



Service Excellence using RAR and SAP

Mar 14th 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

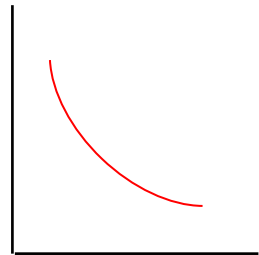


Enabling Technologies

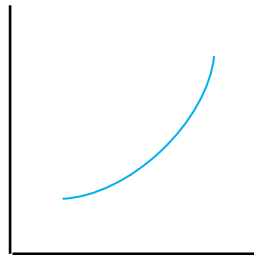
- ✓ IOT Devices
- ✓ Machine Learning
- ✓ Artificial Intelligence
- ✓ Chatbots
- ✓ **Remote Assisted Reality**
 - ❖ Customer
 - ❖ Technician
 - ❖ Crowd Service



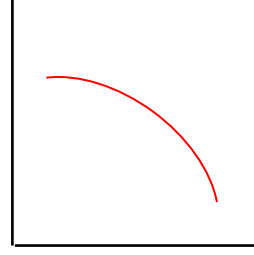
Current Service Operations Metrics



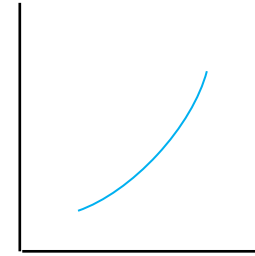
First time Fix Rate



