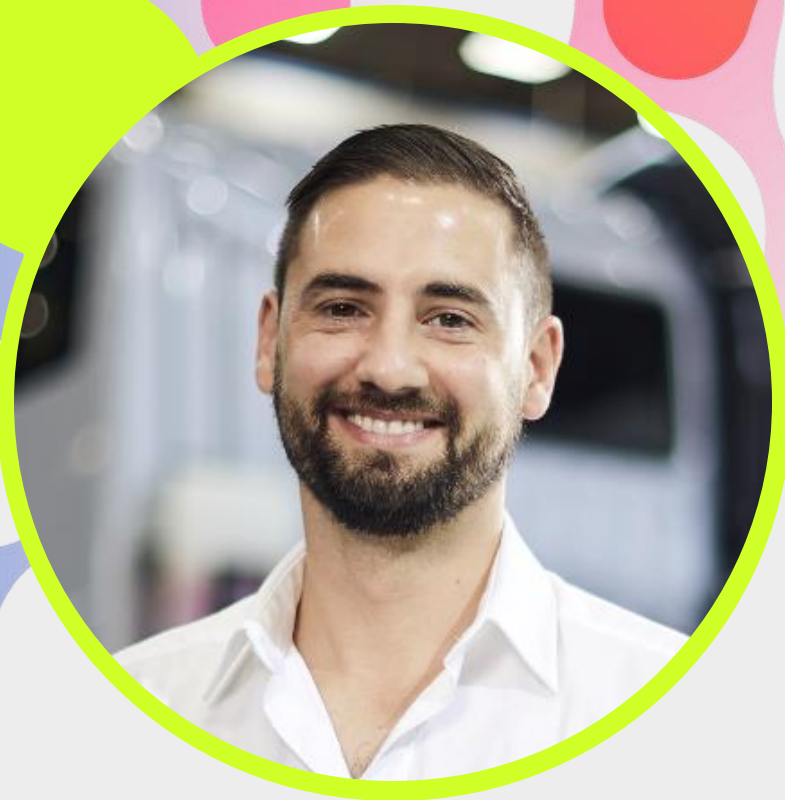


# From Reactive to Proactive: MaxiTRANS Optimises Field Services with SAP FSM

**Ash Crick**

National Operations Manager  
Freighter Group (Formerly MaxiTRANS).



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National Operations Manager  
Freighter Group (Formerly MaxiTRANS).

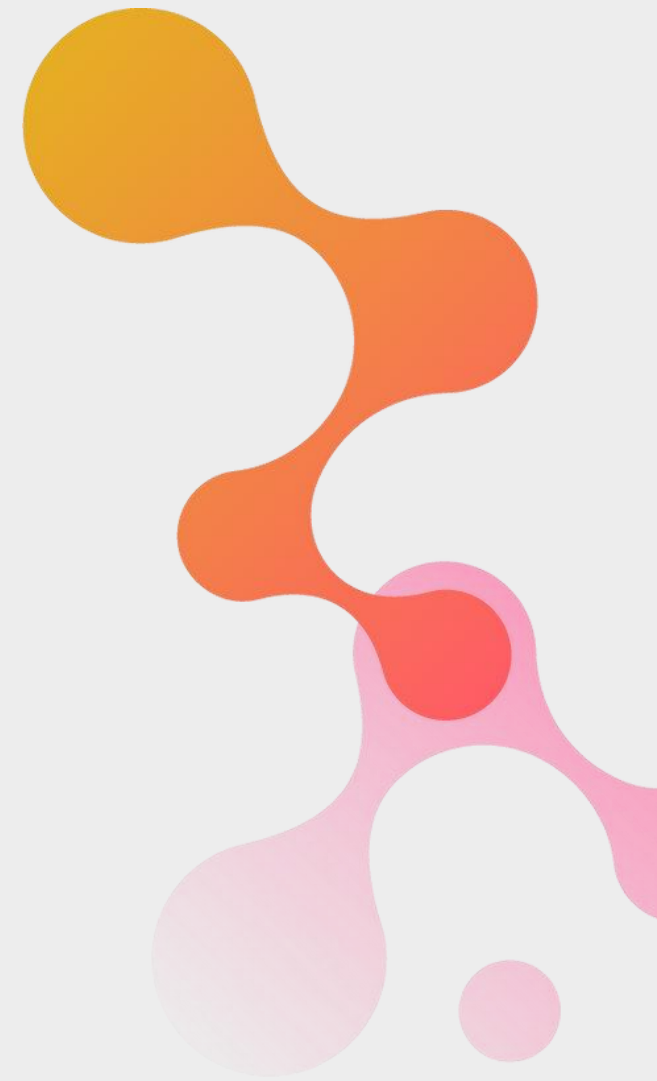
# Who is Freighter Group?

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Freighter Group is an Australian owned leading supplier of locally manufactured trailing transport solutions, operating a manufacturing facility in Victoria & 3 service centers in SA, NSW & VIC.

Formerly MaxiTRANS, Freighter Group has been in operation 3 years, a relatively new business with a commitment to improving the trailer industry across manufacturing, Sales, Service & Parts.

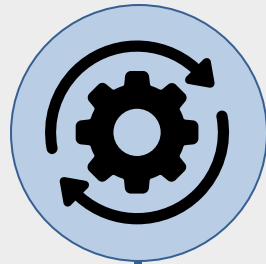
In recent times Freighter Group have spent over \$50m in Ballarat facility advanced manufacturing upgrade, whilst also developing & building new service centers with a focus on setting the business up for long-term sustainability.



