# Is your service organization flying blind?
# The 4 Steps you can take to utilize your SAP Service Management Data Today

Do you have screaming customers wondering why they haven't received repaired equipment?  Can you even tell those customers "accurately" when they can expect to receive their equipment?  Are you constantly spending hours pulling together multiple reports for the service organization analytics?  Are your Service Management processes choked with bottlenecks?  Do you have any idea where those bottlenecks are in the process?  How can you improve the process if you don't know?  All the data is in SAP, why is it so difficult to answer these questions?

You may have noticed how many businesses seem to be running poorly, despite having access to almost limitless data. So, what's the deal?  How is it possible in an age of ERP systems that capture everything you do, that we still see so many organizations struggling, or worse yet, hemorrhaging cash with only a band-aid on the wound?  Having interacted with many different companies, it starts to become clear why nearly every organization has glaringly obvious inefficiencies in their processes, but can't seem to find them.  These 4 steps can get you on the road to recovery, and revenue.

1.  **You have to understand the process and the data within that process.**

If you don't know what the data means, how can you interpret it properly?  This sounds so simple, but when you stop to think about it, in a giant system like SAP, there is so much data.  If you don't know what the data means, how can you possibly use it?  In addition, the bigger the system, the harder it is to mix and match the data into something that makes sense to your team.  This is particularly true in SAP Service management, because not only is there a lot of data, but it crosses several different modules, making it even harder to tie things together.

Let's use an in-house repair as an example.  You need to understand the process before you can even hope to understand the data behind it.  You need to understand how a notification is connected to a sales order, or maybe there is no connection at all.  How and when is the service order generated?  Are you tracking serial numbers at every step, or only in certain places?  Every one of these questions and more drives different behavior within the system.  Even quoting a repair has many possible options, all of which are dependent on which process you use and how you configured that system to run the process.  So step one is simply to understand the transactional flow.  This is often available within an

organization if you take a look at your end to end test scripts used at go-live or for any upgrades to the system.

Great, you know the end to end process. In general, the number one question everyone wants to know is "What is the status of this repair?" Now, let's look a level deeper at the status options you have in Service Management. You have the potential of all of the following statuses.

- Notification system status
- Notification user status
- Sales Order Status – Header
- Sales Order Status – Line Item
- Sales Order User Status – Header
- Sales Order User Status – Line Item
- Delivery status (received, created, etc,),
- Service Order system status
- Service Order user status
- Invoice Status.

Now if you don't understand what each of these statuses mean, how can you possibly determine the current "status" of the process? Remember, every one of these different statuses has MANY status codes imbedded within them. Some of the status codes can be directly changed or impacted by you; others are purely driven by the system. Closing a notification or a service order is a perfect example of something that is dependent on a user to set, while a sales order having a status of complete is system driven. And don't forget about the interaction between those statuses. Wow!

## 2. Even if you know the data exists, you still have to know where to find it.

If you don't know where to find the data, it's going be tough to use. Again, similar to the first point, knowing the data exists somewhere within the system doesn't help you find what you NEED to know. In SAP there is so much data that getting the stuff you really need can be challenging. SAP for example has so many different dates, that knowing which data you really need to be using for your business can be a challenge. Figuring out the correct data, and then pulling it together to give you the information you need often takes someone with a lot of knowledge about the system.

If you look at the entire end to end process for a single in-house repair, you may have to check tables for all of the following areas:

- notifications
- sales orders
- deliveries
- service orders
- invoices
- quotes
- statuses
- serial numbers/Equipment records/functional locations/etc.
- Many other vital pieces to you SM process.

Now think about all of the different dates involved with each one of those pieces. You will have start dates, end dates, goods issue dates, goods receipt dates, etc. That doesn't even include the dates when a particular status was set. For example, a common need is to know when a quote was requested and this is done through a user status.

And after all of that, you still need to connect the dots between all of the different documents within service management. You still need to connect the sales order to the service order (or maybe multiple service orders). Did you start with a notification as a help desk ticket to begin the process? Are you using resource related quoting? Depending on your process, the connections quickly begin to look like a spider web.

*Prime Example*

*You want to know how long it takes from the time of creating the repair sales order to the time of invoice. If you know the sales order number you can relatively easily get the invoice number, then compare the sales order dates with the invoice dates to see how many days elapsed (don't forget, you might need to factor in holidays and working days as well). But now you want to take a closer look at the process. You want to know how long it takes from the time you received the customer's equipment to time the time it was shipped back to the customer. And maybe you also want to know how long did you have to wait for a quotation to be created? How long did it take the customer to approve the quote? Etc. You can quickly see how the complexity skyrockets. All of this data is in SAP and was collected through the standard service management process. But there is no easy place in the system to find this information without a lot of "intelligent" data mining.*

### 3. If you aren't analyzing the data properly, you are wasting time, money and resources.

Analysis of the data is the key to pinpointing the true issues. Once you have all the information, and you've put it into a readable format, you now need someone to look at it and interpret what it means. Let's look at a common service issue. An in-house repair is taking too long to ship to the customer. Where do you start looking?

