

HCL

iSAM

Customer Management Maintenance Request

Reimagined customer maintenance
event processing



SAP, Done Better.

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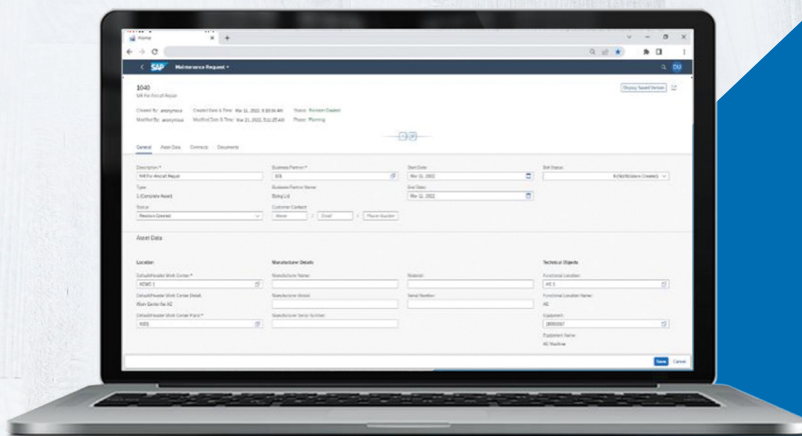
iSAM is a collection of products harnessing the latest SAP Technologies to provide world class intelligent service and asset management capabilities supporting the specific business challenges of complex asset Maintenance Repair and Overhaul (MRO).

iSAM products can be adopted individually to solve specific business challenges directly by enhancing and integrating with the SAP S/4HANA Enterprise Asset Management solutions. They can also be adopted as a suite of capabilities providing integrated maintenance processes. iSAM can also be adopted alongside the iMRO Digital Core to provide a comprehensive set of MRO capabilities.

iSAM Customer Management Maintenance Request

iSAM Customer Management Maintenance Request enables a new maintenance event to be created and managed including asset and customer information. The requested work requirements can be uploaded against the maintenance request.

For third-party complex asset maintenance, the creation of a new maintenance event involves multiple steps and many SAP objects. The iSAM Customer Management Maintenance Request application is designed to streamline and orchestrate this process ensuring the seamless capture of all required data and creation of SAP objects (revisions and notifications).

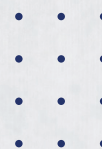


Account managers liaise with customers to create the required maintenance requests. Once a new request is created, a spreadsheet is automatically emailed to define the detailed maintenance requirements. Once this is returned, a SAP BOT downloads it from the account manager's email and uploads the required work items against the maintenance event. For each work item, a SAP notification is created referencing the appropriate task list, automatic packaging is also done into the maintenance revision.

Benefits

Process simplification through desktop automation

Key process steps are automated using iRPA bots, including email integration and monitoring, and automatic processing of Microsoft Office Excel attachments to create work items and SAP S/4HANA maintenance notifications.



Offline customer work list processing

The work list received from the customer can be reviewed and modified offline (in Microsoft Excel) before uploading and creating operative data (notifications) in SAP S/4HANA.

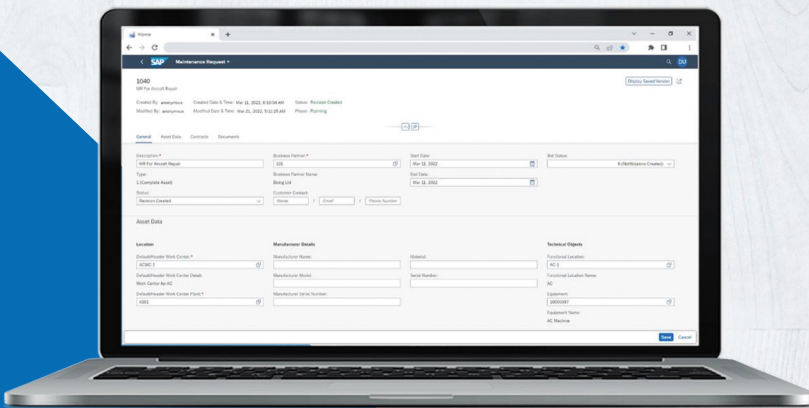
Fully integrated with core SAP S/4HANA quoting and planning processing

Customer work requirements are created as notifications packaged into an event revision in SAP S/4HANA and are ready for quoting and planning in the iSAM Customer Management and iSAM Maintenance Operations Planning suites of applications.