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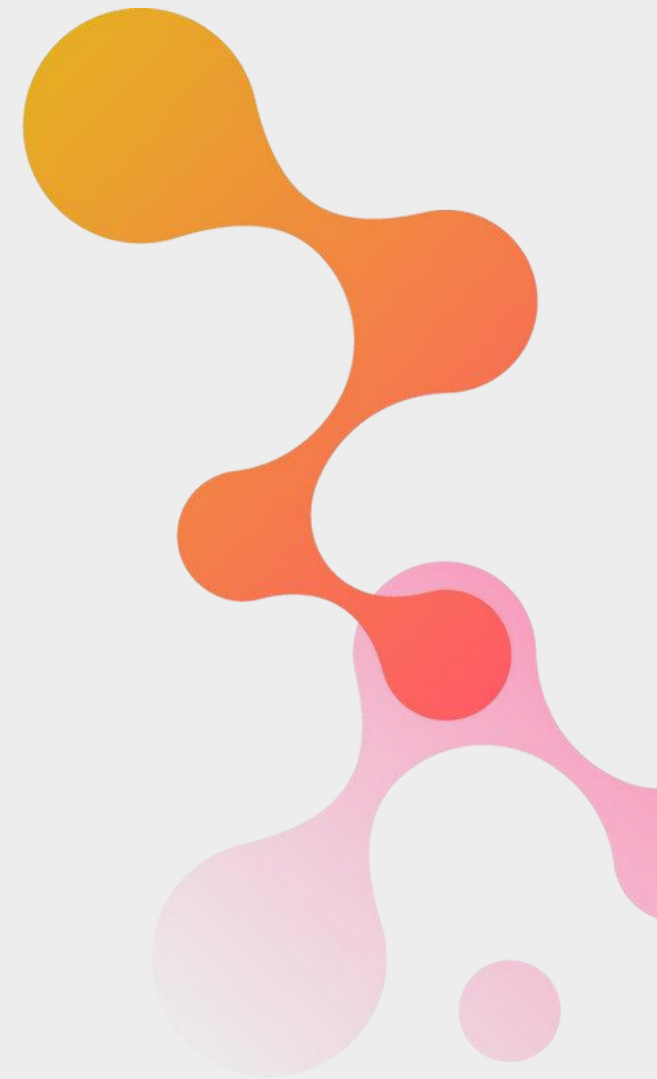
# Service Management



**What is service  
management &  
why does it matter**

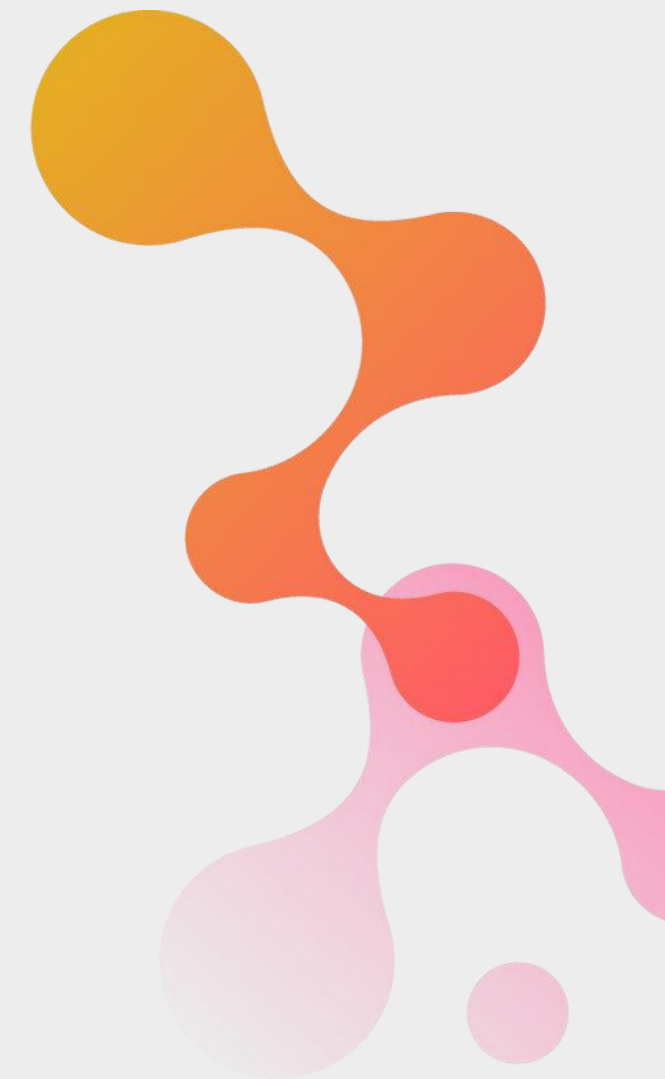
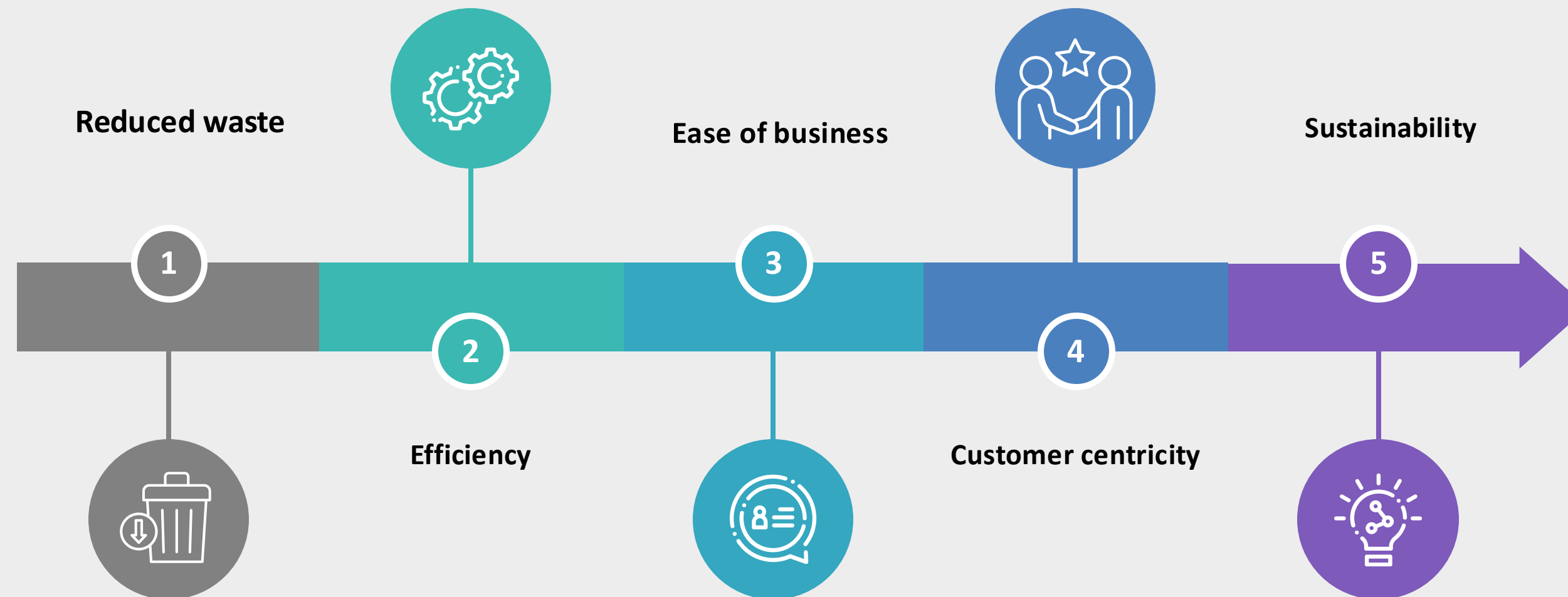


