



Science For A Better Life



# Setup and Operation of a company-wide mobile platform in a global environment

TA Cook SAP Mobile Applications for Asset Management, Amsterdam

26.10.2017 / Daniel Berg & Gregor Bender (Evora IT Solutions) / 1.0



# Agenda

- Company presentation
- Why mobile maintenance?
- Which solutions are we using?
- How does the application landscape look like?
- How do the business units use mobile technologies?
- Which potentials and effort drivers have been identified?





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# Our Business Areas



## Pharmaceuticals

- Prescription drugs



## Consumer Health

- Over-the-counter medicines, dietary supplements, dermatology products, foot care and sunscreen



## Crop Science

- Innovative crop protection and seeds
- Animal Health

# Business Services

## The Global In-house Competence Center



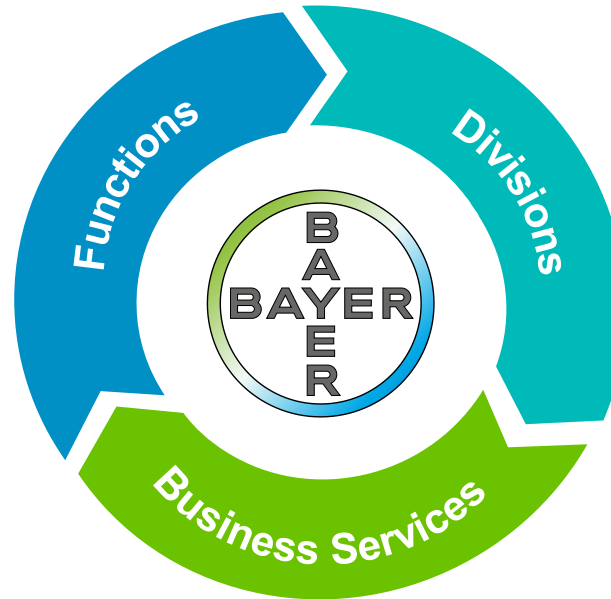
### FUNCTIONS

such as Accounting, Controlling, HR and Procurement

### BUSINESS SERVICES

is the global in-house competence center for:

- Functional leadership, business partnering and IT processes
- Development and implementation of business processes



### DIVISIONS

Pharmaceuticals, Consumer Health, Crop Science incl. Animal Health

- Business Services supports Bayer's global business processes through innovative services and high-performance operations that match the needs of customers and employees.

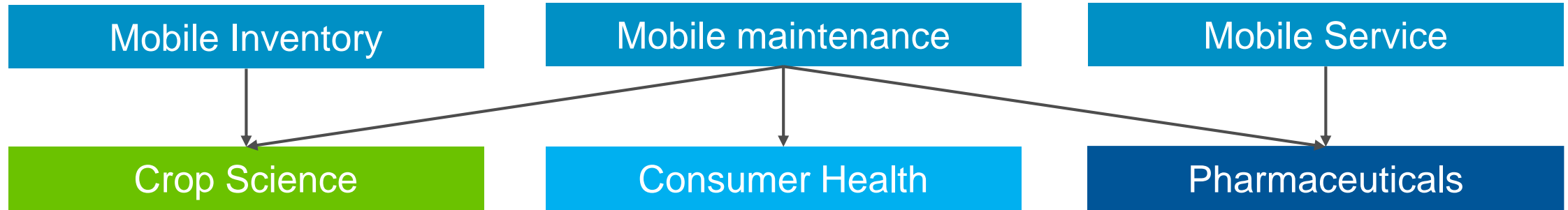




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# Why mobile maintenance?



- Efficiency in operations
- Efficient use of resources
- Compliance: data integrity
- System acceptance & usability





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# Portfolio SAP Mobile platform and SAP use

Used solutions at Bayer



## Preconfigured applications

SAP Work Manager



SAP CRM Service Manager



SAP Inventory Manager



SAP Rounds Manager



## + Standard components

Van Stock

Meter Ops.

