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WE ARE NOT ALL MAYTAG REPAIRMEN

Reducing Unplanned Costs with SAP Service Management

Getting it *done right the first time* is the goal of world-class service and repair businesses. Unfortunately, it is not always that easy.

Significant time, dollars, reputation, and goodwill are lost or wasted when a technician doesn't finish the job, and the equipment is still down. One of our clients, an elevator repair service, accounted that technicians do not have the right part, or unplanned visits were the single largest cost driver.

The Service and Repair component of your business should be one of the most profitable and major contributors to your revenue growth. Your customers are willing to pay a lot of money to ensure that their business is up and running.

There are three primary processes in the service management area that excellent service companies excel at:

- Notification – Getting the Work Order set up correctly
- Scheduling and Repairs – Repairing in-house or on-site
- Reporting and Analytics

In this article, we will address current trends and Best Practices in the Notification and Scheduling areas. Small changes in these areas lead to driving world-class improvement in your Service and Repair business.

The Notification is the most critical component in the process. Capture the data accurately; it increases the probability of repairing the equipment the first time. If not, you are wasting your customer's time and yours.

Best Practices for Notifications include:

- Reduce the time to create the Notification – Reduce data entry time up to 90% by simplifying the data and screen flow for ECC or CRM.
- Improve accuracy – Pulling standard data from other modules including equipment name, serial numbers and billing instructions improves accuracy and relevance.
- Continuously educate the Customer Service Reps (CSRs) – CSRs have to get it right the first time. This disconnect often occurs between the customer calling in with incorrect or missing information and CSR's not accurately capturing this information.

Scheduling service and repairs is an art and science. So many factors contribute to getting this process right. It starts with the proper diagnosis before the tech is on-site. This helps to ensure the correct parts and skill sets are assigned to the work order.

Best Practices for Scheduling Service and Repairs include:

- Utilize mobile UI5 technology – Robust mobile apps reduce time and effort to complete the repairs; less time for repairs, the more profitable the business, yes?
- Improve customer data quality – Incorrect customer data creates delays, misdiagnosis, and incomplete repairs. Mobile apps allow for updating customer data in the field.
- Centralize Knowledge-base – Diverse geographies and product lines run more efficiently with centralized knowledge of the products and instructions for repairs.

The Service Management and Repair business should be one of the most profitable lines of business for new and recurring business. Elevating to world-class caliber is not a complex task with today's technology.

Our Advisory Services team can help to identify how to transform your Service and Repair processes to world-class percentiles. Contact Warren Norris, warren@titanconsulting.net; or call him at 972.679.5183. To find out how we help identify your opportunities for improvement, you can also contact your Titan Sales Director as well.