**Why is it important  
to our business at  
Freighter**



# Freighter Group – The Need

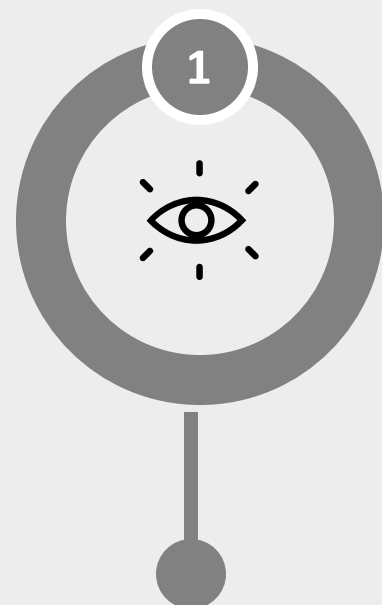
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# Freighter Group – The Challenges



Visibility



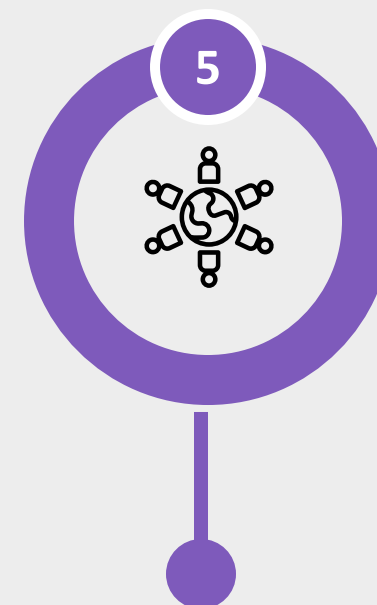
Communication



Administration



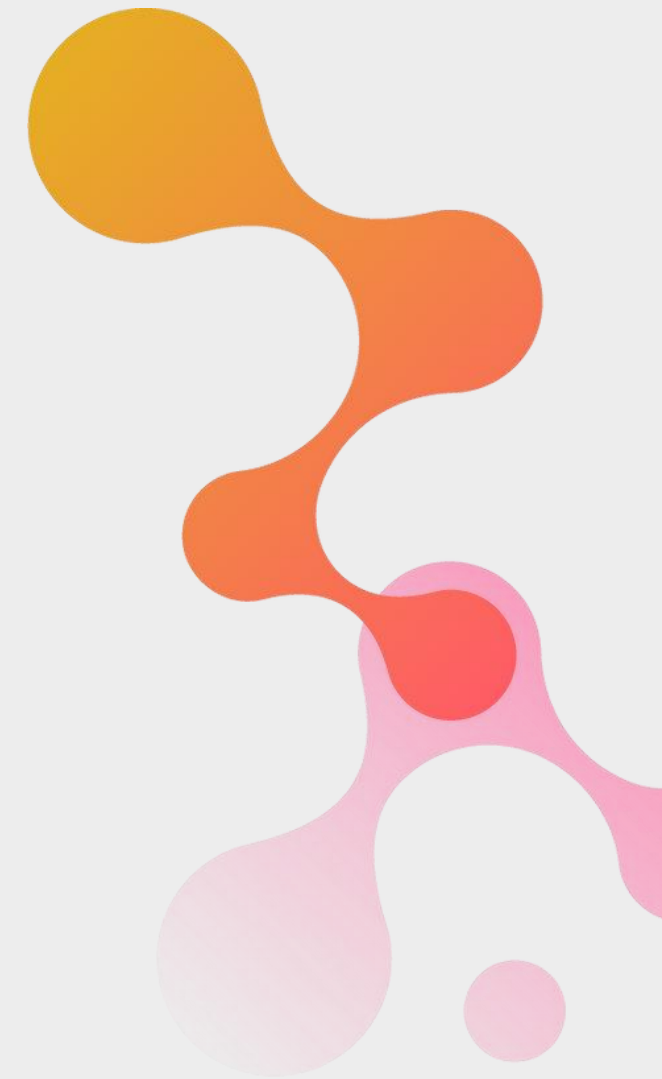
Resources



Culture

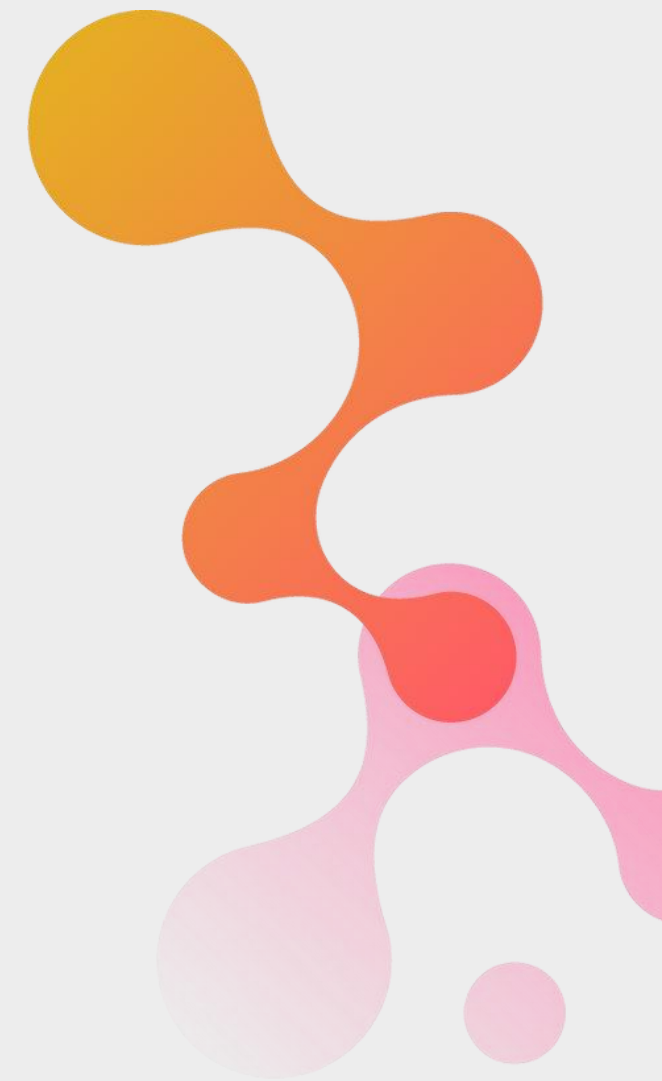
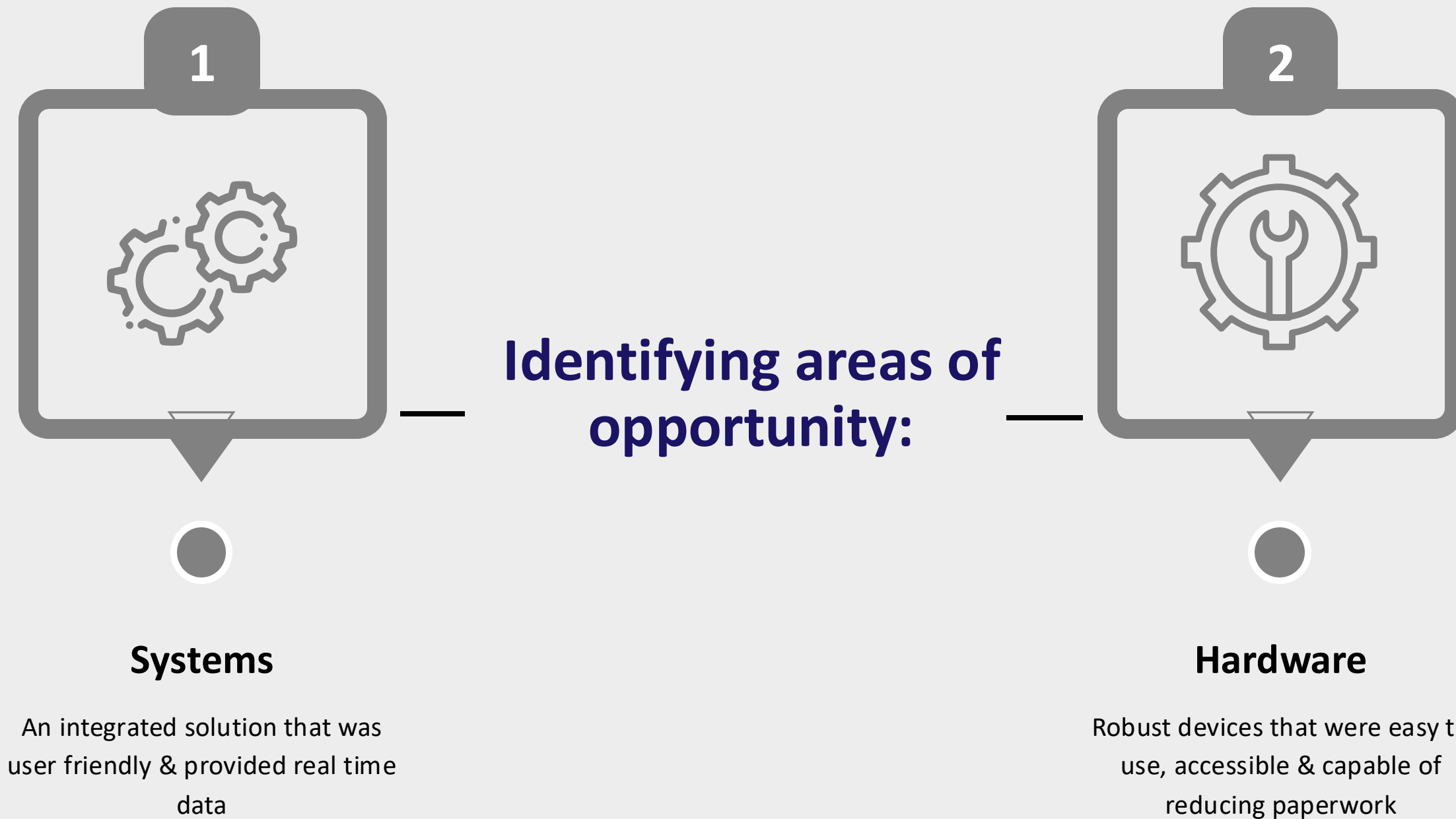


