

Topic

Optimization of the service organization by introducing SAP SM/CS

Customer

ENGEL AUSTRIA GmbH

Task

- Design and introduction of SAP SM/CS for customer service in Austria and Europe.
- Roll-out concept for the Europe-wide introduction of service management.
- Standardization and integration of the sales of spare parts into service management.
- Design and introduction of the internal maintenance service with SAP PM in Austria.
- Design and implementation of IT management.

Implementation

- Design under 4.0 in 2001.
- Implementation under 4.0 in 2001.
- Release Change to 4.7.
- Central implementation for the head office in Austria and the largest sales branch office in Germany.
- Support during the roll-out for another 13 European sales companies.

Functions

- Installed Base Management with automatic transfer of the technical structure in the case of delivery of a machine.
- Entry of service notification for each customer contact.
- Entry of spare parts orders with reference to the notification.
- Entry of service orders with reference to the notification.
- Entry of consumed material, time and other costs related to the service order.
- Resource-related billing of the actual costs or by flat rates using the DIP (Dynamic Item Processor).