GIS + VE

ERP CS

## Middleware

SAP Mobile Plattform

SAP  
Mobile Secure

SAP Mobile Documents

## Back-end

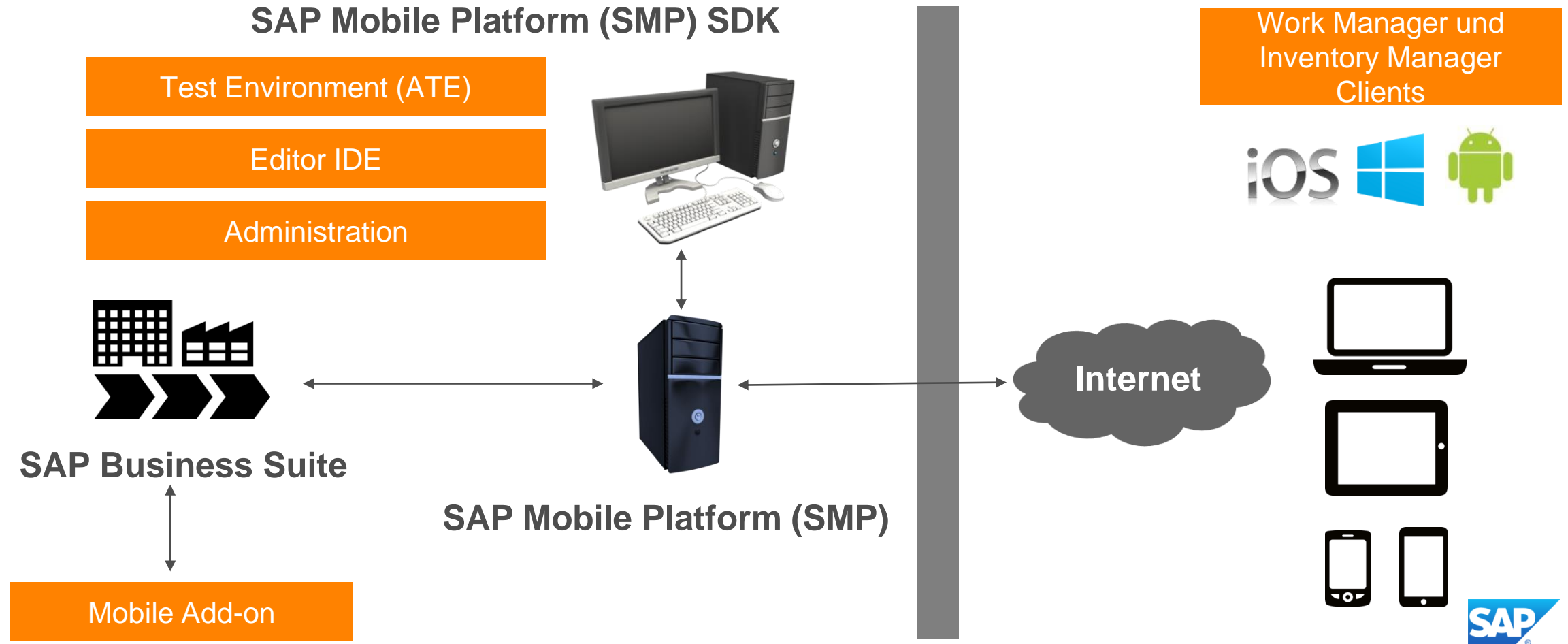
SAP ERP

SAP S/4

3<sup>rd</sup> Party

# SAP Mobile applications and SAP Mobile platform

technical architecture of the solution and development environment



# Development environment of SAP Work Managers

## Cross-platform development with graphical surface



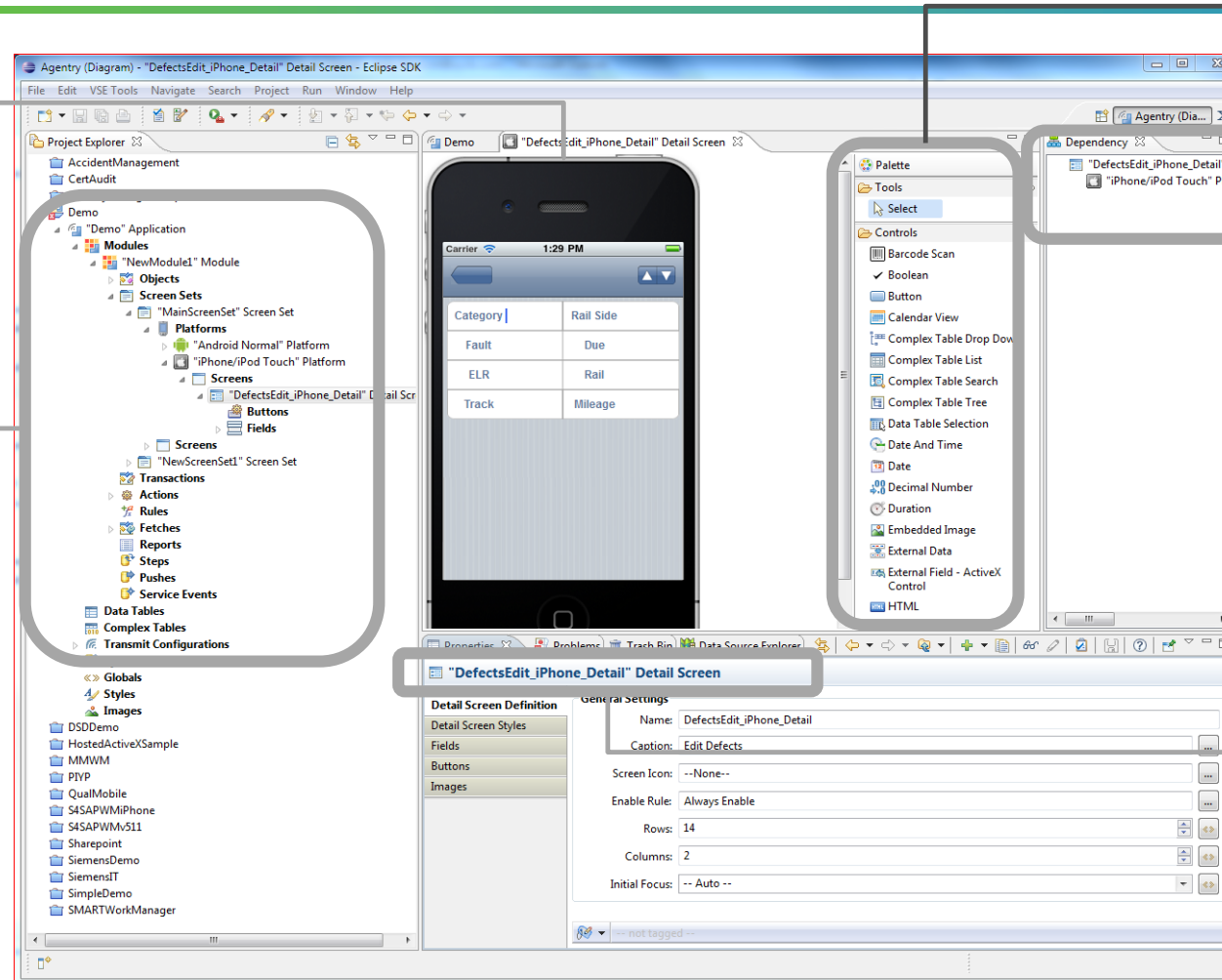
**WYSIWYG  
presentation**

**Object model  
Application**

**Drag and Drop  
visual  
components**

**Object  
dependencies**

**Data Connection Studio  
Trash Bin  
Problem/Warnings Monitor**







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# Application environment

## System architecture and release status



### Preconfigured applications

SAP Work Manager



SAP CRM Service Manager



SAP Inventory Manager



SAP Rounds Manager



### + Standard components

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### Middleware

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### Back-end

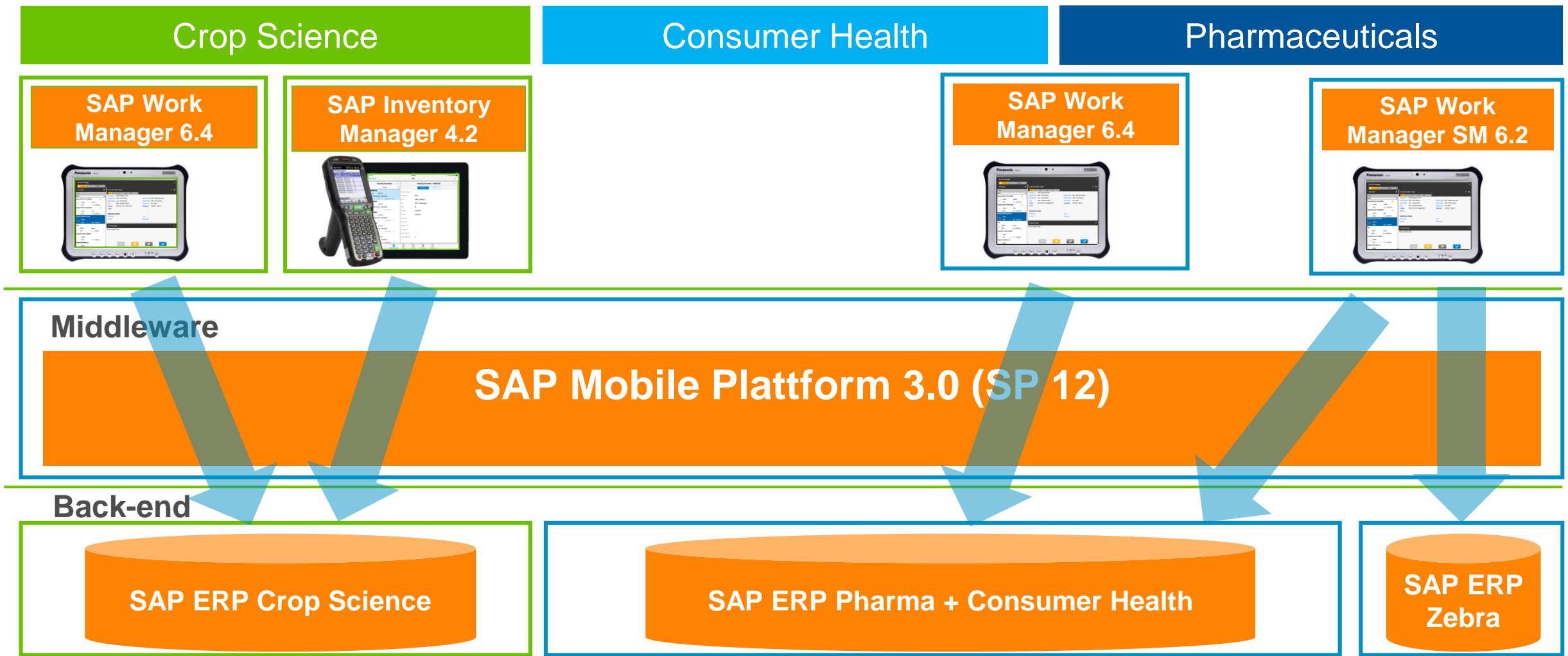
SAP ERP

SAP S/4

3<sup>rd</sup> Party

# Application environment

## System architecture and release status







# Agenda

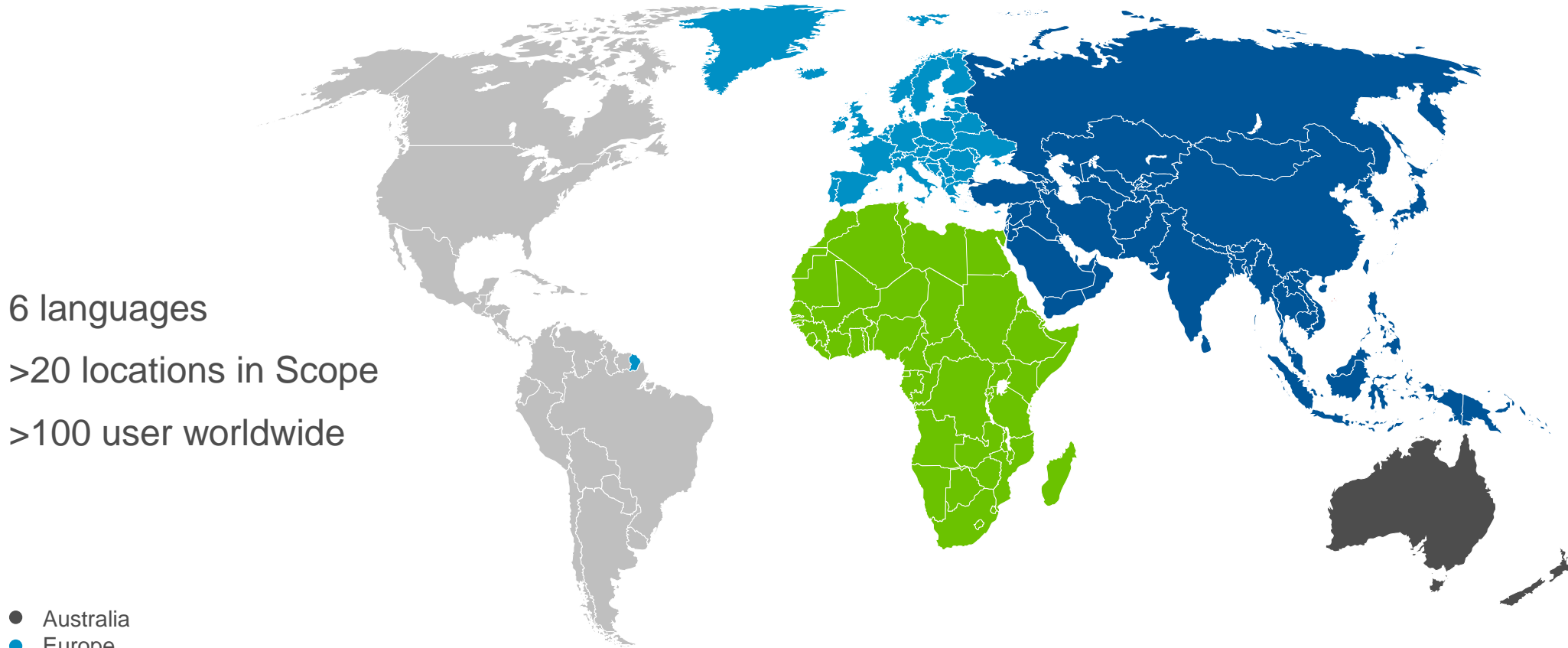
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# Global use of four applications

6 languages

>20 locations in Scope

>100 user worldwide



- Australia
- Europe
- Africa
- Asia
- America

# SAP Work Manager @ Crop Science

## Key Facts:

Project name: Mobile Maintenance @ CS

Business area: Preventive & reactive maint.

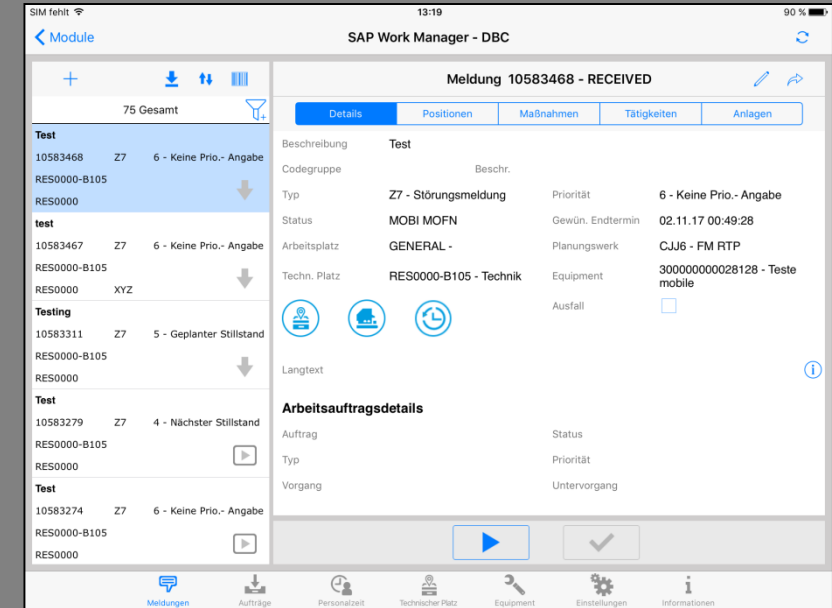
Number of users ~75

Language: DE, EN, FR, ES, PT, CN (6)