Customer expectation



# Freighter Group – The Opportunity

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# Freighter Group – The Journey

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**SAP Field Service Management - PERFECT!**

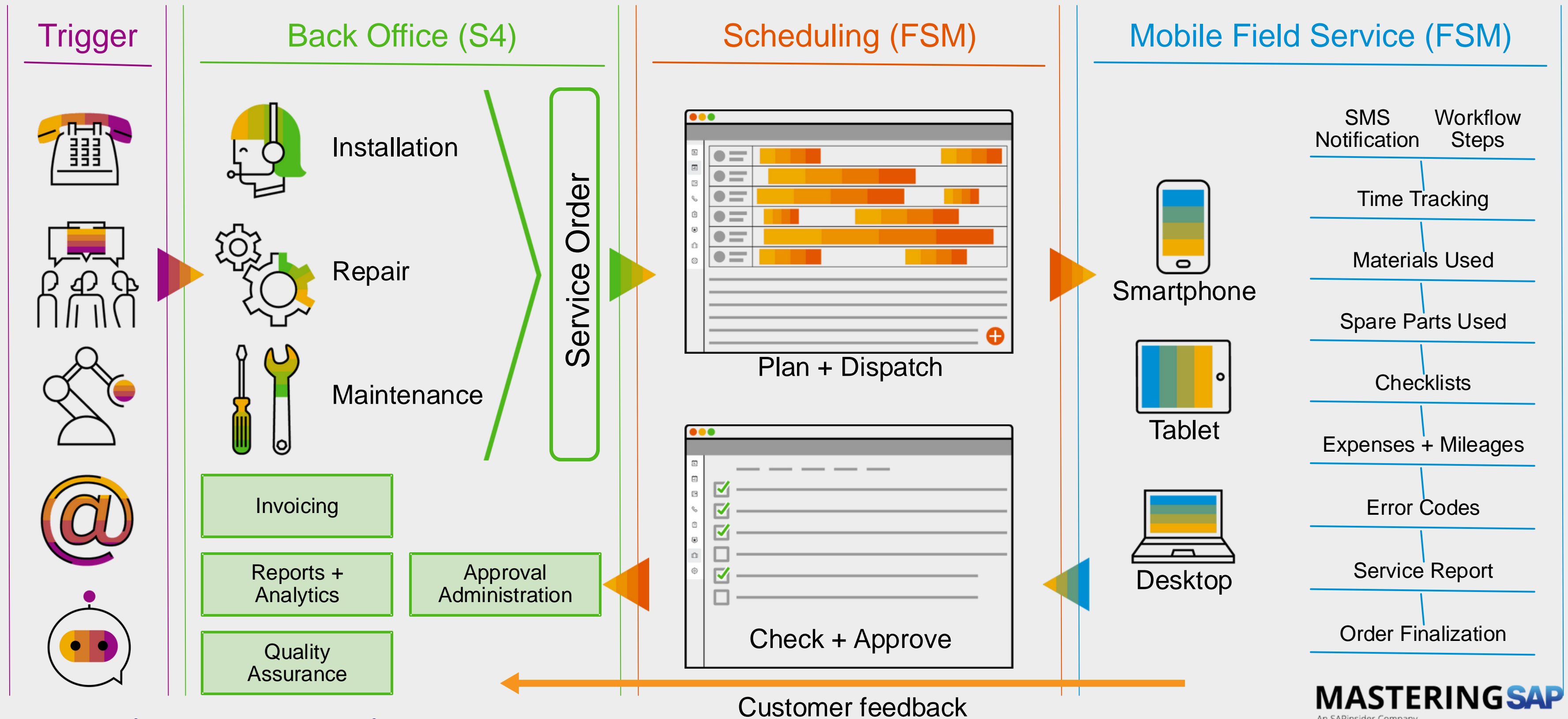
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# Freighter Group – Process Improvement

