

“Axxis Consulting & SAP Service Cloud helped provide us with real-time updates and visibility of our field service activities, reduced invoicing lead times, and improved profitability analysis.”

- Lee Jenn Jai
Senior Project Manager

Customer Success Story



CUSTOMER PROFILE

Mitsubishi Elevator (Singapore) Pte Ltd (MESP) is part of the Mitsubishi Electric conglomerate that played a central role in the modernization of the Japanese industry. MESP sells, installs and maintains elevators, escalators and moving walks manufactured by Mitsubishi Electric Corporation. MESP has been servicing the market needs in Singapore since 1972. Its development required years of dedicated effort to overcome the immense physical, technical and mechanical challenges involved.

As Sales and Service are the fundamental activities in MESP, it is important to put in place a solution to support the sales process, field service process, call center process and the management of Customer Relationships, as the solution becomes a key factor in determining the success of the organization.

THE CHALLENGE

Previously, MESP had a complicated IT environment where they were using 3 siloed solutions that caused delays in communication and gaps in processing. Maintaining a positive cash flow was challenging for them primarily because of the long invoicing lead time.

Furthermore, they faced difficulty to determine profitability on equipment level due to no reference to best practices or historical data sets exists.

With hundreds of technicians maintaining thousands of lifts and escalators throughout Singapore, effective resource allocation and optimization were a key challenge for MESP. Generally, the effective utilization of any resources, especially talent can lead to motivated staff and satisfied customers. However, MESP was struggling in tracking employee and their responsibility as well. Therefore, they needed a single solution to track each assignment at the employee level.

COMPANY:

Mitsubishi Elevator
(Singapore) Pte. Ltd.

INDUSTRY:

Industrial Machinery &
Components

SOLUTION:

SAP C/4 HANA

**SAP Service Cloud
with integration to
SAP ERP**



WHY SAP SERVICE CLOUD

Now, SAP C4/HANA Service Cloud allowed MESP to retire their multiple solutions with full integration to their existing SAP ERP landscape. The instant access to back-office information provides a complete customer view and flexibility to create orders, quotes and service tickets on-site. With native SAP ERP and SAP CRM integration, they are effortlessly up-to-speed on their customers and accounts.

SAP Service Cloud Ticket captures any relevant information for a maintenance job including parts and labor. Not just that, all of this information is passed on automatically from SAP Service Cloud to ERP for billing. This results in invoicing the same day that the job is completed and also easy follow-up on unpaid invoices. SAP Service Cloud also allows for the automatic generation of forms. This reduces the need for duplicate/triplicate submission of forms and improves productivity and continuity. Currently, the built-in robust analytical capabilities of the solution helping MESP to accurately capture costs for a range of processes.

A full, consolidated view of scheduling by SAP service cloud allows for better resource allocation. Moreover, time recording to resolve customer issues or execute service orders enables technicians to view real-time updates as well as any scheduling changes. Best of all, MESP can measure their performance with powerful integrated analytics that show them everything from team efficiency to sentiment trends.

Thanks to SAP Service Cloud, now MESP can assign and track the responsibility of employees for various business objects and processes. Workflows and approval processes can be triggered within the solution for full traceability. SAP Service Cloud grants MESP the ability to track new KPIs and generate new reports. As a cloud solution, it is receiving quarterly updates with added functionalities and improvements. SAP Service Cloud can even serve as an IoT Connected Assets platform.

Axxis proposed service modules of SAP C/4HANA with the main focus on Field Service functionalities because the end-to-end Field Service management allows MESP's field service technicians to quickly fix any issues and provide their customers with the right information. The service technicians can find the problem more easily and quickly. Due to the mobile-enabled with on-and offline capabilities, the technicians also able to complete their work without the constant need for an internet connection, anywhere & anytime.

PROJECT RESULTS



After implementing SAP Service Cloud, MESP has secured more time for customer-facing activities and less effort for scheduling or doing clerical work. The user-friendly interface makes it easier for employees to manage daily tasks.

Above and beyond, their customers have noted to them that technicians are showing up more informed, ready to do the work and finding at the jobs are getting done a little bit faster than before especially for emergency elevator repairs.

Their goal of engaging with the customers in more meaningful ways by understanding what matters to them in the moment is now simpler to achieve than ever with SAP Service Cloud.

FUTURE OUTLOOK

With SAP Service Cloud, workforce utilization and work efficiency will be improved due to a better understanding of the equipment maintenance cost via equipment analytics.

After a simple integration of service cloud into their existing SAP ERP system, they can continuously be committed to providing safe, reliable and comfortable rides for every passenger through the pursuit of quality in services and products.

SAP Service Cloud and Axxis Consulting provided MESP a single and robust solution that bestowed the exchange of real-time data for their fast and sustainable company growth.