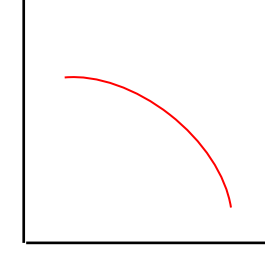
Cost Of Service



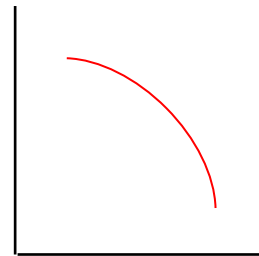
Process Accuracy



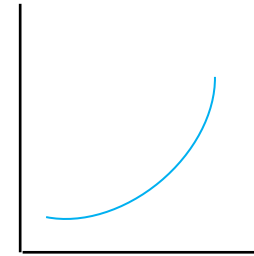
Equipment Downtime



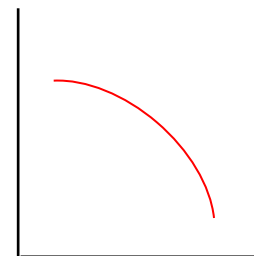
Customer Satisfaction



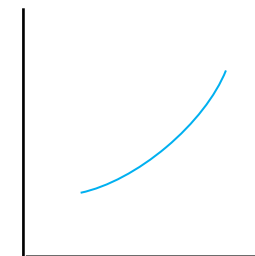
Personnel Utilization



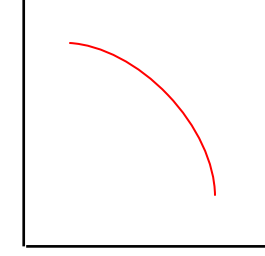
Mean Time To Repair



Regulatory Compliance



**Customer Complaints
(for non-performance)**

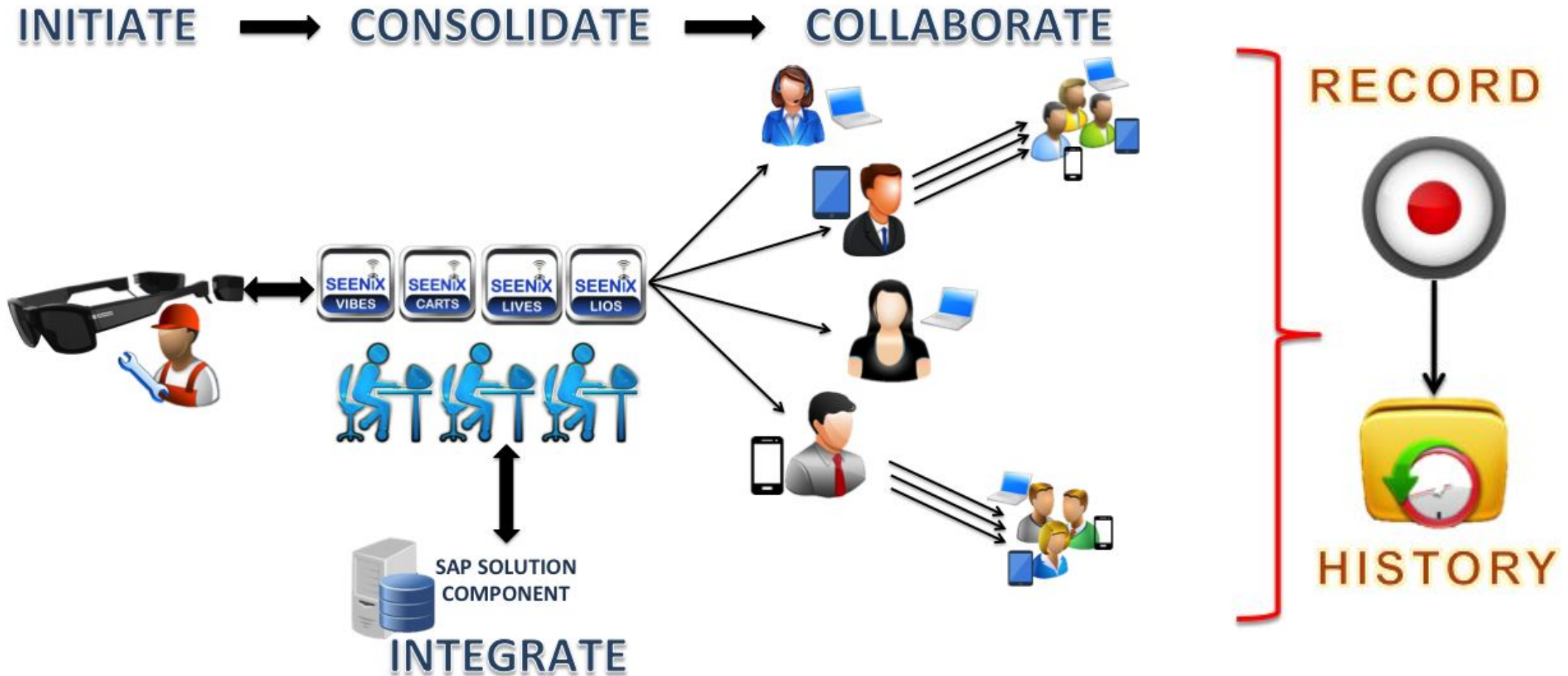


Operational Profitability

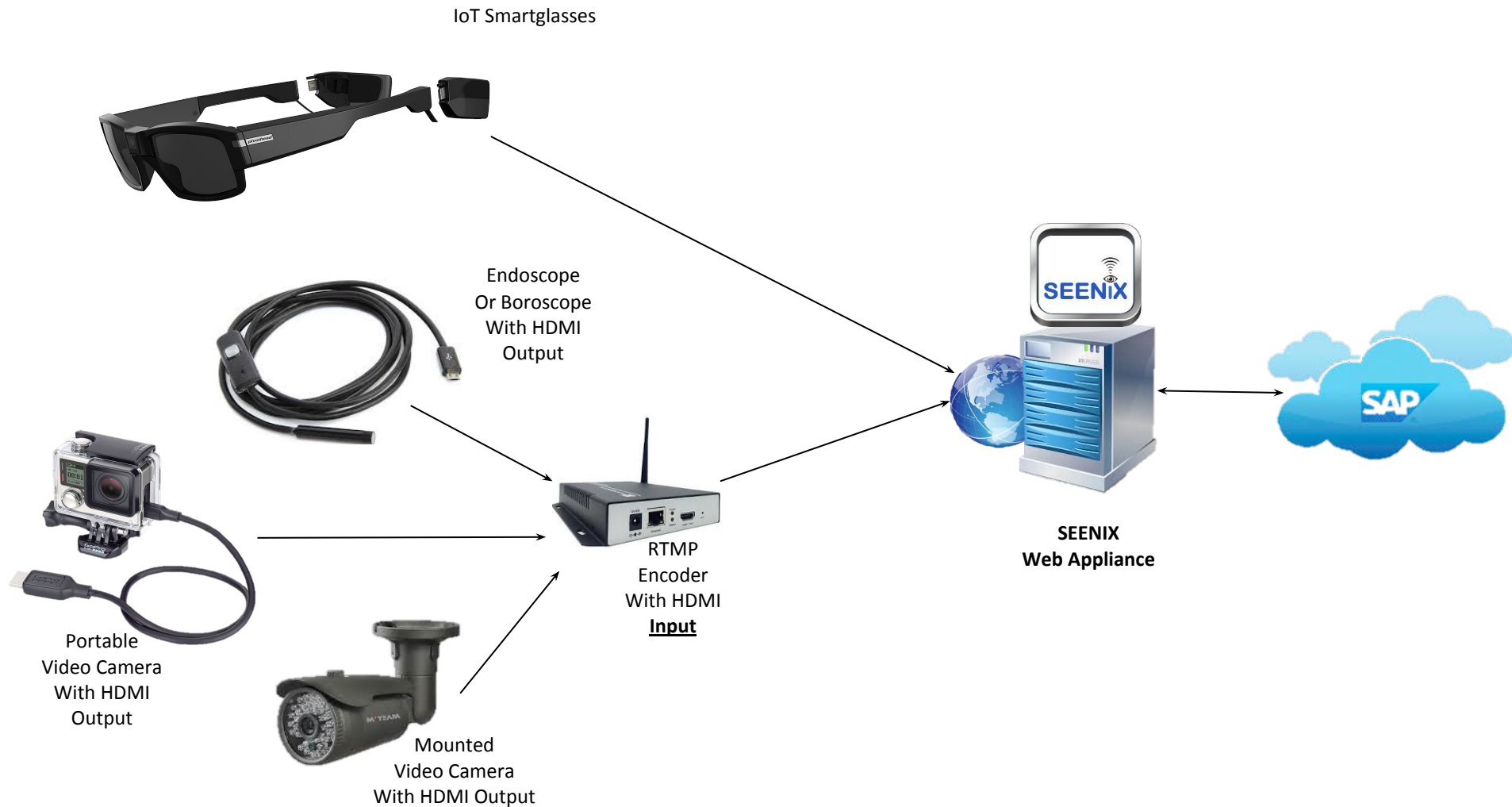


Explaining Remote Assisted Reality

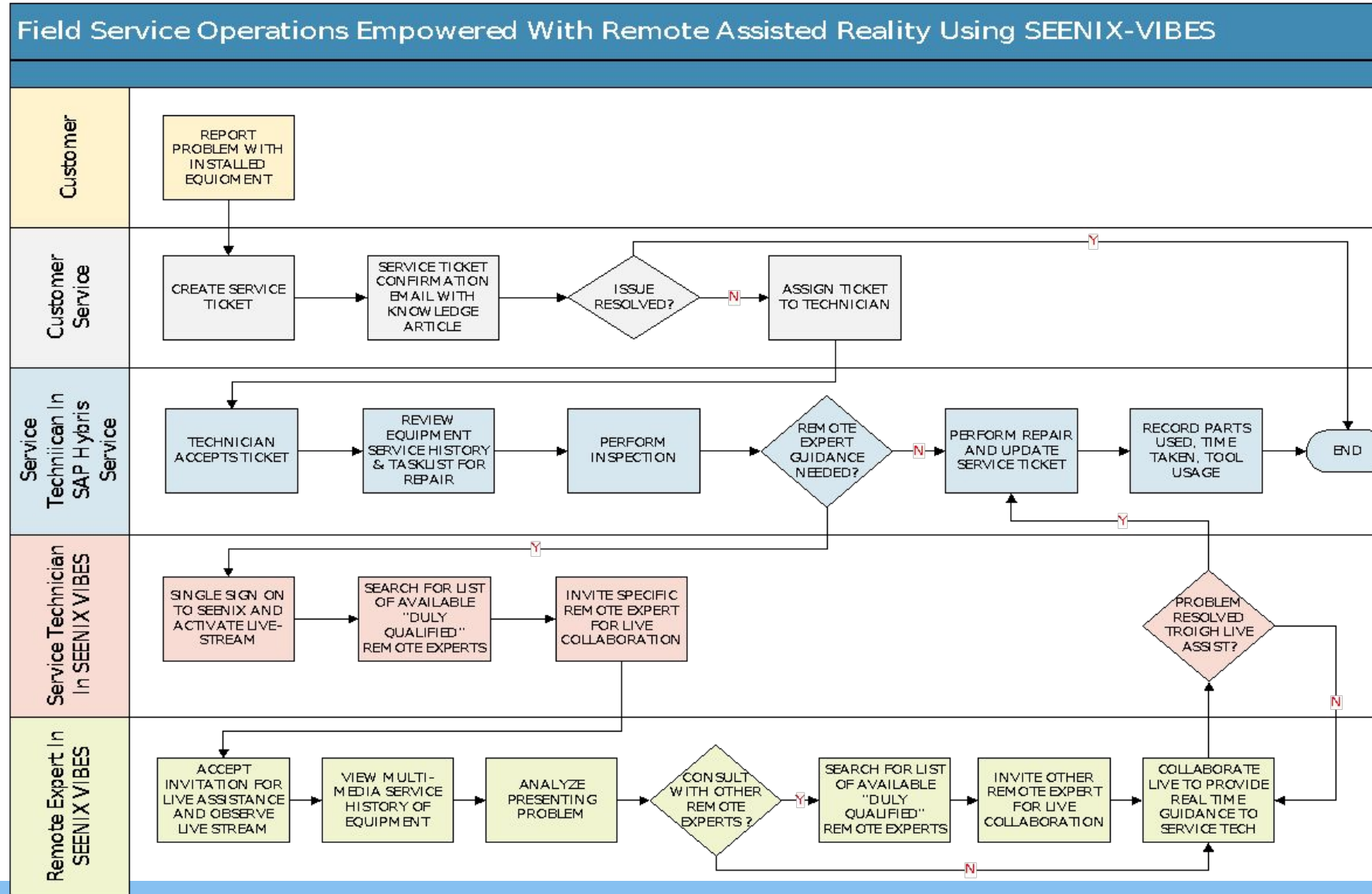
REMOTE ASSISTED REALITY™ is the ability to securely facilitate real time, remote multi-party collaboration to solve real life dynamic operational business problems by leveraging high definition audio/video streams, broadcasted live to deliver real situational intelligence over the internet, to be permanently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



