

Mobile Solution with SAP Work Manager

SAP Work Manager on SAP Mobile Platform 3.0

Thorsten Ahlers
Gerd Behrens

swb AG,
wesernetz Bremen

Bremen, Oct. 1st 2015

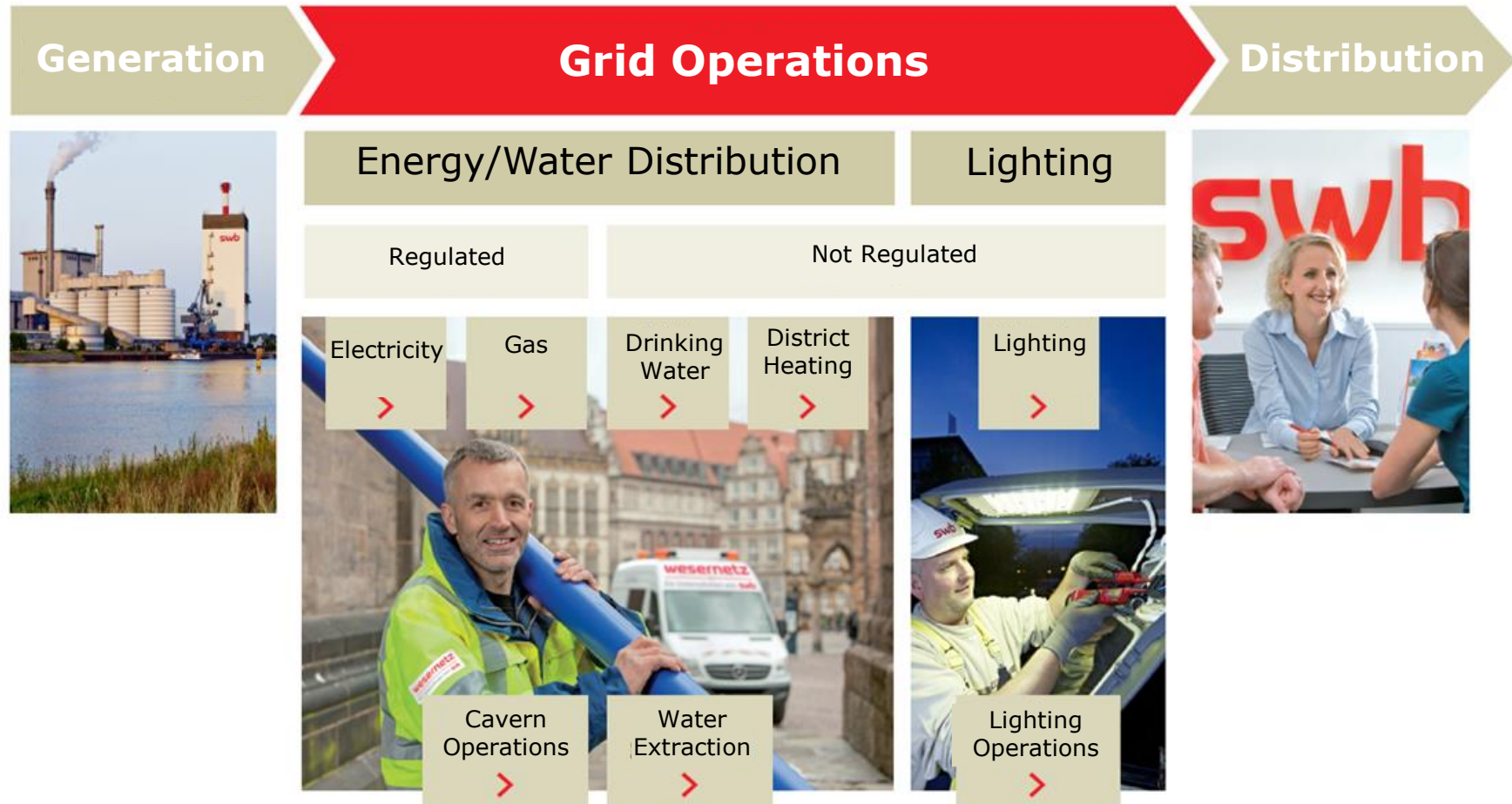
wesernetz

Ein Unternehmen von **swb**

Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

Company Overview



Company Overview

Network Services

- > Electricity
5,902 Million kWh
- > Gas
7,146 Million kWh
- > Heating
1,092 Million kWh
- > Drinking water
38.25 Million Cubic Meters



