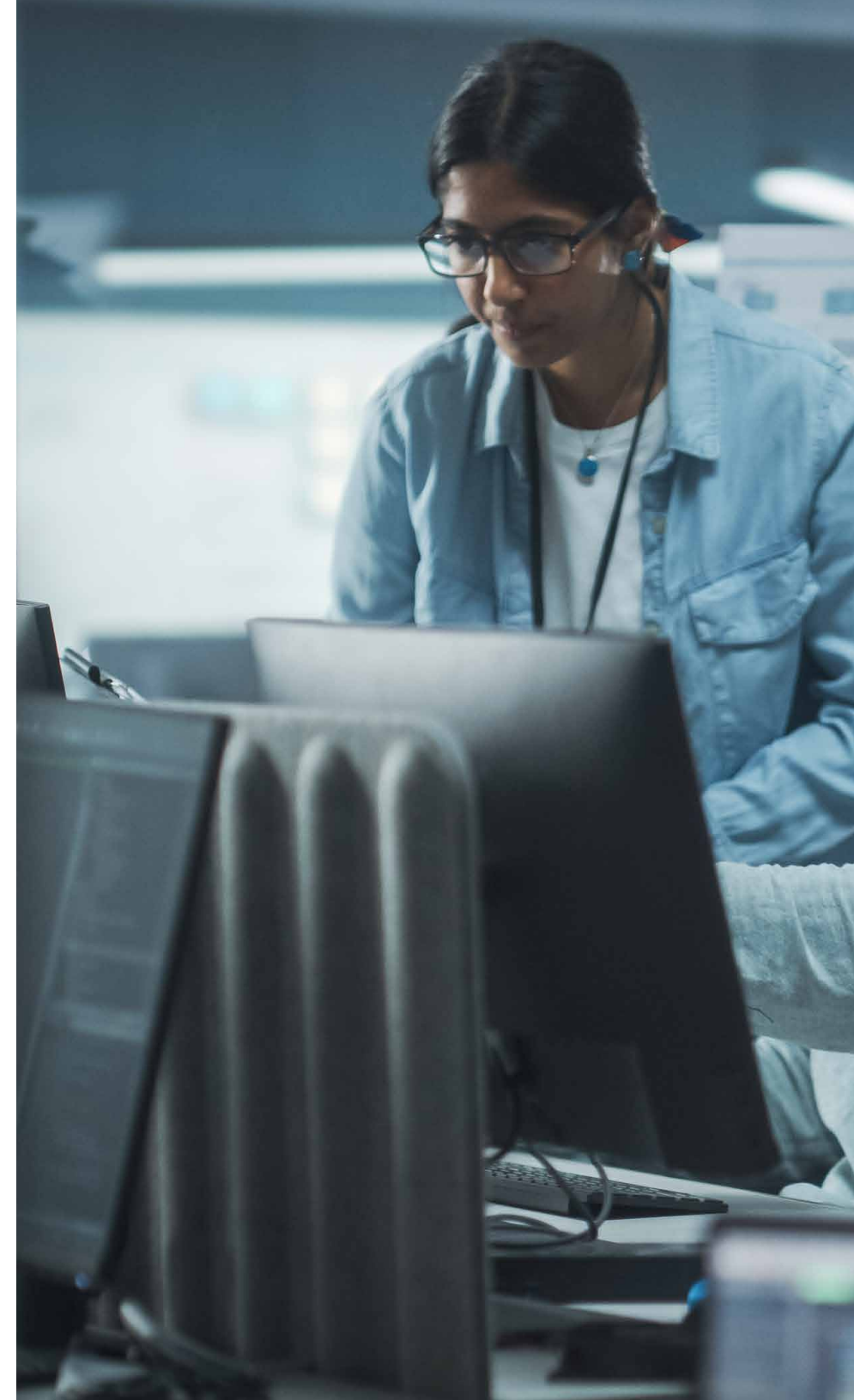
Getting It Done Right the First Time

- Have you ever been involved with an unsuccessful technology project?
- Did you ever have an IT solution that didn't work as advertised?
- Have you dealt with an IT solution that functioned as advertised but didn't produce business value?

IT projects are complicated and have inherent risk, but you can minimize and eliminate the risks and headaches by working with experienced systems integrators that can tailor SAP product offerings to meet your exact needs. It saves time, saves money, and helps ensure a successful project.

It also means you can get things done right the first time, so you don't end up a failed project or a solution that doesn't work as advertised or deliver the results you need.

If you're looking to solve business challenges quickly and cost-effectively, while mobilizing and leveraging SAP-based workflows, we're here to help.

Find an SAP Mobile Solution for Your Business.

Connect with Havensight Consulting to learn more and get started.

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