SEENIX - Agnostic Of HD Live Streaming RAR Device



Field Service Process Flow

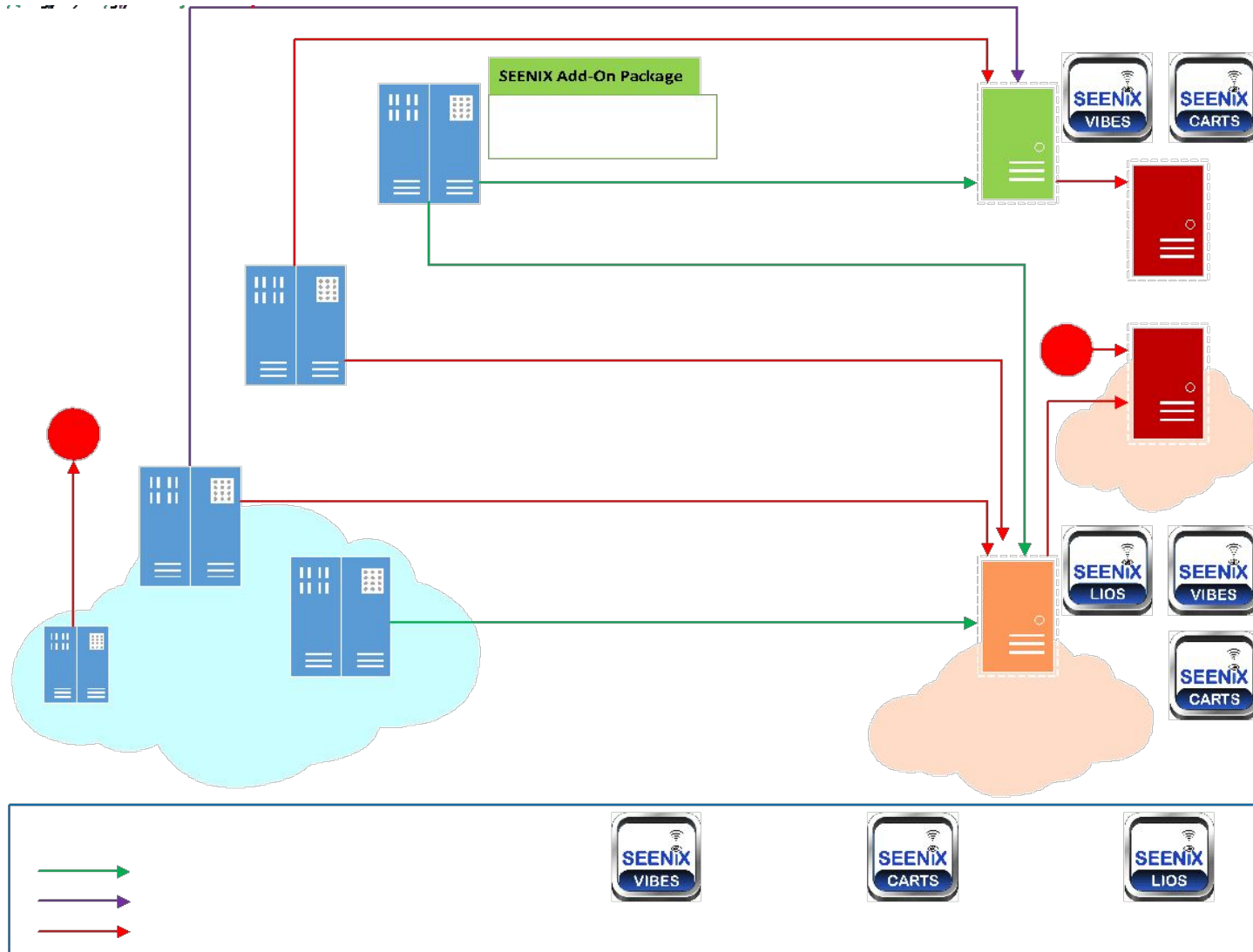




DEMO



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

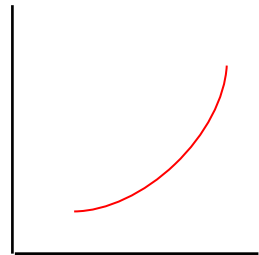
Master Data (REST APIs to SEENIX objects)

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

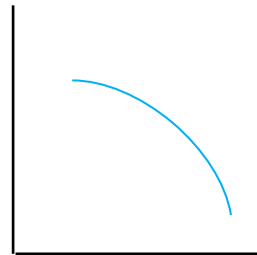
All Integrations uni-directional to SEENIX

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

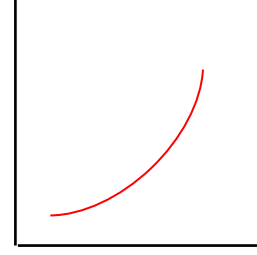
Expected Service Operations Metrics With RAR



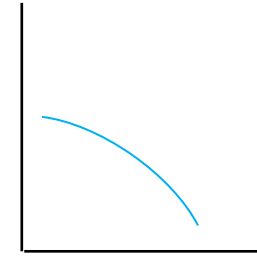
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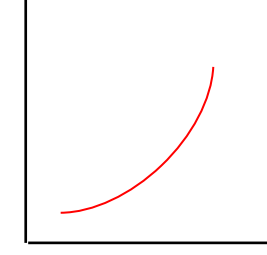
