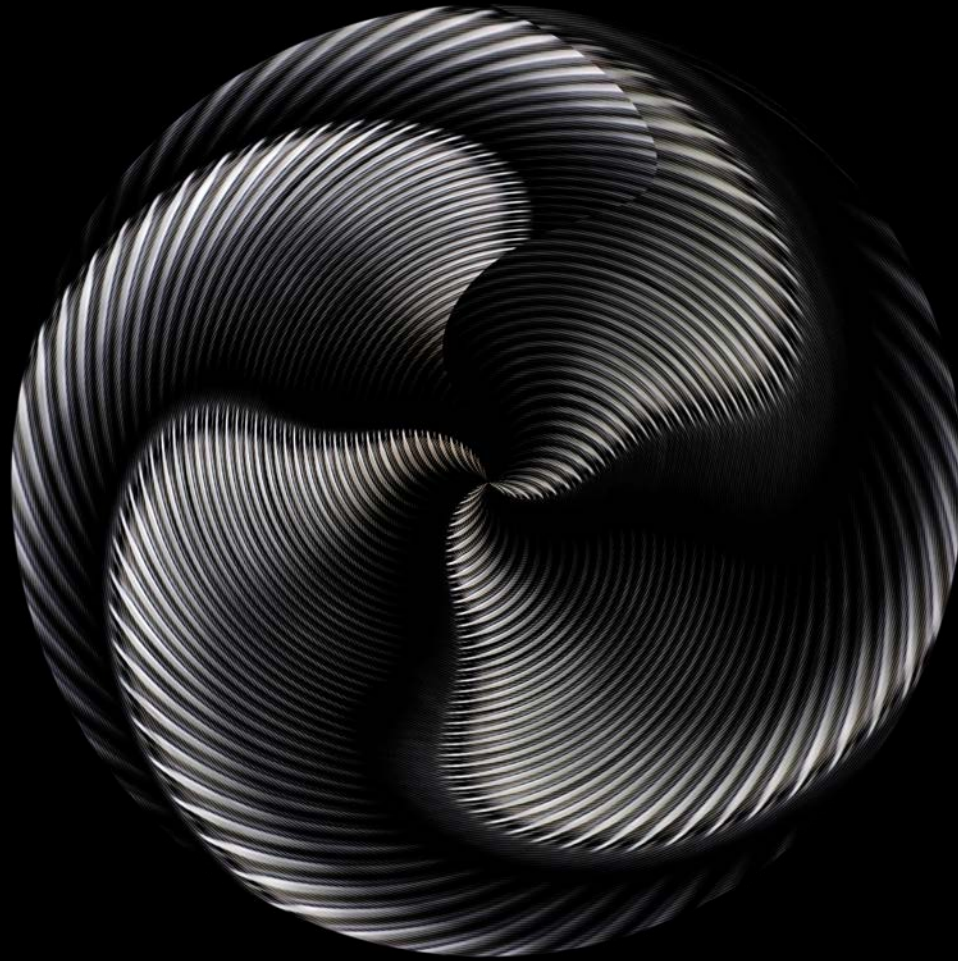


Deloitte.



**Empower your field
technicians**

A smarter approach to managing field
assets using mobile tools

Empower your field technicians

A smarter approach to managing field assets

For many organizations, the workforce has always been mobile. Having skilled employees on the move is a fact of life especially for electric, water and gas utilities, oil and gas companies, industrial equipment firms, telecom companies, and any number of asset-intensive industries that deploy workers to install and service equipment in remote field locations.

In asset-intensive industries, the field workforce often experiences pressure to increase speed, efficiency, and accuracy while reducing costs to maximize the productive life span of the asset. To meet these demands, field technicians need increased access to data in the field, and the back office needs real-time information to efficiently plan work across the enterprise. On top of these demands, regulatory requirements continue to increase. Finally, employees could benefit from using the same type of mobile tools at work that have provided significant convenience in their personal lives.

Companies that successfully deploy digital functionality combined with mobility are often able to boost workforce productivity

and could gain a competitive edge. When it comes to mobile work management, you'll need more than handy apps for your field employees, however. You'll need comprehensive solutions that can deliver results aligned with business goals.

Keep it moving

As they seek to align digital work management with business objectives, many organizations have turned to Deloitte for help with tools such as SAP® Work Manager, a mobile solution for asset-intensive industries. With a rich set of functionality, SAP Work Manager delivers a mobile app for managing work in the field and leverages the SAP® investment and footprint for those organizations already on an SAP platform.

Deloitte can help organizations deploy SAP Work Manager with enhancements that streamline business processes. SAP Work Manager is designed to work on any mobile device and allows field crews to receive and manage their work. For example, automatically entering employee time, leveraging GPS capabilities and analytics to optimize routes and workflows, collecting

data from workers via an intuitive user interface, and providing field personnel with mission-critical data at the point of work performance can all provide significant value to the business and enable users to focus on executing the work safely and efficiently.