The Corporation

Power Systems (Supply Lines)

12,100 km power lines (cables,)

4,600 km gas lines (incl. house connections)

2,450 km drinking water pipes

343 km heating lines

Power Systems with swb Lighting

3,818 km Lighting grid in Bremen and Bremerhaven

73,000 Lights in Bremen and Bremerhaven

57,000 Lights operated in other cities in northern Germany

Total personnel:	(active employees)
wesernetz:	699
Lighting Solutions:	50

Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

„Mobile History“

2009:

- Introduction of „SAP MAM“ („SAP Mobile Asset Management“):
Order processing in maintenance (SAP PM) in **all** areas (gas, water, electricity, heating) and all processes (maintenance, building, preventive maintenance)
- Planning in SAP MRS („Multi-Resource-Scheduling“)

2010:

- Introduction „Gas House-connection Inspections“
Mass process with automatic generation
of notifications in SAP PM
- Introduction of maintenance for heating house connections and
mountings



„Mobile History“

2012:

- Mobilization of grid planning, field work power connections, interference Elimination,... (in Backend via CITRIX)

Often criticized disadvantages of „SAP MAM“:

- Long synchronisation times (2-6 minutes)
- Only runs with Windows 7 („We want tablets“)



Additionally in aprox. 2012/2013 :

„End of Life“ for „SAP MAM“ was announced.

Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

The Decision: SAP Work Manager or ...

2014:

„End of Life“ for „SAP MAM“ is approaching and the follow-up workforce system (mobile, offline) has to be decided.

Generally, there are the following 3 alternatives:

1. **„NON-SAP-Solution“** as a „workforce-System“, which will be connected to a SAP PM interface for data transfer
2. A **„product-solution“ by a manufacturer** based on „SAP SMP x.x“
3. Introduction of **„SAP Work Manager“** and SMP 3.0 including screen changes according to business requirements

The Decision: SAP Work Manager or ...

1. „NON-SAP-Solution“

- + might be a little cheaper
- **two systems**, meaning that there's no common view (selection) of data
- **low flexibility** (SAP, external system, interfaces are „change-relevant“)
- high amount of effort regarding the interfaces
- Dependent on the manufacturer

2. „Product-Solution“ by a manufacturer, synchronization on the basis of „SAP SMP 3.0“ (or similar)

- + Synchronization on the basis of SAP, meaning only one “system containing data”
- **limited flexibility**, since manufacturers have “their standard”
- Dependent on the manufacturer

3. „SAP Work Manager“ with SMP 3.0

- + one „system containing data“
- ++ flexibility in screen design
- ++ Independent of manufacturer, only „implementation partner“, stay in “SAP Standard”.
- Pricing with SAP “a little bit sluggish” (for us)

Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

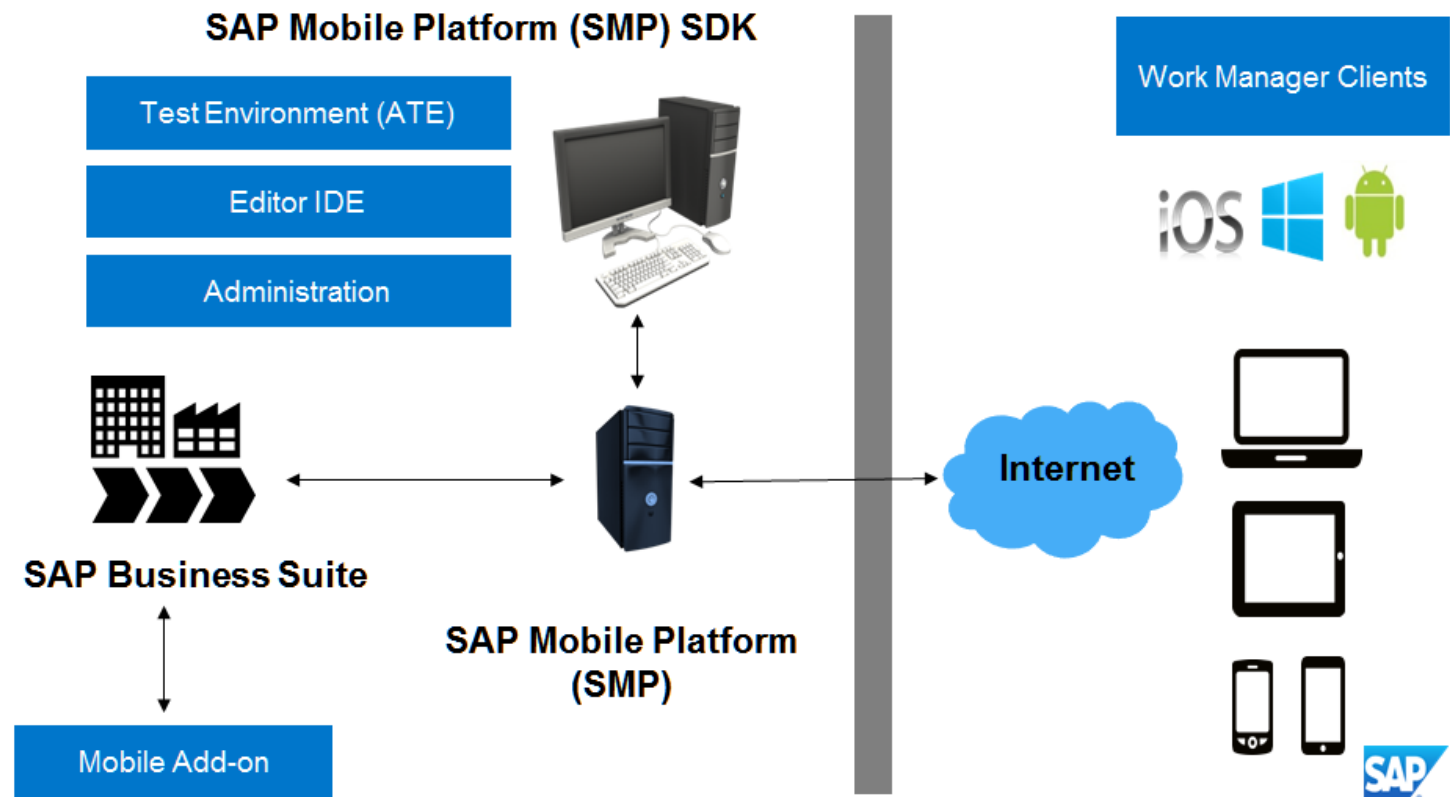
The Project „SAP Work Manager“

Implementation Partner	Evora IT Solutions
Implementation Consultant	Energy4U
Contract Date	Dec. 2014
Project start:	Mid Feb. 2015
Realization:	March – July 2015
GoLive for „6 pilots“	7th Sept. 2015
Rollout of 180 technicians	Starting 14th Sep 2015
Schedule / Costs	„in time“ / „within budget“
Number of steering committees	2 Events
Number of internal project leads	2 People

➔ A very „calm project“ without escalations.

The Project „SAP Work Manager“

Architecture: **SAP Work Manager and SAP Mobile Platform**
Used for fast rollout of the Solution



Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

„SAP Work Manager“ at wesernetz

Functions of the „SAP Work Manager“ solution at wesernetz:

1. List of planned work orders and unplanned work orders
2. Filtering, sorting, user-defined sequence of work orders
3. View and change master data
4. Capture measurement points

Auftrag-Nr. 76111135 - Mittelspannungsstation 0196 Netz Hansa - Wartung M

Meßwerte **Stammdaten** Meldungen Zeiterfassung

Filter:

Bezugsobjekt	Merkmal	Wert
Netz/Kundenstation Netz HANSA	Hersteller Schaltanlage	KEIL & OSTERLOH
Netz/Kundenstation Netz HANSA	MS Schalter/Fabrikat	F & G
Netz/Kundenstation Netz HANSA	Schaltanlagentyp	SCHRANKSTATION
Netz/Kundenstation Netz HANSA	Bauart der Schaltanlage	SCHRANKSTATION
Netz/Kundenstation Netz HANSA	Schaltfeldanzahl [Gesamt]	6
Netz/Kundenstation Netz HANSA	Schaltfeldanzahl [Kunden]	3
Netz/Kundenstation Netz HANSA	26. Bimsch	MESSUNG DURCHG
Netz/Kundenstation Netz HANSA	Hersteller Niederspg.Verteiler	WIGMANN
Netz/Kundenstation Netz HANSA	MS Schalterart/Type Feld 1	LTS-KLF 10-630-135-SU
Netz/Kundenstation Netz HANSA	MS Schalterart/Type Feld 2	LT-KL 10-630-135
Netz/Kundenstation Netz HANSA	MS Schalterart/Type Feld 3	LT-KL 10-630-135

