

# Deliver Service Excellence

## Evora & SAP Field Service Management

### Take Field Service out of the Silo

With SAP Field Service Management (FSM), Evora harmonizes field service scheduling and execution across the many touchpoints along the field service journey, ensuring the safety of both customers and workers as well as integrating processes across the front and back office.

This solution allows the elimination of silos, provides automation of workflows and increases the streamlining of processes - not just within field service but across the whole organization.

Reduce costs and increase margins by adding real-time, AI-powered, automated scheduling and route optimization to minimize travel time of technicians and decrease truck rolls by grouping relevant work. This FSM solution will decrease efforts for customers and business units that interact with the delivery of safe and reliable field service efforts.

### Realize Value With Field Service



End-to-End Solution Harmonization



Boost First-Time Fix Rate



Centralize Workforce Management



Expand Resource Pool



Reduce Environmental Impact



Future Proof Service Delivery

### Key Features

**Planning & Dispatching:** Visualization with Gantt chart, drag & drop, location-based planning

**AI-based Scheduling:** Automated planning for defined scenarios, out-of-the-box logic

**Crowd Workforce:** Easy integration for subsidiaries, service partners and freelancers

**Customer Self-Service:** Portal to report issues, service for booking an appointment

**Smart Forms & Feedback:** Custom questionnaires and forms easily configured

**Analytics & Reporting:** Track performance indicators, quickly build dashboard reports

**30%** reduction in warranty claims  
*by enabling remote diagnostics & predictive maintenance*

**60%** less time to identify critical service incidents  
*by analyzing real-time sensor data*

**20%** improvement in efficiency  
*by using more precise planning time frames*



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