More than a mobile app, SAP Work Manager offers organizations a comprehensive real-time view of field activities, provides data-driven insights that can support strategic decision-making, and supports your ability to streamline workflows and processes beyond the field. For example, with SAP HANA and our analytics offering leveraging the SAP Predictive Analytics Library (PAL), data captured through SAP Work Manager combined with real-time sensor data can be analyzed to drive SAP-based Predictive Maintenance strategies and predict failure times for critical equipment. Deploying SAP Work Manager effectively, however, requires more than plugging in a solution. You'll need to understand your vision, your current processes, and what it will take to unlock new value. Deloitte can help.

It's all connected

Field workers in asset-intensive industries today require mobile tools that can help them do their jobs more efficiently and effectively. An app for field work should be more than just an app, however. It should extend value far into the enterprise—to help keep up with the digital realities of doing business today.

Real-world results: A case study

What kind of results can you expect from working with Deloitte to deploy SAP Work Manager effectively? In a recent implementation of SAP Work Manager at an electric and water utility, we provided an end-to-end asset management solution in which SAP Work Manager served as the platform for all mobile work management. Here are a few of the key benefits that the utility experienced:

- 1.** A single platform for all mobile work management.

SAP Work Manager was used to manage all work throughout the utility—across electric, generation, water, and facilities—to maximize the investment in the product. By using a single platform, IT, training, and change management costs could be effectively managed.
- 2.** Real-time access to information.

High-priority emergency work can be pushed to the device, and field crews can report work progress. These capabilities have allowed schedulers to better manage crew assignments and work priorities while also maintaining worker productivity.
- 3.** Automated time entry.

Time is automatically calculated and charged for the work that is being executed, based on the work status. This capability has allowed crews to spend more time performing the work and less time reviewing time entries.
- 4.** Meeting regulatory and compliance requirements by establishing a clear digital trail of work performed and recorded asset conditions.

With additional data captured in the system, the organization also has been able to use analytics pro-actively to manage asset maintenance to extend the lifespan of the assets.

Since the utility was transitioning from a largely paper-based process to a completely digital process, the transition was smooth and extended over several days. Work that was in progress before the transition was completed through the usual paper process, while new work was executed from the mobile device. This allowed users to gradually transition from the legacy paper process to the new SAP Work Manager system and minimize the impact of using a completely new system while still maintaining productivity.



How Deloitte can help

Deploying SAP Work Manager to deliver results for your organization will require a rich set of skills. To leverage the value of your investment in the solution, you'll need to tightly integrate it with other systems, such as GIS, scheduling tools, and your existing ERP system. You'll need to align your business processes with SAP Work Manager, to make the most of your investment. You'll also need to determine what types of data your mobile workforce will need. Guidance on technical infrastructure—from your mobile device management system to your mobile management strategy—will be critical. And you'll need help establishing governance—a set of rules for how you use SAP Work Manager. Moreover, you will need a plan to drive adoption and effective use of the solution—as well as capabilities to support end users if they encounter device or software issues.

With Deloitte as a guide and a hands-on collaborator for your SAP Work Manager journey, you can start moving strategically toward value. What do we bring to the journey? Plenty.

Business first. Our “business first” approach means we begin with understanding your current business processes, how you can improve them, and how a realigned set of processes can work with SAP Work Manager to deliver new value for your organization. We also can help you make the business case for moving to SAP Work Manager.

Technical proficiency and collaborative working style. We're an SAP value-added reseller of software licenses, and we also implement SAP offerings. But we do more than hand off a solution. We have extensive

experience in system integration, with a long track record of delivering projects on time and on budget. Whether you're looking to integrate SAP Work Manager with other SAP offerings or non-SAP systems, we understand what it takes. In addition, our experienced consultants closely collaborate with you to develop and deploy your solution.

Comprehensive capabilities. Our global network of more than 16,000 business and technology professionals focused specifically on SAP means we can address needs across the enterprise, across industries, and across geographies. More than that, we can customize our offerings to meet the particular needs of your business. We have deep industry-specific experience as well as category-level experience, to help you address the needs unique to the components and materials you use.

The big idea

With Deloitte and SAP Work Manager, organizations can not only empower workers in the field, they can begin transforming business processes and information transparency throughout the enterprise.

Let's talk

Transforming how your mobile workforce installs and services assets in the field takes more than technology. It takes strategy and guidance. If you're ready to start exploring a new path for field work management, we're ready to help. Contact us to get the conversation started, to schedule a demo, or to learn more about Deloitte capabilities with SAP solutions.

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