Auftrag-Nr. 72039633 - ND Inspektionsauftrag Gas - ND Hausanschlußinspektion Gas

Meßwerterfassung

Stammdaten Meldungen **Zeiterfassung**

Meßpunkt	Meßwert		
Hausanschluss Gas - 70068485			
Gaskonzentration Mitte Raum ohne	0 PPM		
Gaskonzentration am Hausanschluss	0 PPM		
Gaskonzentration Hausinstallation	0 PPM		
Mängelscheinnummer	MA		
Kein Gasgeruch	☒ ja ☐ nein		
Hausanschluß nicht überbaut?	☒ ja ☐ nein		
Handrad / Betätigungshebel in Ordnung?	☒ ja		

„SAP Work Manager“ at wesernetz

5. Timetracking for orders / view booked hours
6. Create and change notifications
7. Attach documents to notifications, technical objects and orders
8. Inspection of house connection (with automatic creation of a notification)
9. Key statistics on „internal product price calculations“ for Asset Management & Asset Service

Auftrag-Nr. 76224366 - Wartung 5 Vert. Netz Gudrun - Wartung 5 Vert. Netz Gudrun

Messwerte Stammdaten **Zeiterfassung** Meldungen

Status	Am	Personal-Nr.	Dauer	Rückmeldetext	Löschen
☒	30.08.2015	99900329	1 h 15 min	habe im Stau gestanden	
☒	30.08.2015	15810	1 h 15 min	habe im Stau gestanden	
☒	30.08.2015	0815	1 h 15 min	habe im Stau gestanden	
☒	30.08.2015	4711	1 h 15 min	habe im Stau gestanden	

Personalnummer 4711

Datum 30.08.2015 Mehrarbeit ☒ Unterlagen folgen ☐

Istzeit Dauer 1 h 15 min Rückmeldetext habe im Stau gestanden

Kleinstreparatur Dauer 0 h 0 min Rückmeldetext

Einsatzstatus Erledigt Stat. Kennzahl 5

Speichern

„SAP Work Manager“ at wesernetz

Advantages of SAP Work Manager with SMP 3.0:

- > Sorting of columns / filters
- > Fast synchronization
- > Multiple clients on one device
- > Independent of OS
- > Connection to multiple SAP-backend-systems is possible (e.g. SAP ERP and SAP IS-U)

Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

Live Demo SAP Work Manager / SMP 3.0

Live Demo



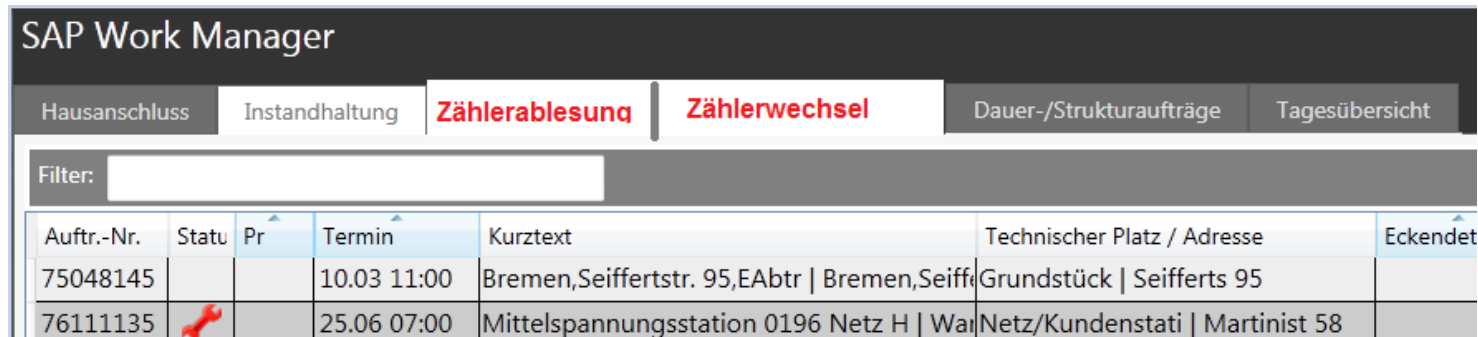
Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