SAP Field Service E2E - Rapid resolutions, efficient processes and smooth data flow

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# Freighter Group – Implementation considerations

## Data Synchronization Problems

1. Real-time data issues.
2. Duplication times or incomplete data.

## Legacy or Non-Standard Integration

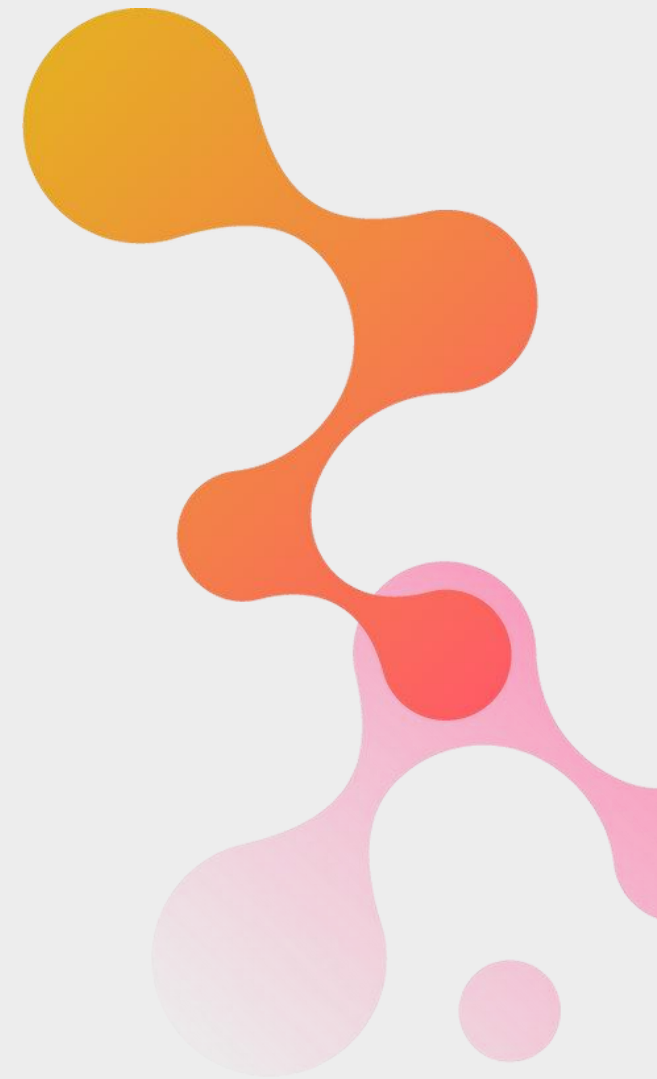
1. Older systems or non-SAP systems.
2. Data format incompatibility.

