



Streamlining external field service maintenance without compromising data security or accountability

Before: Challenges and opportunities

- Allow secure and automated data sharing with external service providers, and provide clear documentation of maintenance tasks
- Comply with the technical and security requirements of the German Association of Gas and Water Compartments
- Digitalize spreadsheet-based processes to streamline processes and support growth

Why SAP and Convista

- Built-in capabilities of the SAP Field Service Management solution, which met all requirements with minimal customization while fully integrating with the existing SAP ERP application
- Ability to keep maintenance plans and functional locations in the SAP software system and make them available to external service providers through a user-friendly app
- Offline capabilities, which support work in remote locations without internet coverage
- Smart forms for the inspection of gas pipes and fittings
- Reliable and steadfast partner Convista to help with the implementation

After: Value-driven results

- Fully automated and transparent process, from service provider upload to in-house review and audit
- Faster runtimes for logging smart forms and implementing revisions
- More information and a clearer understanding of maintenance operations for field sales representatives

“With SAP Field Service Management, we have the functionality we need as well as the integration with our existing SAP systems. Our external field service providers are able to enter maintenance data from a user-friendly app, which we can then review with ease. It saves a lot of time and provides the **transparency and accountability** we need.”

Eva Scholl, Maintenance Engineer, ONTRAS Gastransport GmbH

300

Users

18 months

For deployment across plants

Featured partner

CONVISTA: