



## **Service Excellence using RAR and SAP**

*Mar 14<sup>th</sup> 2019*

# Agenda



- Service Challenges/Enablers
- SEENIX RAR Solution
- Field Service with RAR Demo
- SEENIX and SAP Integration
- Customer Case Study
- Questions

# Service Challenges/Trends

## Challenges

- ✓ Talent crisis due to large retiring workforce and insufficient incoming workforce
- ✓ Loss of knowledge and expertise due to reduced workforce
- ✓ Increasing complexity in servicing products
- ✓ ..

## RAR Enablers

- ✓ Tech familiar millennial generation
- ✓ Increase in use of IOT/ML/AI technology
- ✓ Very high speed networks. E.g. 5G
- ✓ Centralized Expert model
- ✓ Customer Self Service
- ✓ Digital Service Transformation



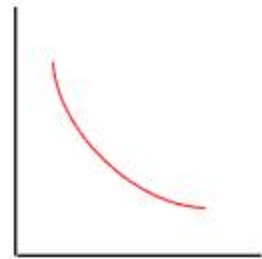


# Enabling Technologies

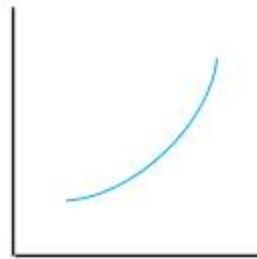
- ✓ IOT Devices
- ✓ Machine Learning
- ✓ Artificial Intelligence
- ✓ Chatbots
- ✓ **Remote Assisted Reality**
  - ❖ Customer
  - ❖ Technician
  - ❖ Crowd Service