Backend Module: SAP PM

Status: Live

GoLive: 06/2015



The screenshot displays the SAP Work Manager mobile application interface. The top bar shows the status 'SIM fehlt' and the time '13:19'. The main header is 'SAP Work Manager - DBC'. Below this, there's a navigation bar with icons for 'Module', 'Details', 'Positionen', 'Maßnahmen', 'Tätigkeiten', and 'Anlagen'. The main content area is divided into two panels. The left panel shows a list of tasks with columns for 'Test', 'Z7', '6 - Keine Prio.- Angabe', and 'RES0000-B105'. The right panel shows the details for a specific task, including 'Beschreibung', 'Codegruppe', 'Typ', 'Status', 'Arbeitsplatz', 'Techn. Platz', 'Langtext', and 'Arbeitsauftragsdetails'. The bottom bar contains icons for 'Meldungen', 'Aufträge', 'Personalzeit', 'Technische Platz', 'Equipment', 'Einstellungen', and 'Informationen'.

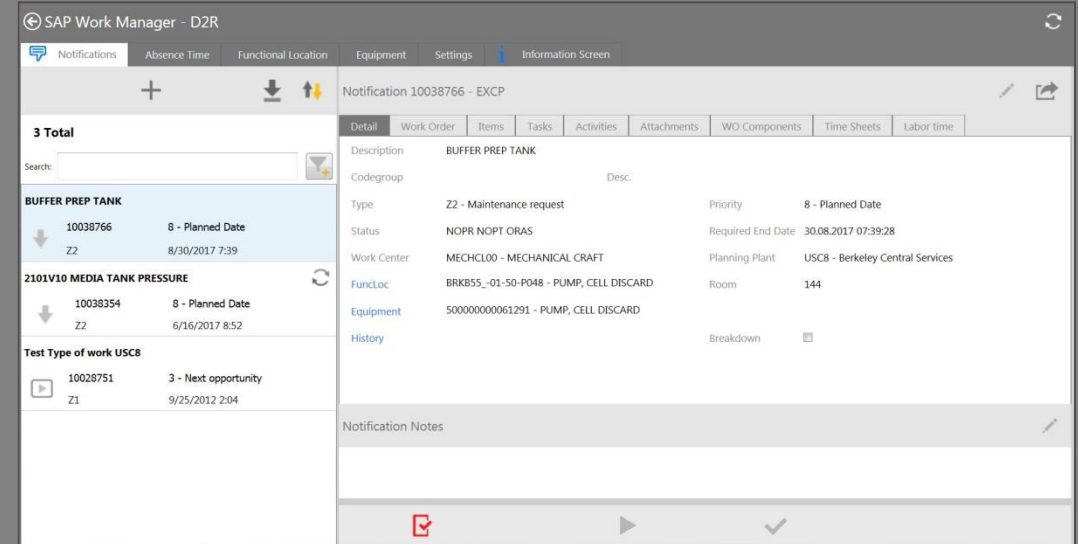
**Solution brief of the Crop Science-App:** The solutions covers almost all processes in the field of preventive and reactive maintenance, incl. registration of plant states.