Outlook, Summary

Prospect:

- Integration of „Meter Reading“ and „Meter exchange“ into „SAP Work Manager“ (Backend : SAP IS-U) [Project already started]
The menu options for wesernetz could look like this:



SAP Work Manager						
Hausanschluss		Instandhaltung		Zählerablesung	Zählerwechsel	Dauer-/Strukturaufträge
Filter:						
Auftr.-Nr.	Statu	Pr	Termin	Kurztext	Technischer Platz / Adresse	Eckendet
75048145			10.03 11:00	Bremen,Seiffertstr. 95,EAbtr Bremen,Seiff	Grundstück Seifferts 95	
76111135			25.06 07:00	Mittelspannungsstation 0196 Netz H Wa	Netz/Kundenstati Martinist 58	

- Introduction of tablets for selected groups, starting with house connection checks [in 2015]
- Roll-out „Smart Meter“ [in 20xx]

Outlook, Summary

Summary:

1. A switch from SAP MAM to SAP Work Manager with SMP 3.0 with moderate effort is possible in approx. 5-6 months
2. SAP Work Manager provides technical advantages over „external systems“ and „product-solutions based on SMP 3.0“. Fast synchronization, flexible screen design, OS independence, multiple backends
3. Well led workforce management projects „excite“ the technicians
4. SAP should aim „to conquer the mobile market“ with „SAP Work Manager“ by using clear and competitive licensing, as it is a very powerful tool

Agenda

- | | |
|-----------|--|
| 1. | Company Overview |
| 2. | „Our Mobile History“ |
| 3. | „The Decision: SAP WM or ...“ |
| 4. | The Project „SAP Work Manager“ |
| 5. | „SAP Work Manager“ at wesernetz |
| 6. | Live Demo: SAP Work Manager/SMP 3.0 |
| 7. | Outlook, Summary |
| 8. | Time for your questions |