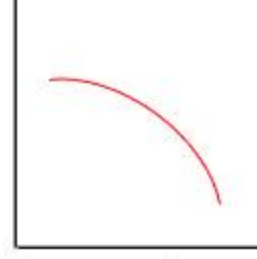
# Current Service Operations Metrics



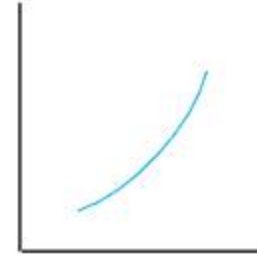
First time Fix Rate



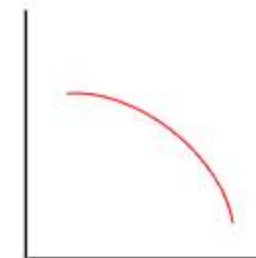
Cost Of Service



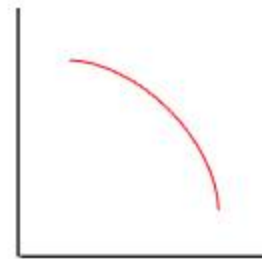
Process Accuracy



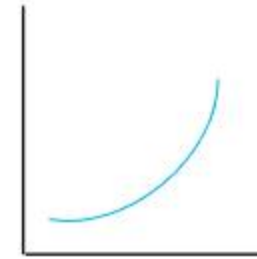
Equipment Downtime



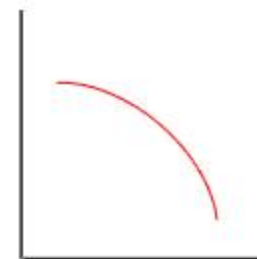
Customer Satisfaction



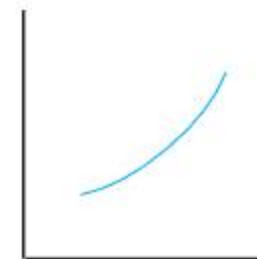
Personnel Utilization



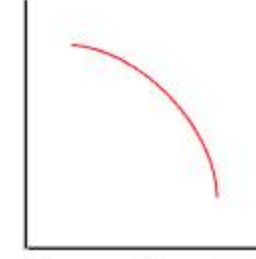
Mean Time To Repair



Regulatory Compliance



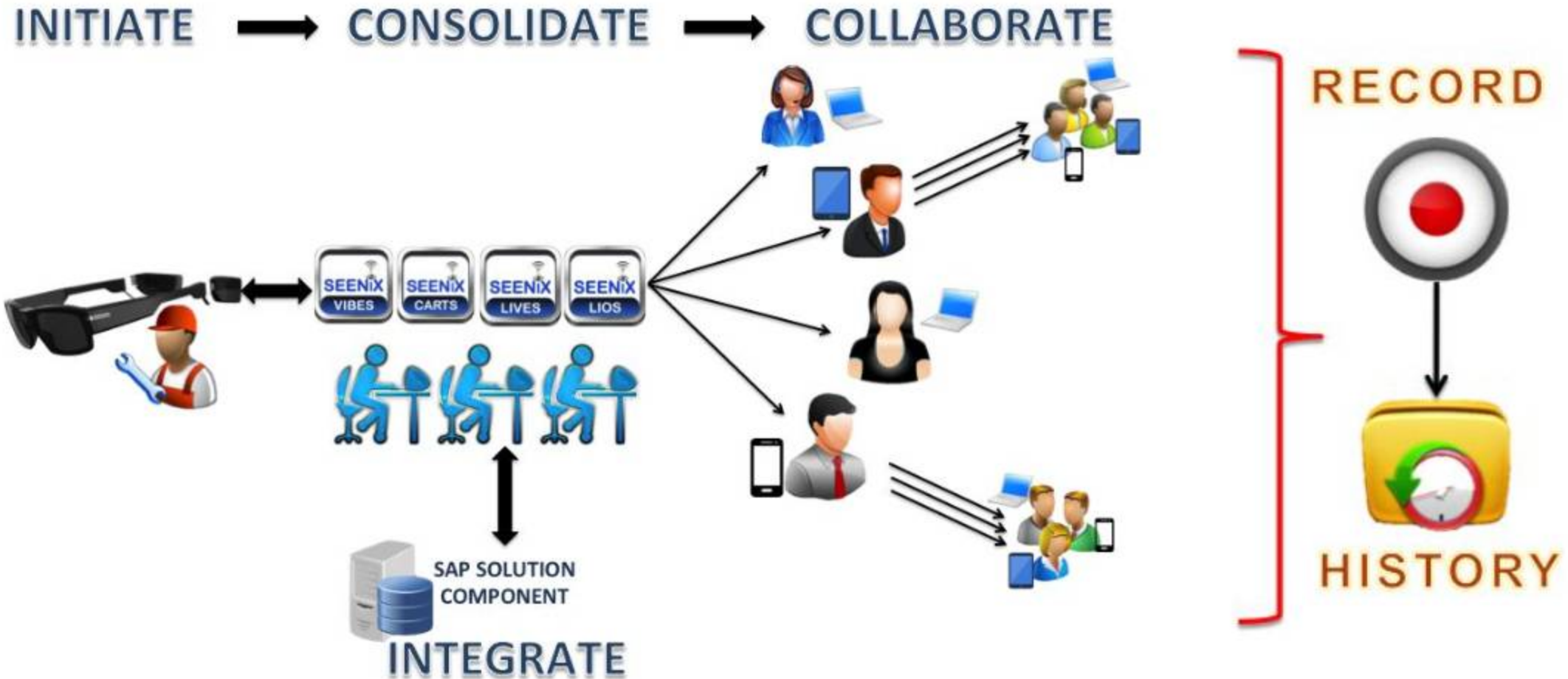
Customer Complaints  
(for non-performance)