Features

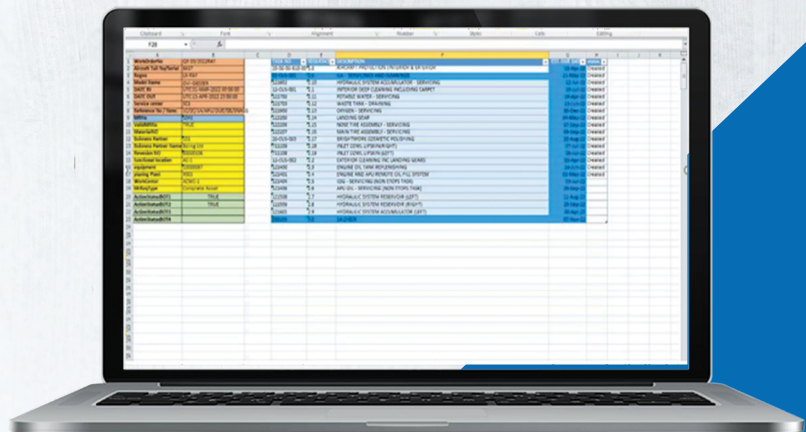
Create, maintain, and monitor maintenance requests

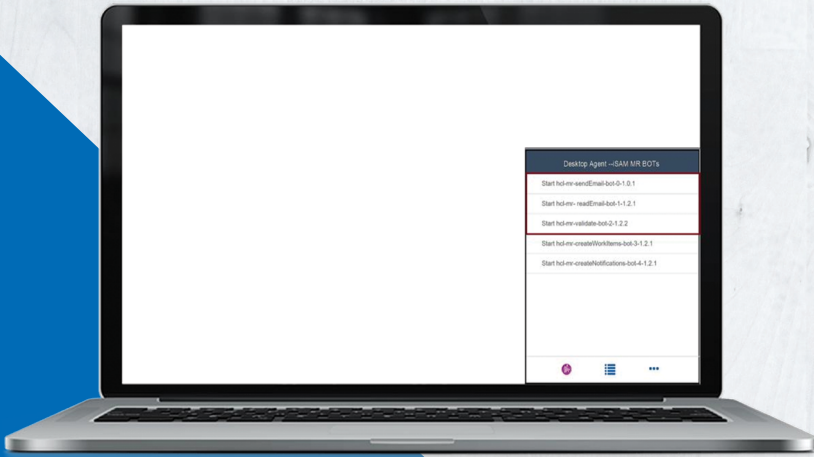
The **Manage Maintenance Request** app provides a filtered list of maintenance requests with the ability to drill into the detail of each request and perform updates. New maintenance requests can be created based on customer requirements. Once confirmed, a corresponding maintenance revision is created in SAP S/4HANA.



Receive the customer's requested work list

The Manage Maintenance Request app triggers a desktop bot to send an email to the customer with an Excel template.