Herzlichen Dank für Ihre Aufmerksamkeit

Thorsten Ahlers

swb AG
SAP Systembetreuung
thorsten.ahlers@swb-gruppe.de

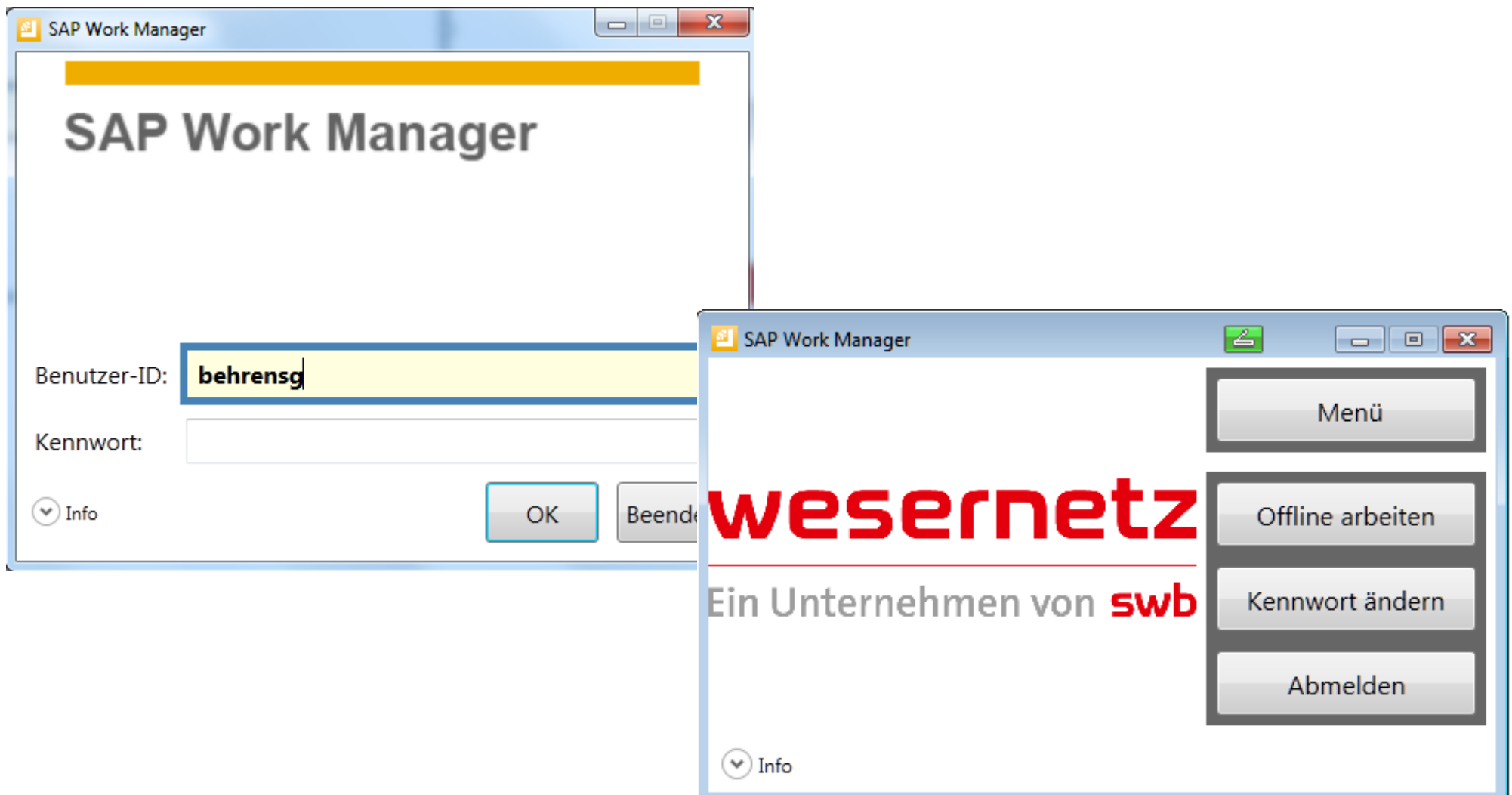
Gerd Behrens

wesernetz Bremen GmbH
IT-Koordinator
gerd.behrens@wesernetz.de

wesernetz

Ein Unternehmen von **swb**

Backup Slides



Backup Slides

SAP Work Manager

SAP Work Manager

Hausanschluss Instandhaltung Dauer-/Strukturaufträge Tagesübersicht

Filter: 6 Aufträgen

Auftr.-Nr.	Statu	Pr	Termin	Kurztext	Technischer Platz / Adresse	Eckendetermin
76221815		1	01.10 11:15	Stat 2417 Netz BABETTE Wartung MS-Station r	Netz/Kundenstati Ludwig-Er 7 X	
76214258				Station 1966 Netz FELIZITAS Wartung MS-Stat	Netz/Kundenstati Am Hulsbe 8-1	30.11.2015
76224366	✓			Wartung 5 Vert. Netz Gudrun Wartung 5 Vert.	10 kV Netz GUDRU Hemelinge	30.12.2015
76224373	★			Wartung 17 Vert. Netz Hasenbüren Wartung 1	10 kV Netz Hasen Woltmersh	30.11.2015
76224374				Wartung 8 Vert. Netz Heidi Wartung 8 Vert. Ne	10 kV Netz HEIDI Altstadt	31.10.2015
76224375				Wartung 14 Vert. Netz Agathe Wartung 14 Ver	10 kV Netz AGATH Osterholz	31.01.2016

Auftragsdetails

Auftragsdaten Vorgänge Meldungen Objekte

Gesehen Rückmelden Meldung-Liste Stammdaten-Report

Kopfdaten

Auftragsart NWAR

Techn. Platz N-BRE-EN-TR-02417 | Netz/Kundenstation Netz BABETTE

Übergeordneter TP N-BRE-EN-NETZ-BABETTE | 10 kV Netz BABETTE

Equipment

Vorgangstext Wartung MS-Station nach techn.Richtl.

Auftragslangtext

Stat 2417 Netz BABETTE 10:00 - 15:00
Uhr
Wartung gemeinsam mit Fa OSMO
Auftrag Schalthandlungen 76223417

Vorgangslangtext 0110