Operational Profitability

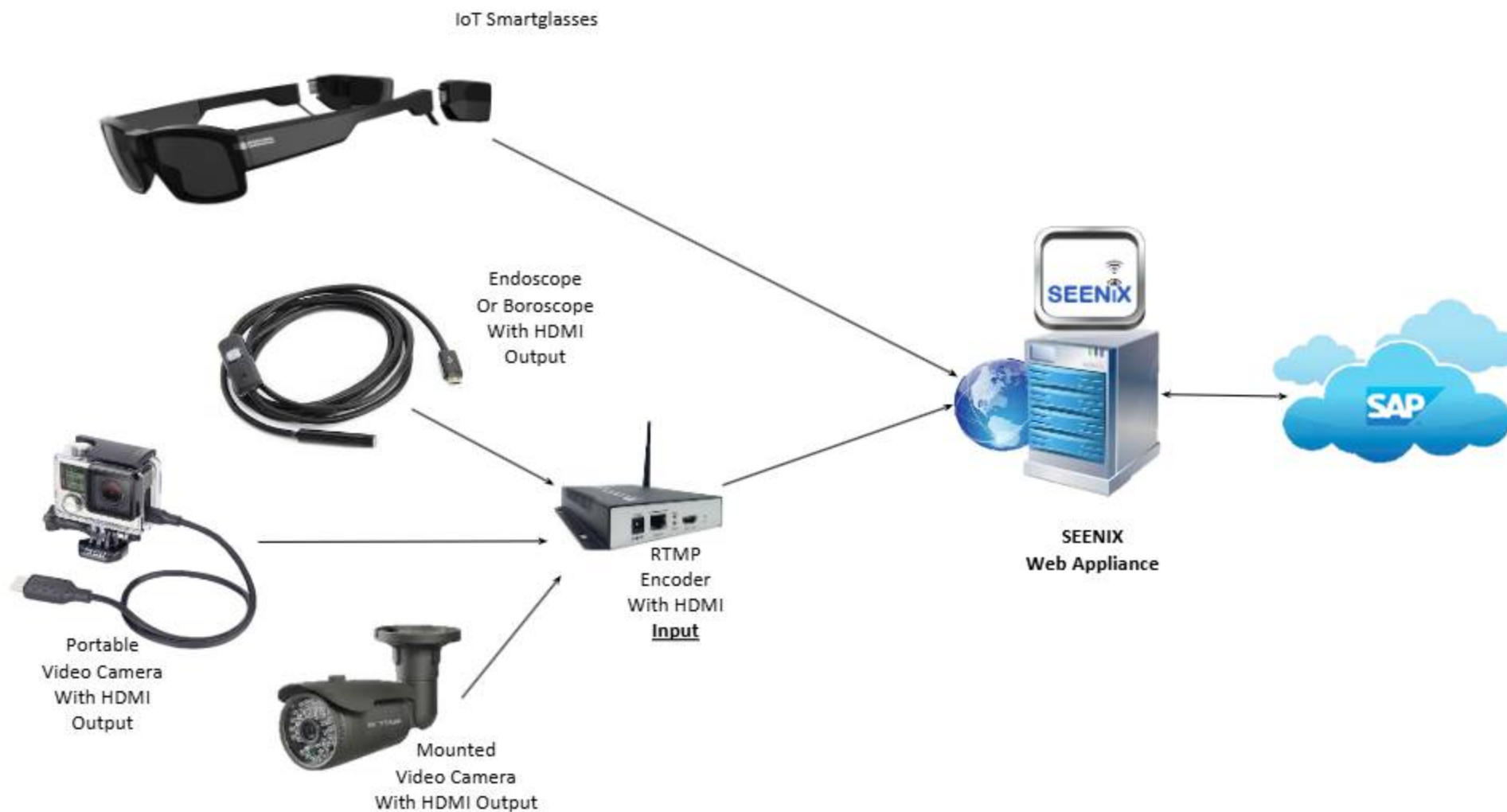
# Explaining Remote Assisted Reality

*REMOTE ASSISTED REALITY™ is the ability to securely facilitate real time, remote multi-party collaboration to solve real life dynamic operational business problems by leveraging high definition audio/video streams, broadcasted live to deliver real situational intelligence over the internet, to be permanently associated with business transactions and master data objects.*

