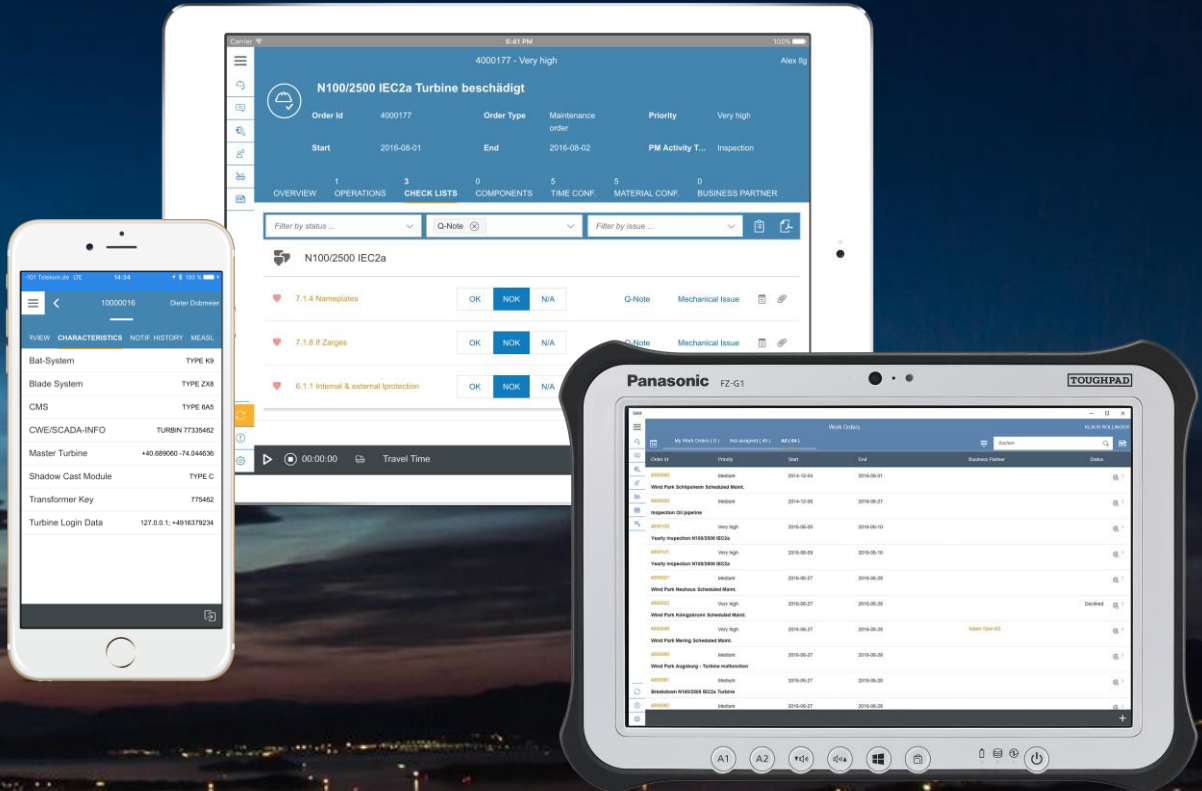




MOBILE MAINTENANCE AND CUSTOMER SERVICE



www.msc-solutions.com





SAM Smart Asset Management

SAM - Smart Asset Management - is a mobile offline maintenance and customer service solution for SAP customers running PM or CS. It is built on top of SAP technologies like SAP SQL Anywhere, SAP MobiLink and SAP UI5. It covers all relevant plant maintenance and customer service processes.

