# User Report SAP Work Manager

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# Project Profile Maintenance & Repair (W&I)

- Targets:

  - To mobilize maintenance processes in the Ludwigshafen plant

  - To cover different processes while adhering close to the SAP standard

  - To use different devices (tablet & smartphone incl. Ex-certification)

- Project phases:

  - Phase 1: Basic version on Windows Mobile devices, replacement of the legacy solution

  - Phase 2: Extended version running on Android

- Target employees:

  - 200 maintenance technicians in the Ludwigshafen plant

**150 years**

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# Technical Process Overview W&I-Solution

| | |
|---|---|
| **SAP Work Manager Work Order Process** | Extensions to use notifications at operation level, mass function for work order transfer to colleague, characteristic value changes |
| **SAP Work Manager Notification Process** | Extensions to enter characteristic values for notification positions, add fotos |
| **SAP Work Manager CATS-Process** | Time confirmations for colleauges |
| **SAP Work Manager Backend Configuration** | Usage of legacy configuration tables, performance improvement via custom tables |

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# Mobile Devices

Motorola Windows Mobile devices

Getac Ex-Tablet Z710

i.Safe Ex-Smartphone INNOVATION 2.0

# Processes on the Mobile Device

# Notification Process (I/III) – Viewing a Position



Jump to classification data

View/change the notification data coming from SAP

# Notification Process (II/III) – Showing the Characteristics



Usage of characteristics like a checklist

Selection of the first characteristic to start
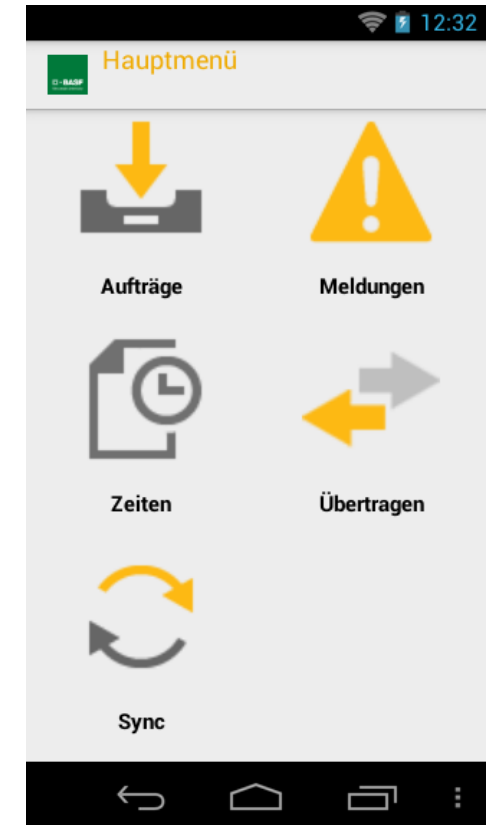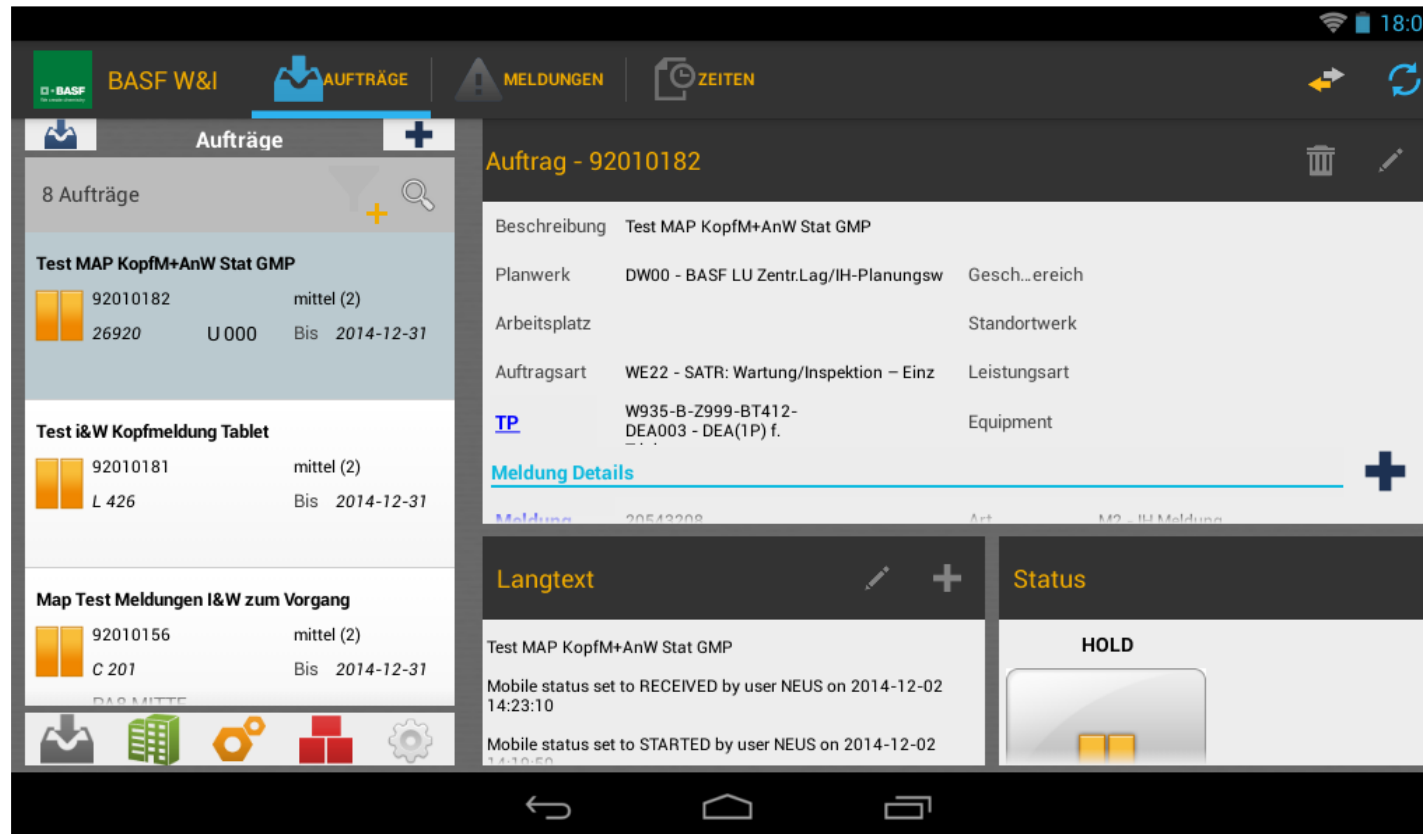
**150 years**

# Notification Process (III/III) – Value Entry



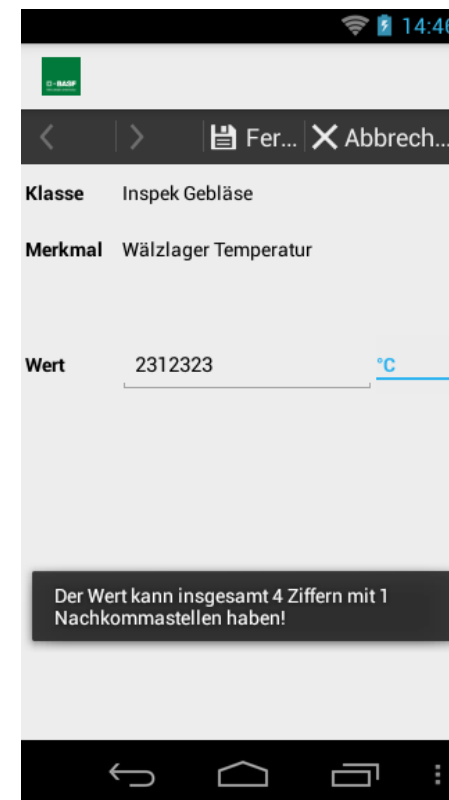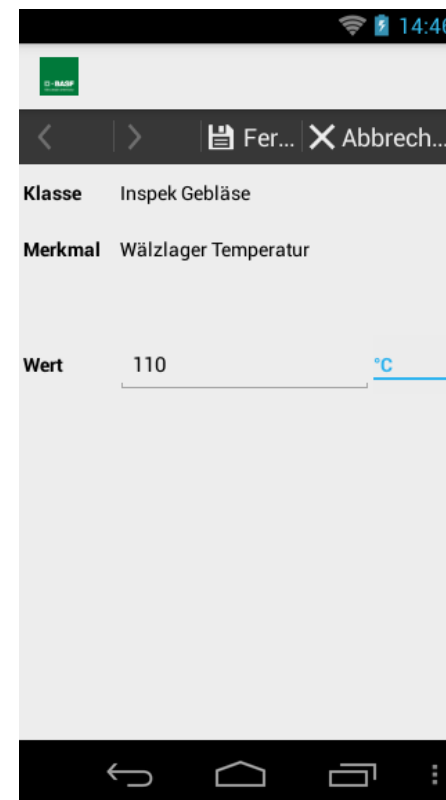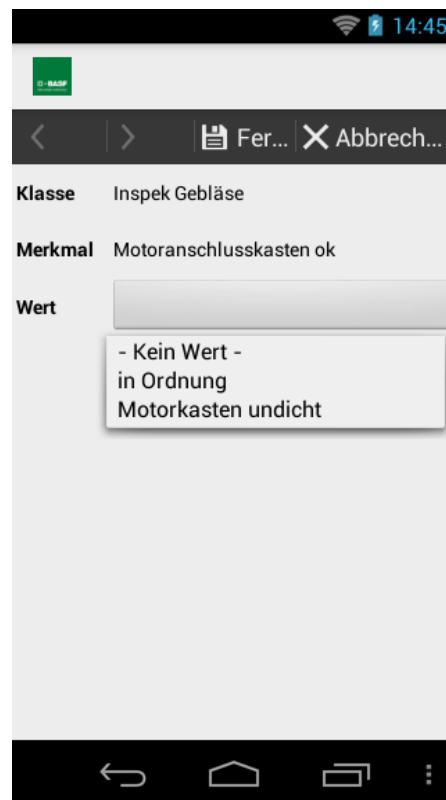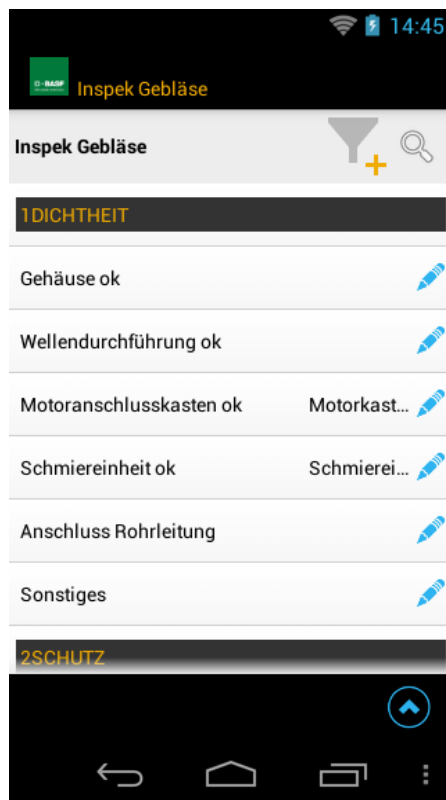Jump to the next characteristic to continue

Selection of the possible values as defined in SAP

# Characteristics List on a Smartphone

# Work Order Process (I/III) – Showing Operations



Usage of the SAP operations to work on different objects in one work order

Confirm the operation to start the confirmation screen flow

# Work Order Process (II/III) – Time Confirmation



Manual entry of the work times (no automatic time confirmation)

Possibility to book time for a fellow technician

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# Work Order Process (III/III) – Simple Failure Notification
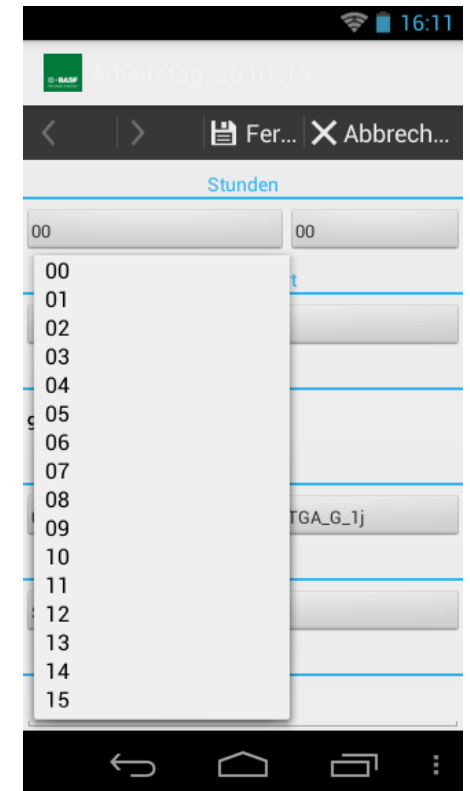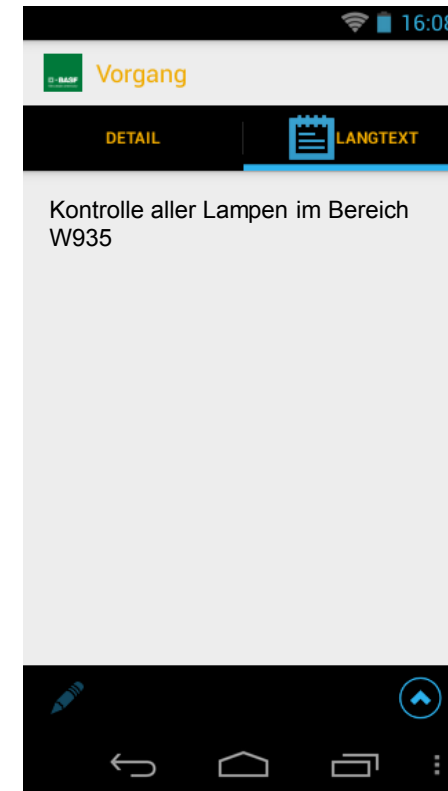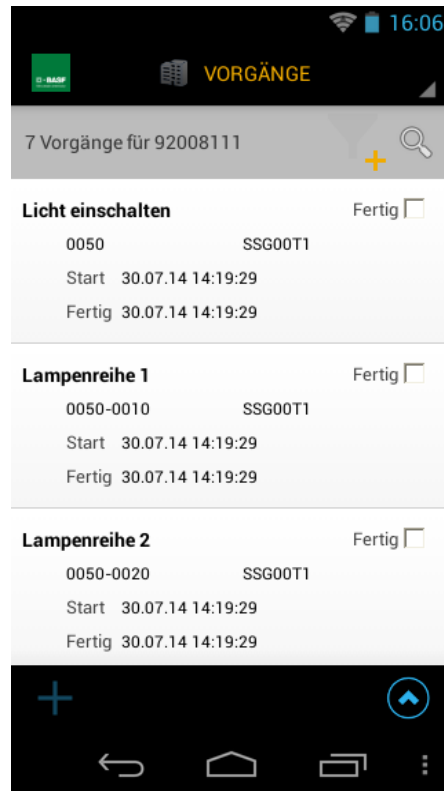


Automatic display of the assigned notification

In case any issue where found, a failure notification is directly created

# Work Order Process on a Smartphone

# Experience Gained During the Mobile Maintenance Project with SAP Work Manager

- Long cycle to clarify functional requirements via pilot phases and selective roll-outs

- Internal alignment required to setup the system landscape

- Changes on the mobile client to improve the user experience (e.g. for fault documentation)

- Good and tight cooperation with the external implementation partner

- Improvement of the maintenance process for the technicians

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*The changes to the mobile client where mainly done to show relevant customer-specific fields and to support BASF-specific processes, which are not part of the SAP Work Manager standard.*

# Next Steps Regarding the W&I-App

- Roll-out of the phase 2 application the Ludwigshafen plant

- Upgrade of the SAP Work Manager to the current version (SMP 3.0 &  SAP Work Manager 6.2) as a global template

- Improvement of the rounds functionality for North American plants

- Workshops with further european plants to discuss possible roll-outs

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# We are happy to answer your questions

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