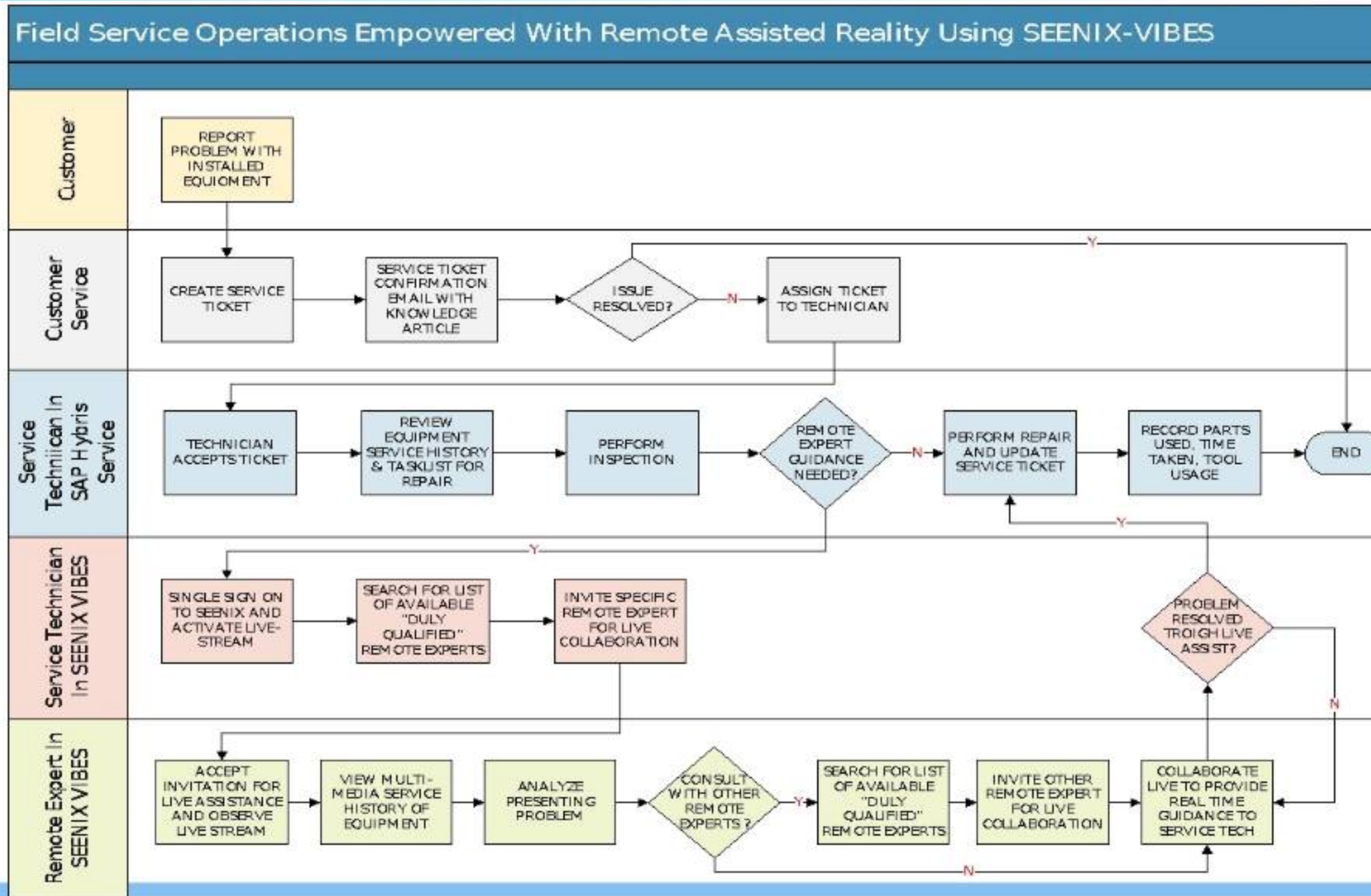




# SEENIX - Agnostic Of HD Live Streaming RAR Device



# Field Service Process Flow



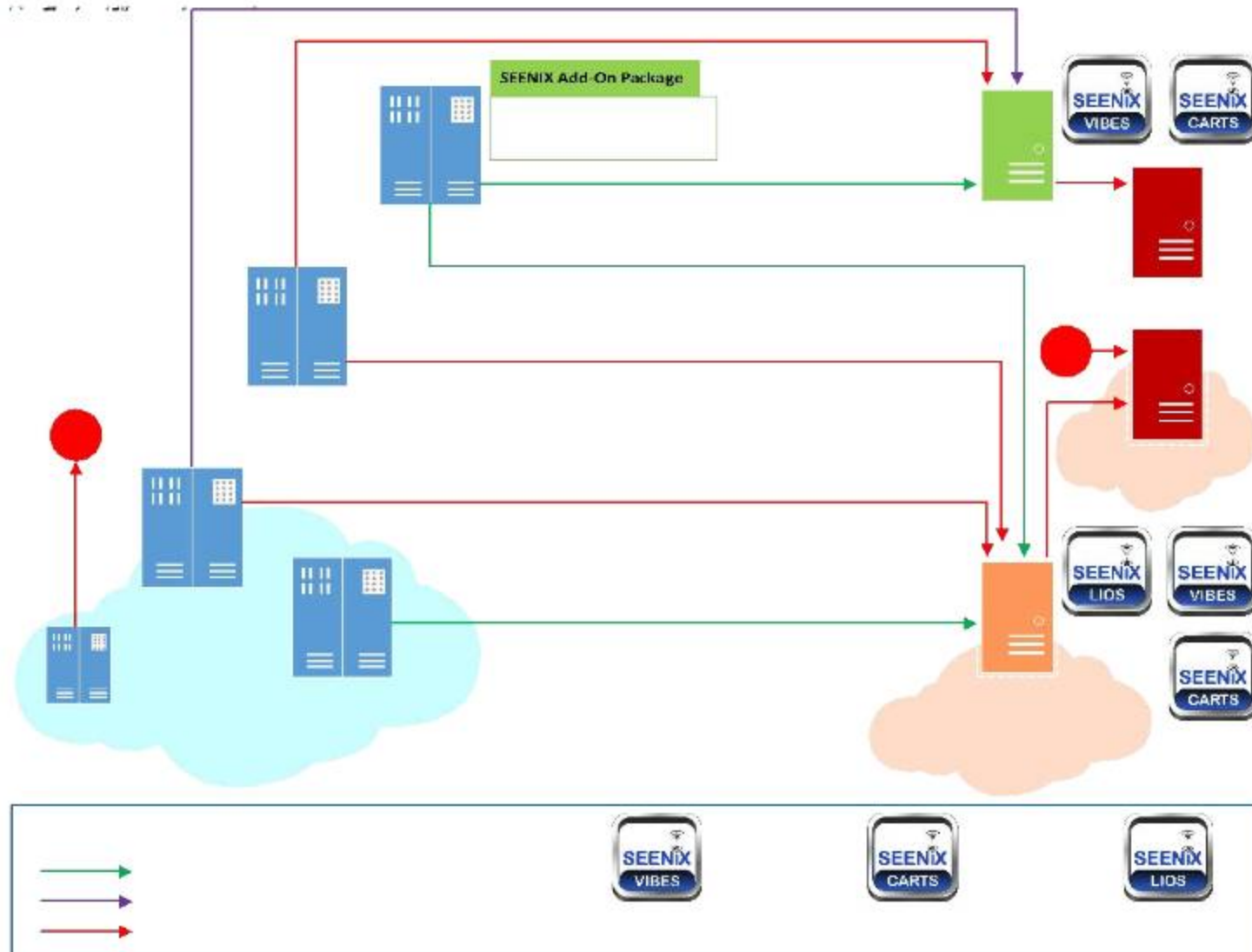




DEMO



# SEENIX To SAP Integration Roadmap



## INTEGRATION COMPONENTS

### *Transactions (REST URL to SEENIX endpoints)*

- Remote Live Assistance - Service Order
- Remote Live Assistance - Service Request
- Multi-Media History Of SAP Equipment

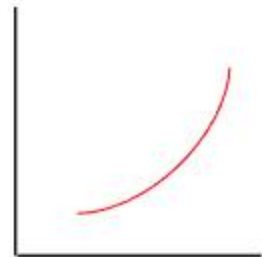
### *Master Data (REST APIs to SEENIX objects)*

- Users
- Certifications
- Customers
- Functional Locations
- Equipment
- Assignments
  - Users to Certifications
  - Equipment to Certifications

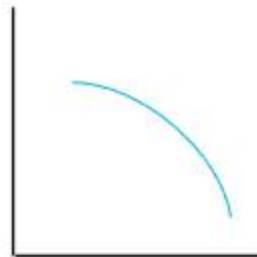
***All Integrations uni-directional to SEENIX***

***Note: SEENIX Analytics will use ML and AI technologies by analyzing SEENIX multimedia content to provide insight on equipment related queries***

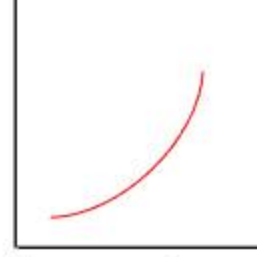
# Expected Service Operations Metrics With RAR