## Custom Business Logic

1. Inconsistent workflows.
2. Complex customizations.

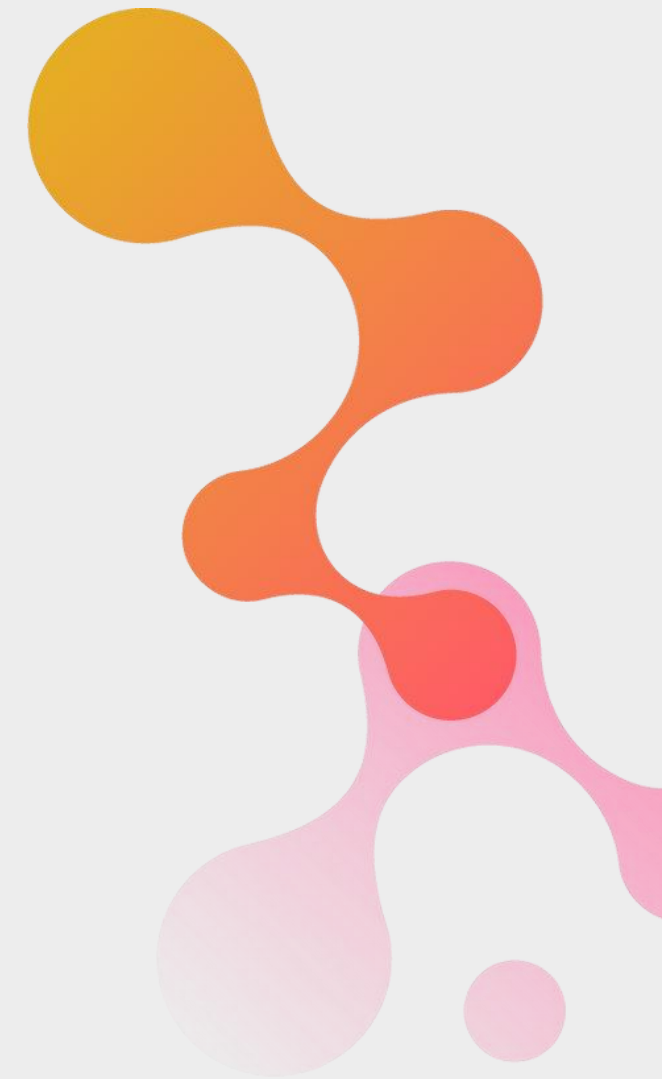
## Change Management

1. Updating integrated systems.
2. Training and adaption.



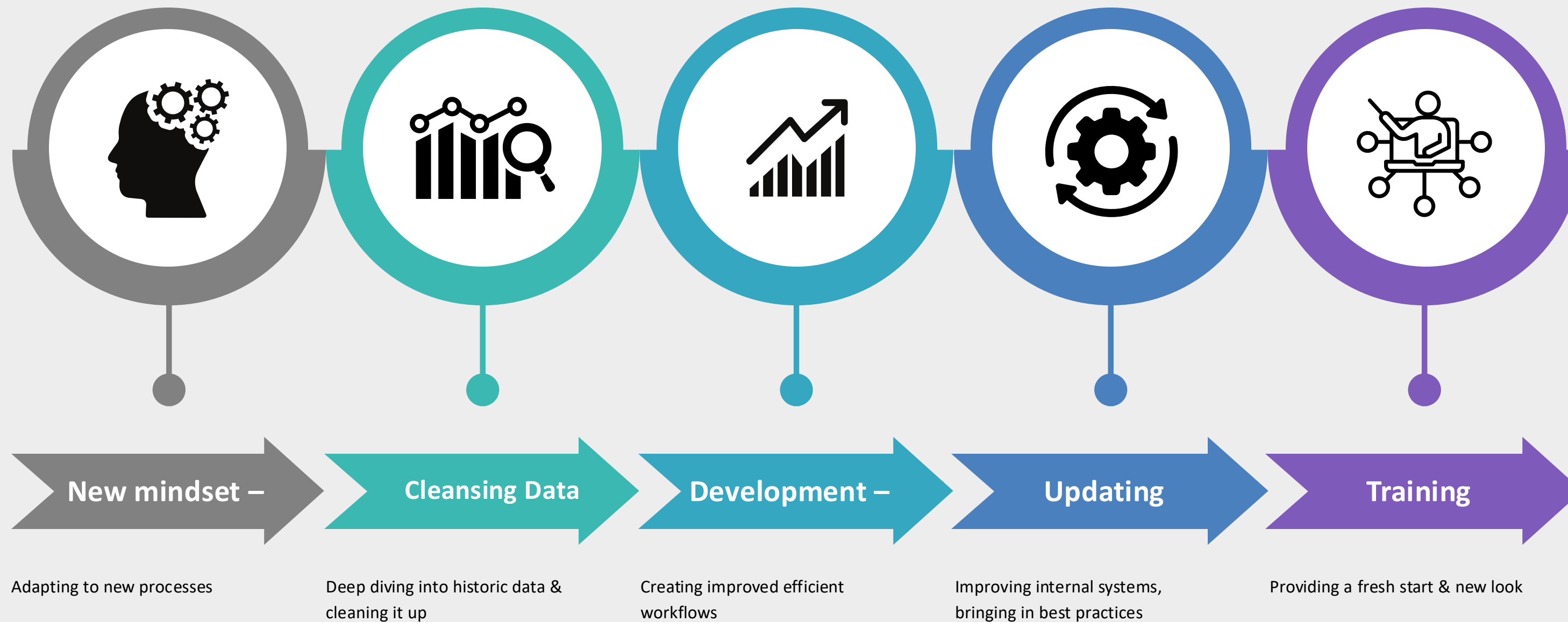
# Field Service – Key Improvements

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# Freighter Group – Solution

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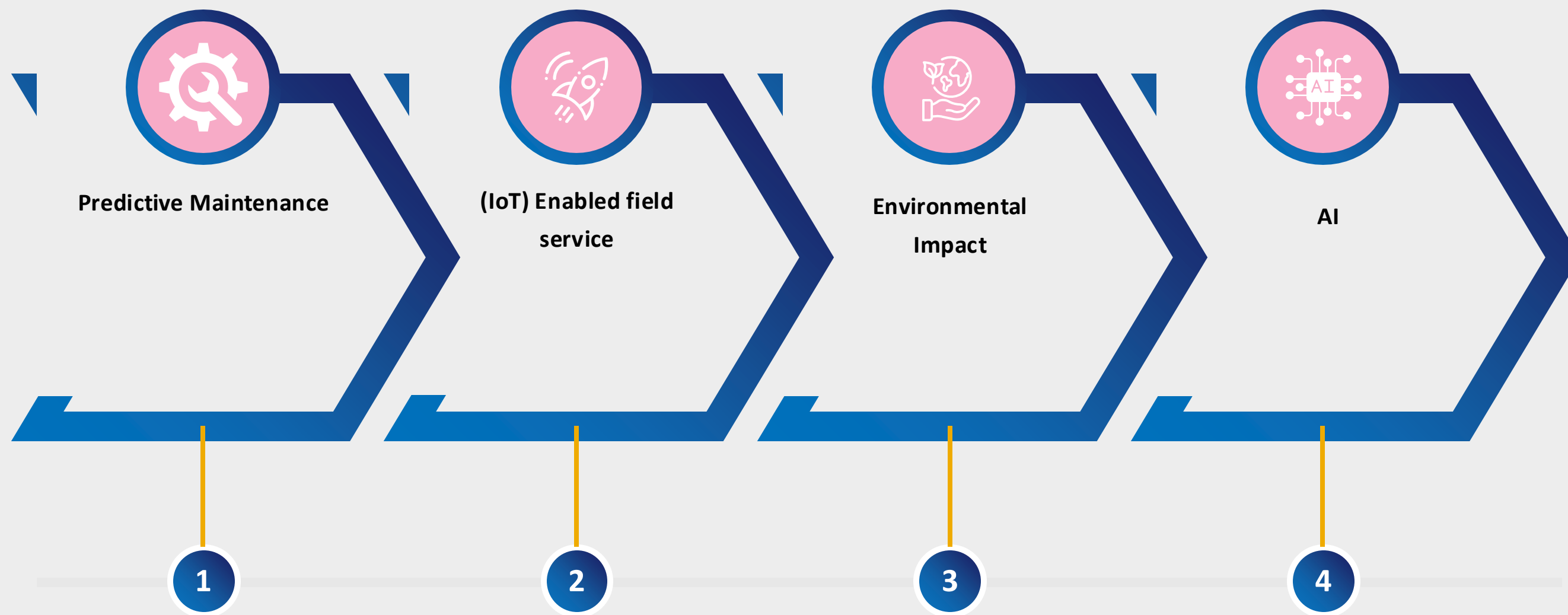