# SAP Work Manager @ Pharma & Consumer Health

## Key Facts:

Project name:	Mobile Maintenance
Business area:	Preventive & reactive maint.
Number of users	50
Language:	DE, EN (2)
Backend Module:	SAP PM
Status:	Live
GoLive:	11/2017



The screenshot displays the SAP Work Manager - D2R interface. The top navigation bar includes tabs for Notifications, Absence Time, Functional Location, Equipment, Settings, and Information Screen. The main content area shows a list of notifications under the heading '3 Total'. The first notification is '10038766' with a status of '8 - Planned Date' and a date of '8/30/2017 7:39'. The second notification is '2101V10 MEDIA TANK PRESSURE' with a status of '8 - Planned Date' and a date of '6/16/2017 8:52'. The third notification is 'Test Type of work USC8' with a status of '3 - Next opportunity' and a date of '9/25/2012 2:04'. The right sidebar provides detailed information for the selected notification, including Description, Type, Status, Work Center, FuncLoc, Equipment, and History. The bottom of the interface features a 'Notification Notes' section and a navigation bar with icons for back, forward, and search.

**Solution brief of the Pharma-App:** The solutions covers almost all processes in the field of GMP-validated preventive and reactive maintenance, incl. registration of plant states.

# SAP Inventory Manager @ Crop Science

## Key Facts:

Project name: Mobile Maintenance @ CS

Business area: MRO Material Management

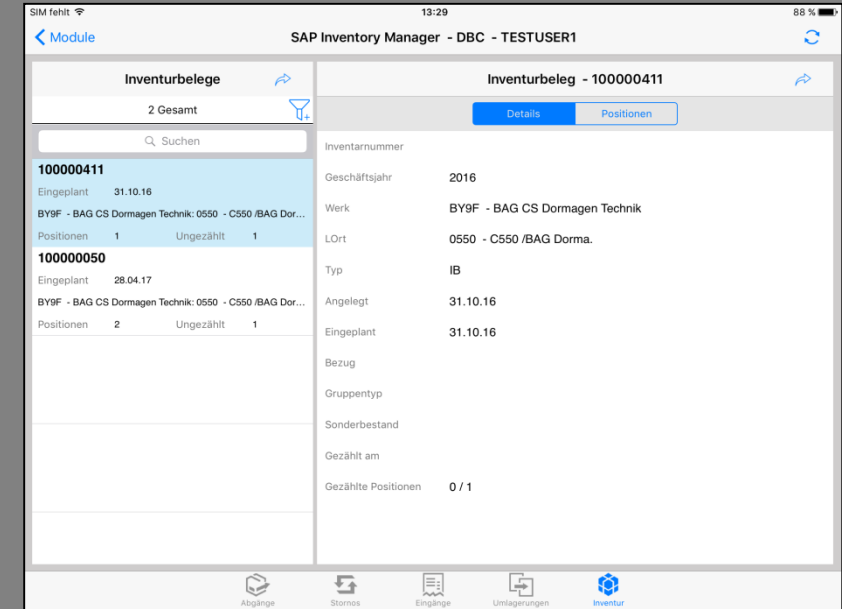
Number of users: ~30

Language: DE, EN, FR, PT, ES, CN (6)