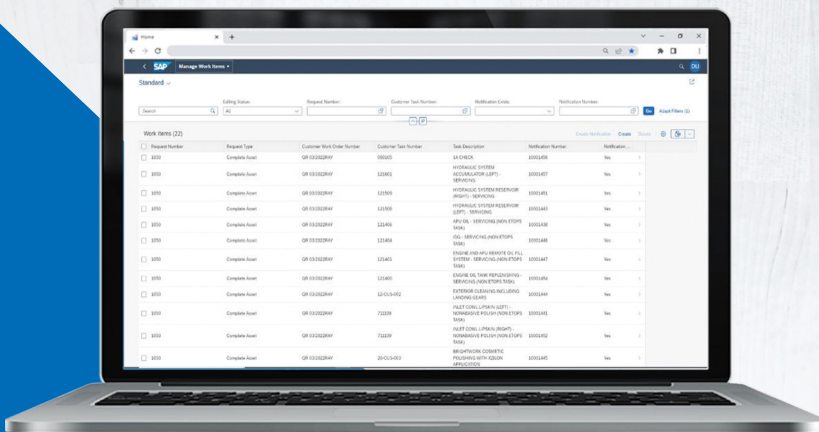
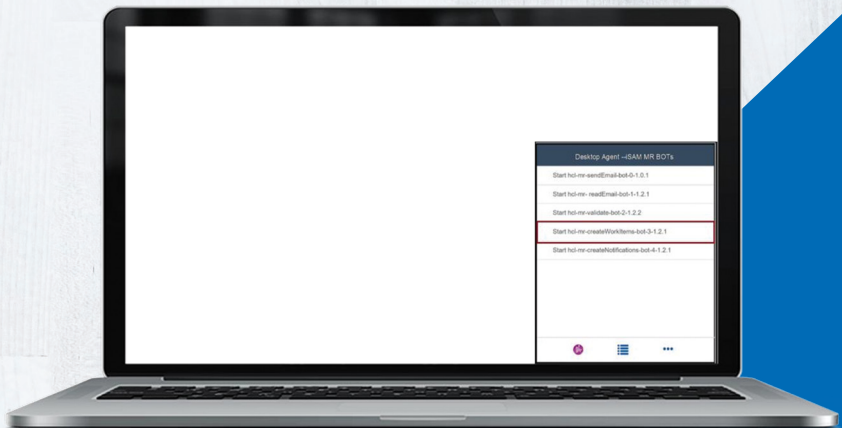




The customer returns the completed template by email and a second desktop bot automatically downloads it to a predefined location and updates the request status. A third bot validates the file and again updates the request status.

Create customer work items

Once the details are validated and confirmed, a fourth bot uploads the work items to the cloud app where they can be further amended as required.



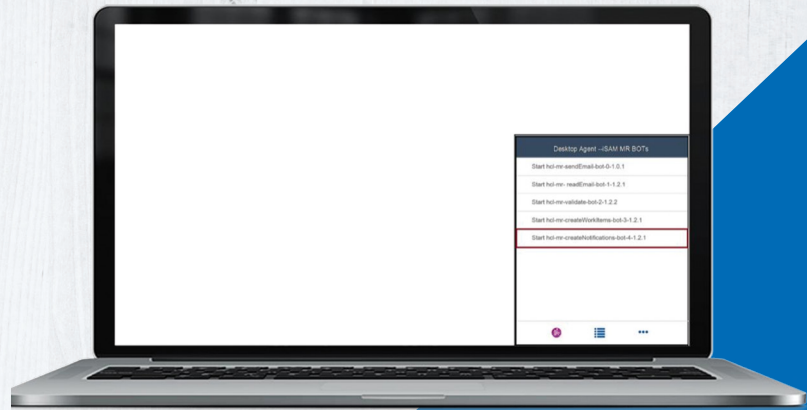
Review customer work items

The **Manage Work Items** app provides a filtered list of work items uploaded for each maintenance request. Additional requirements can be created within the app, and existing items can be amended.



Create notifications and package into revision

Once the worklist details are finalized, a fifth desktop bot creates notifications for each work item and packages them into the event revision. The status of each work item is updated in the spreadsheet, and the overall status of the maintenance request is also updated. The packaged notifications in SAP S/4HANA are now available for quoting and planning.



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To get the best return on your digital investments, you need a partner that doesn't just do SAP right, but does it better. Our SAP practice works seamlessly with HCL's digital consulting, engineering services, IoT WoRKS™, and cloud infrastructure practices to design, implement, and support tomorrow's integrated, intelligent solutions today. As an SAP Global Strategic Services Partner, our 10,000+ consultant base leverages insights, advanced accelerators, and industry-acclaimed frameworks to deliver award-winning services from local offices across Europe, Africa, Asia, and the Americas.

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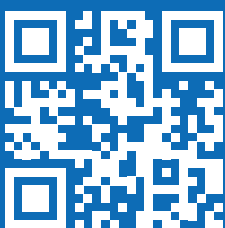


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