- The Service Shop
- Receiving
- Shipping
- Customer Service
- The handoff between any of these 2 groups

Even after you figure out "where" to look, you still need to determine where the bottleneck really is. Now you could take a guess where the problem lies. You could send your resources to analyze the process and implement changes. You will likely see some improvements. However, will you see a 1% improvement in turnaround time or will you see a 10% improvement. How do you really know what impact you had on the process? Now think about the number of steps involved in an in-house repair. Do you have the resources to investigate each of those areas and implement your findings?

You can't see the complete picture if you don't analyze the data properly. If you can't see the complete picture, you are likely wasting valuable resources "solving" the wrong problem.

*Real World Issue.*

There was a project where the repair sales orders were never making it to the service technicians for repair. The issue was that the customer service group didn't understand the repair sales order. They were used to dealing with standard sales orders. If you're familiar with SM, you know that the repair procedure generates multiple lines to do an in-house repair. Well, if you don't enter in all the information, the inbound delivery line item isn't created, so the equipment can never be received. Meanwhile, they had equipment sitting on the dock with no way to receive and no idea what to do with it. Without a clear picture of the full process, it took a couple weeks before anyone realized the source of the problem. Once discovered, it was a simple training and documentation exercise to resolve the issue. It wasn't a huge effort, but it improved the turnaround time by 1 or more days. This is a huge improvement, because as we all know, every customer wants their equipment back yesterday.

## 4. You have to use the information to see any improvements.

If you don't analyze your data, things can't get any better.  But like everything in life, you must act upon that data.  When an organization doesn't act on the data they have extracted, things will not improve.  Often, the easiest way to overcome this issue is to provide the data in an easy to ready format.  If you can clearly demonstrate exactly where the issue is, you are more likely to convince the organization that it is worth the effort to investigate.  Remember, the data you extract will never give you 100% of the picture.  Until you commit to investigating the process, you only know that it's taking longer than it should.  There are countless valid reasons for the data looking bad.  It may be that someone was on vacation last week or maybe the transactions aren't entered into the system until lunch time, instead of as they happen.  The concept to keep in mind is the better your data and the more thoroughly your analysis are done, the easier it will be to narrow down the issue.  With a little effort, you can look at the data and see that the problem is your service department. However, if your data is good enough, you'll be able to zero in on the quotation process, or missing components, that are causing 80% of your issues.

As you can see, there are a lot of things preventing businesses from running at their best.  The good news is that the issues listed above can be solved if you can get a service management analytics tool in the hands of someone that does understand the data, and how to analyze it.

## What to do next

To further help you find your biggest issues with SAP Service Management, JaveLLin Solutions has developed a 30-minute interactive session which we conduct over the phone with you and top staff/team members.

What we accomplish in this fast-paced, zero-nonsense session is:
- Understand your biggest concern
- Narrow down your biggest bottleneck
- Provide options to improve the bottleneck

The presentation is conducted by Mike Piehl, Platinum Level Service Management expert, who has implemented SAP SM in over 10 different clients and industries.

Please be assured that this consultation will not be a thinly disguised sales presentation; it will consist of the best intelligence Mike Piehl can supply in a 30 minute time span.  There is no charge for the call, but please be advised that the call must be strictly limited to 30 minutes.

To secure a time for this consultation, please email dashboardmc@javellinsolutions.com. We will provide you with a diagnostic questionnaire consisting of several questions that will need to be answered to maximize our time together.  The consult will typically take place within 1-2 weeks of receiving your questionnaire.

## Where do you find an analytics tool for SAP Service Management?

As you know, pulling together all the data and providing it in a ready to use format is a lot of effort. Most companies either lack the time or the expertise to put this together themselves. If this describes your organization, take a closer look at Broadsword by JaveLLin Solutions. We've loaded up all our SM knowledge into this application to provide you the metrics and detailed data in one location.

Broadsword: Service Management Dashboard is SAP certified. It can work for you directly out of the box. It will give you all of the data you need to quickly pinpoint your problem areas in the process and move straight to investigation. If you like what you see, please contact us for your free consultation and demo.

Using the information… well that's up to you!


## JaveLLin Solutions, LLC offers 100% No-Risk Guarantee on every application we offer.

We offer our entire product line with a 90 day money back guarantee. In addition, we offer a trial period for you to evaluate the application within your own system and using your own data. Our goal is give you what you need. If we can't do that to your satisfaction, then we'll give 100% of your money back.