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# Freighter Group – The Future

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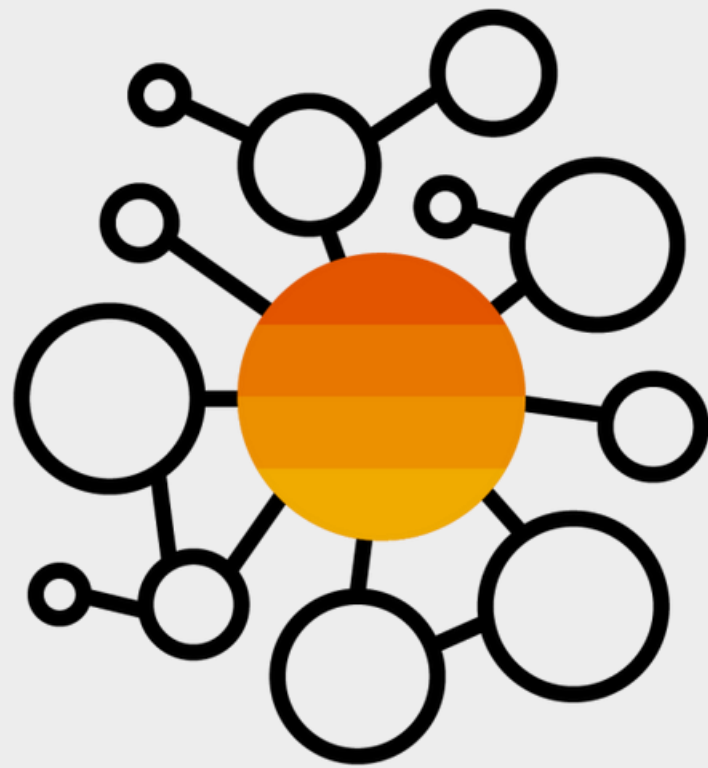
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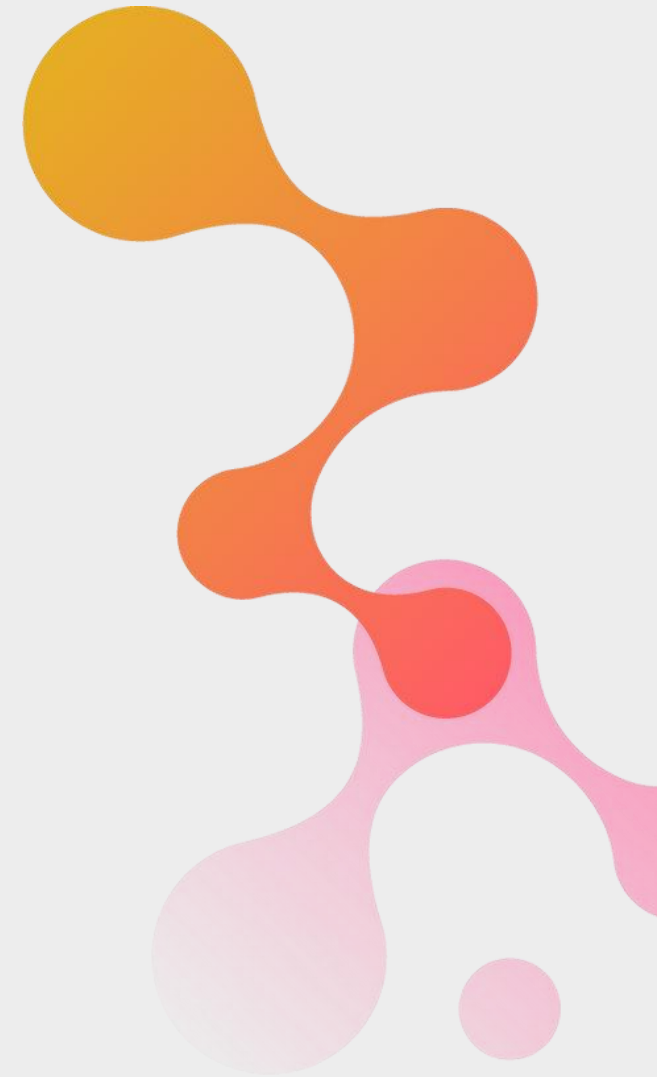
# IoT Enabled Field Service

bring your customer service to the next level

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- Reduce downtime with automatic service call creation.
- Set alerts to prevent machine breakdown.
- Use IoT sensor data to reduce intervention and traveling costs, ensuring costs savings for operations.
- Shorten resolution times with better insights into products and issues.
- Support your technicians by providing them historical and real time data of the equipment.



# Crowd Service



- **Expand your service teams** with partners, freelancers and other skilled resources and leverage them on demand.
- **Meet customer expectations** for real-time service with on-demand workforce
- **Optimize resource allocation** with AI-based scheduling: find the best available technicians in the right location for each job
  - Crowd workers have ability to accept or reject assignments within a set timeframe
- Maintain **high service quality** and support your crowd workers with mobile field service management

# Questions



# How to Connect with Me

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