Cost Of Service



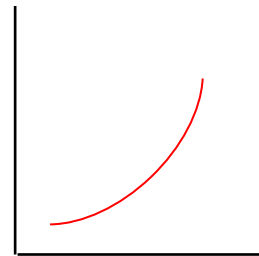
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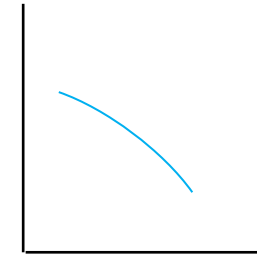
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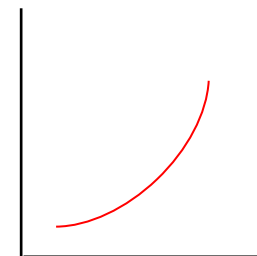
Customer Satisfaction



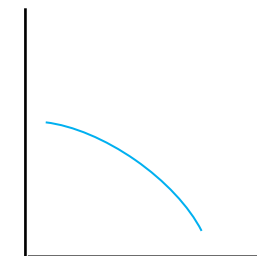
Personnel Utilization



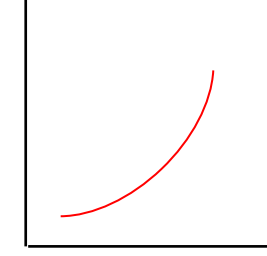
Mean Time To Repair



Regulatory Compliance



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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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Appendix

Multimedia Equipment History in SAP Service Cloud