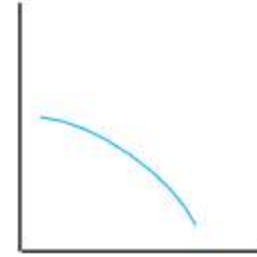
First time Fix Rate



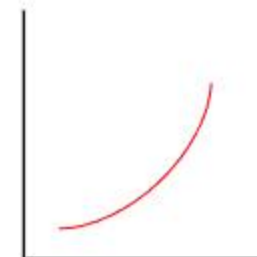
Cost Of Service



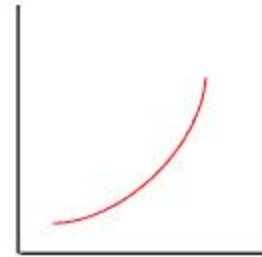
Process Accuracy



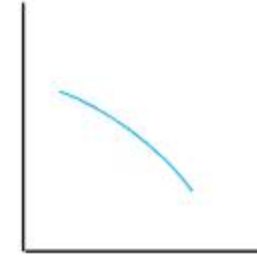
Equipment Downtime



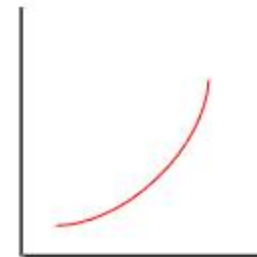
Customer Satisfaction



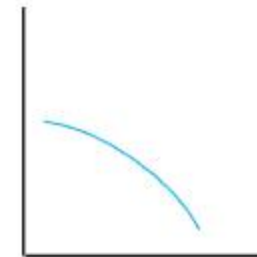
Personnel Utilization



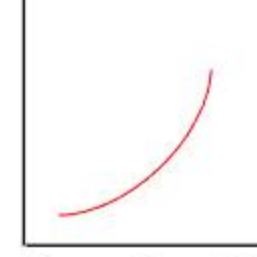
Mean Time To Repair



Regulatory Compliance



Customer Complaints  
(for non-performance)



Operational Profitability



# Case Study: Enhancing Service Performance & Customer Satisfaction with Remote Assisted Reality



**Company:** Ellison Technologies **Industry:** Advanced Machinery Manufacturing **Geography:** North America

**Engagement:** Outfitted 80 field technicians with RAR mobile capture devices in Phase 1

## Business Challenge

- Increased demands from global client base
- Limited field technicians and specialists
- Need to improve first-time-fix-rate
- Looking to enhance productivity and asset uptime

## Solution

- Outfitted 80 technicians with Visual Mobility Smartglasses
- Developed RAR service solution blueprint
- Implemented a single, global instance of SEENIX Vibes
- Redesigned service and operations processes
- Provided change management support

## Results

- **Customer satisfaction:** Significantly reduced customers' equipment downtime
- **Knowledge sharing:** Facilitated easy communication between Ellison's most qualified experts and service staff
- **Internal globalization:** Same primary service products delivered from around the world

*"The value of the [RAR] solution's ability to coordinate a live hi-definition A/V stream with field engineer, ET service manager and several MTB personnel all watching in real time vastly enhances service performance, customer satisfaction and cannot be underestimated."*

John B Goes, VP Operations, Ellison Technologies Northwest

# SEENIX Value Drivers For SAP Asset Management Scenarios



**Target Scenarios:** Live Customer Service, Remote Field Services, Emergency services, Equipment Maintenance, Inspections and Repair, Audits and Compliance

**Industries:** Utilities, Public Sectors, Oil & Gas, High Tech, Heavy Equipment, Medical Devices, Aerospace and Defense, Maintenance and Repair Organizations, Insurance

## How Visual Mobility can add value to SAP Asset Management scenarios:

- Real time high definition audio/video collaboration for time sensitive response
- Enhanced Personnel and Property Safety
- Regulatory Compliance and Standard Operating Procedure through live and recorded multimedia content
- Collaborative decision making with external asset management ecosystems (incl. operators, experts, manufacturers, auditors, inspectors, insurers)
- Operational Evidence Gathering for live and historical analysis and decision making
- Monitored Live Assistance improves Quality Of Service and reduces equipment downtime

# Thank You



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Questions?



## Appendix

# Multimedia Equipment History in SAP Service Cloud

