



CONSTRUCTION AND MINING EQUIPMENT MANUFACTURER

Accrete delivered a SAP EAM/Field Service solution to monitor and improve KPI's like average response time, repeat cases per equipment, mean time to repair, MTBF, profitability per equipment and more.



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Accrete Solutions

Client: Leading Provider of Construction and Mining Equipment's to the Earthmoving Industry

Business Challenges: Mining companies are increasingly relying on a variety of large, costly, and complex mining equipment's that demand high levels of availability, fast response to service interruptions with pre-defined SLA's, quick repair with onsite parts availability and efficient routine maintenance. A lot of these equipment's are driven into very harsh environments of the mines and need a lot of maintenance. The client had business issues like how to support fast growing business needs of service organization, improve customer experience & safety, enablement of Customer call & Repair Centers and reduce maintenance costs. They also wanted to track Asset life cycle and improve key KPI's like MTBF, Availability, Revenue loss due to downtime, OEE, Planned vs. Actual costs, number of service calls etc.

Solution Implemented: Accrete Solutions initially conducted workshops for service and parts business for about 3 months to develop a high-level roadmap, solution design, project plan and cost estimate, leveraging their best practice process flows and industry leading capabilities & requirements. We helped them design & implement global service business processes and enable an Omni- channel contact center, profitable field service, cost effective maintenance, and accurate service contract & Asset portfolio tracking. The Customer service, Field service, Plant Maintenance and Workshop Repair departments processes were aligned and supported by other departments including Sales and Marketing, Supply Chain, Finance and Application Support for meeting cross-functional objectives.

Accrete Solutions initiated the implementation project with its proven methodology of best practice service business process flows, identify core challenges in existing processes and design solutions to address them. The core solution was built around implementing SAP ERP/CRM functionality including Service requests, Service & Maintenance orders (Inspections, Calibrations, Repairs, Breakdowns etc.) Resource scheduling, Parts/Tools/Labor cost tracking, Multi country Taxes, Intercompany parts and service transactions, Maintenance Plans, Measurement readings, Fuel Consumption, GIS integration, Service Contracts, EAM/Functional Location/Equipment/Fleet Management, Field Change orders, Warranty claims, Sub contracting, Parts Planning & Logistics, Third party service, Core Exchange and Billing with supporting processes like inventory and financial processes.

Benefits: The integrated SAP solution helped the client in having a single unified system for field service, workshop repairs, plant maintenance and customer support that enabled quicker response times, faster and consistent issue resolution, reduced costs, efficient resource scheduling and overall service productivity improvements. Reporting in SAP BW provided monitoring and improvements in KPI's like lower average response time, less repeat cases per equipment, reduced mean time to repair, higher MTBF, higher profitability per equipment and others. The system allowed the client to improve the availability and utilization of field engineers. It helped in tracking accurate costs for labor & parts and measuring service contract profitability. The system also served as a platform for future service initiatives and growth.