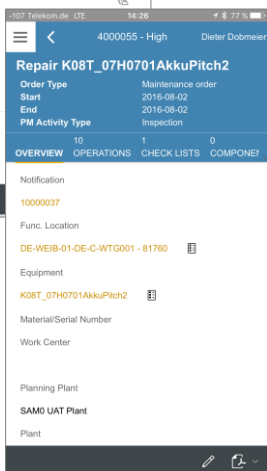
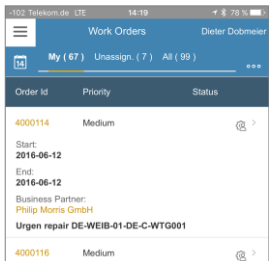
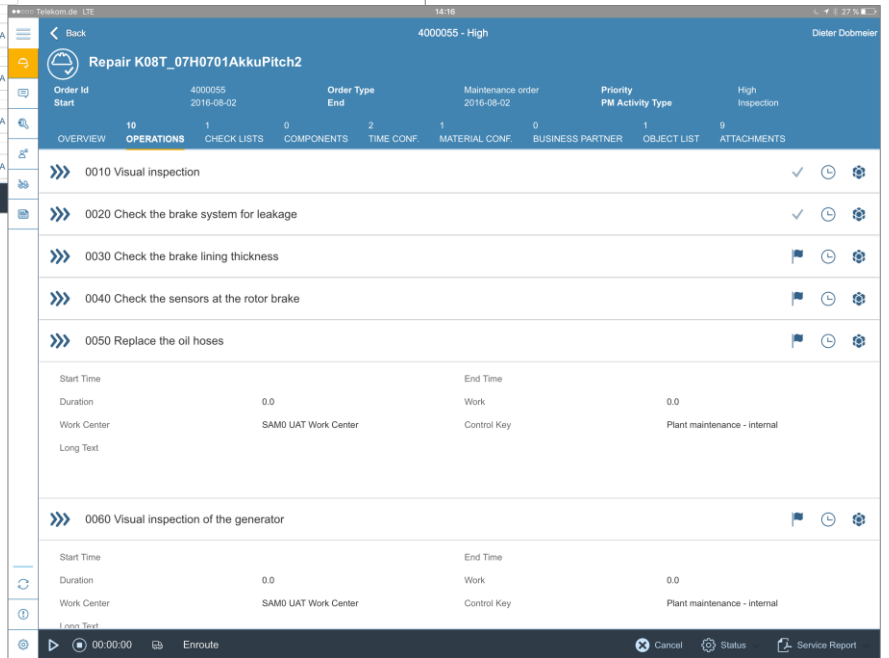
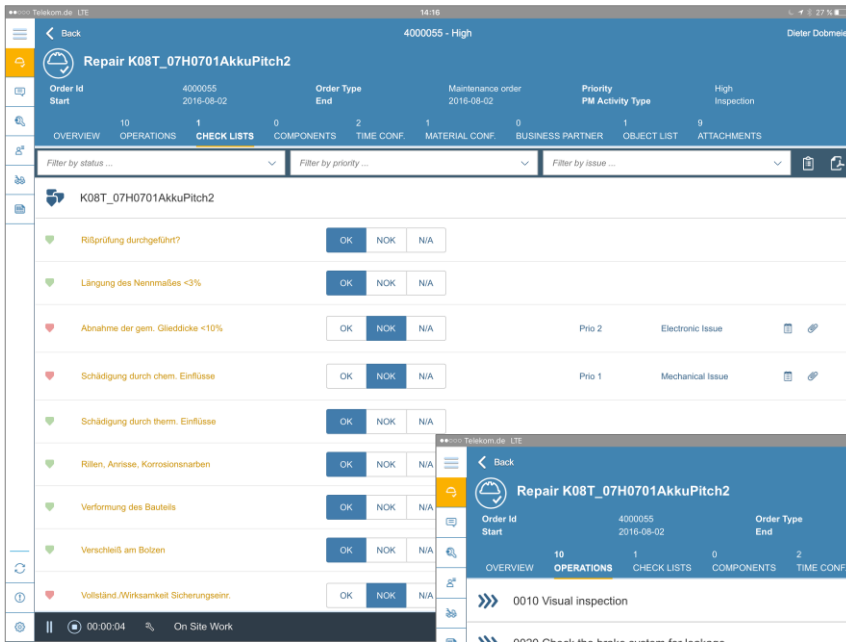
Functionality included in SAM:

- Work and Service Order Management
- Time & Material Confirmations
- Notification Management
- Technical Objects (Function Locations and Equipments) including Characteristics, Measurement Points/Documents and Order/Notification History
- Checklists based on Measurement Points, Notifications or QM Inspection Lots
- Barcode and RFID/AutoID Support
- Business Partner Management
- Inventory
- Generation of Service Reports
- Synchronization of documents and attachments (photos, videos, sound, documents and other files)
- Navigation integration with all leading GPS solutions like Navigon, Garmin and Google Maps
- Travel Expense Management with SAP Travel Management

SAM was built with very high data volumes in mind. It allows the management of 100.000s of technical objects and materials offline on the mobile device.

With SAM you can:

- Boost productivity by streamlining communications and eliminating paperwork
- Give your technicians a simple and easy to use tool with checklists they can use for orientation
- Improve response and decision-making in the field
- Get real-time visibility into work status, technician location and financial performance
- Raise customer satisfaction by improving first-time resolution and ensuring SLA compliance
- Cut costs by reducing administrative overhead and non-productive working times
- Improve revenues by accurate on-site data capturing and shortening billing cycles
- Connect the mobile application with SAP PM/CS
- Replace old legacy applications like SAP Mobile Asset Management (SAP MAM) or SAP Work Manager



SAM supports smartphones, tablets and laptops with Windows, Android and iOS

For more information about SAM
<http://www.msc-mobile.com/sam-smart-asset-management>

With everything we do,
we want to make the work life of people easier.

We believe that people should be able to focus on their work, instead of spending their time on administrative tasks, paper or software.

The way we make the life of people easier is by providing easy to use solutions for inspection, maintenance and customer service processes. We offer mobile apps, a portal, IoT and other applications.



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