Backend Module: SAP PM/MM

Status: Live

GoLive: 12/2015

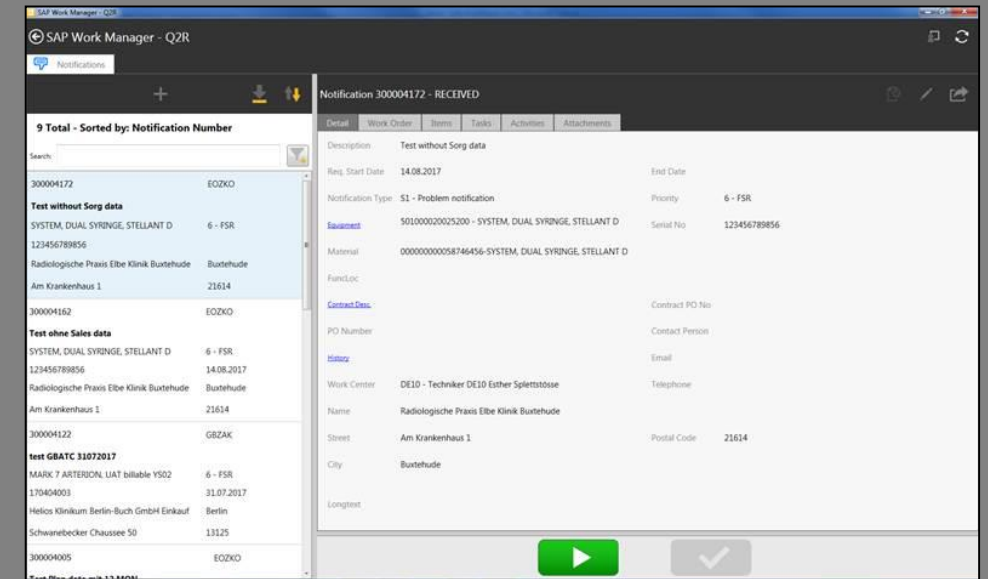


**Solution brief of the Crop Science-App:** The solution covers all processes in the field of mobile warehouse management of technical materials, especially with focus on mobile inventory.

# SAP Work Manager Service Management @ Pharma

## Key Facts:

Project name:	Mobile Service Management 2.0
Business area:	Service of injection devices
Number of users:	30
Language:	DE, EN (2)
Backend module:	SAP PM (Custom)
Status:	Live
GoLive:	11/2016



**Solution brief of the Pharma-App:** The solution in the service management of pharmaceuticals – radiology covers all processes in the field customer service division medical devices, incl. creation of so-called „Field Service Report“ which the customer can directly sign-off.



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# 3 years mobility in asset management...

## ... what have we learned?



### Potentials

- Mobile processes provide the chance of standardization
- You can gain a wider SAP-user base
- More data to optimize maintenance within the organization



### Expense drivers

- High amount of custom development in the backend
- Localization of applications
- Release upgrades of applications
- Offline data storage



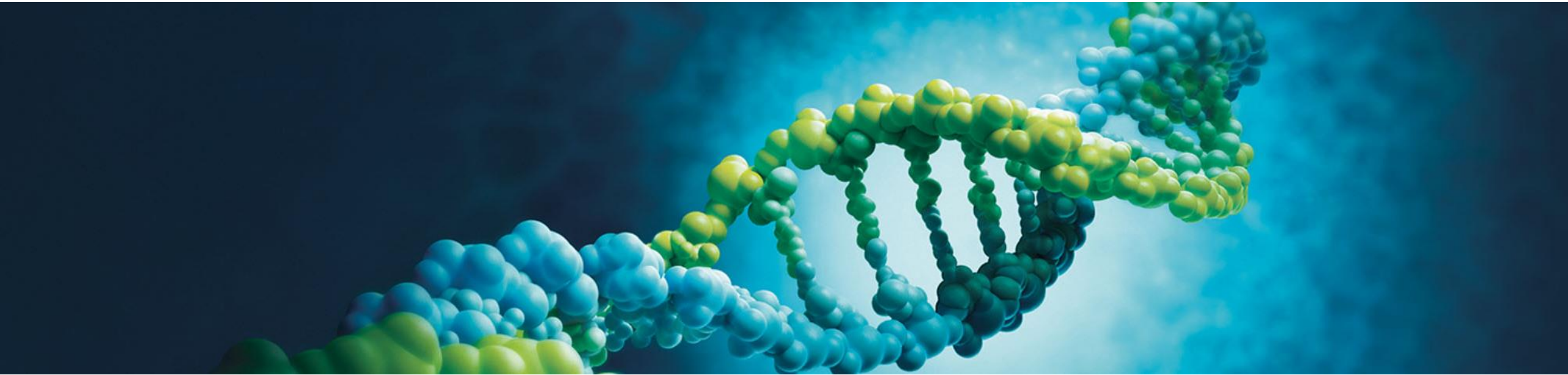
# Quo vadis...?

- Agency Cloud Edition  
→ Prove of Concept is ongoing
  - Asset Manager  
→ Evaluation after “Feature parity” with Work Manager planned
  - Influence of FIORI / UI5 apps?  
→ Prove of Concept runs
- 
- Bayer’s collaboration with SAP in CEI-projects  
→ early identification and use of market trends





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Thank you!