



CHARTING SUCCESS TOGETHER

MaxiTRANS Optimises Field Services with SAP Field Service Management (FSM)

Business Challenge

MaxiTRANS faced a challenge of efficiently managing its field service operations. Their existing processes were highly manual and decentralised, leading to inefficiencies such as:

- ✓ Difficulty scheduling the right technicians with the necessary skills.
- ✓ Lack of real-time visibility into field operations.
- ✓ Disconnected Systems
- ✓ Inconsistent service delivery with limited mobility
- ✓ Limited insights into technician productivity and customer satisfaction.

Key Components Implemented

- ✓ Smart Scheduling and Dispatching
- ✓ Mobile Field Service App
- ✓ Analytics and Reporting
- ✓ Knowledge Management
- ✓ Contract Management
- ✓ Inventory and Parts Management
- ✓ Integration with SAP S/4HANA and other SAP CX solutions
- ✓ Predictive Maintenance

Solution: Field Service Management (FSM)

Implementation Overview: MaxiTRANS decided to implement **SAP FSM** to digitalise and centralise its field service management. The solution was deployed to:

- ✓ Provide real-time visibility into service requests, technician schedules, and field operations.
- ✓ Enable dynamic and intelligent scheduling of field technicians.
- ✓ Equip technicians with a mobile app for accessing service orders, customer data, and technical documentation on the go.
- ✓ Improve collaboration between dispatchers, technicians, and customers.

Key Results

- ✓ Improvement in First-Time Fix Rate
- ✓ Increase in Technician Utilisation
- ✓ Faster Response Times
- ✓ Reduction in Service Delivery Costs
- ✓ Real-Time Insights for Better Decision-Making
- ✓ Scalable Platform for Future Growth

Conclusion

By implementing SAP FSM, **MaxiTRANS** transformed its field service operations, resulting in higher technician productivity, improved customer satisfaction, and streamlined end to end service processes. The success of the implementation also provided MaxiTRANS with a scalable solution to manage its growing field service demands in the future.

MaxiTRANS is now positioned to continue its leadership in the transport industry, with a future-ready field service operation that meets the evolving demands of their customers and the market.

