HCLTech | Supercharging Progress™
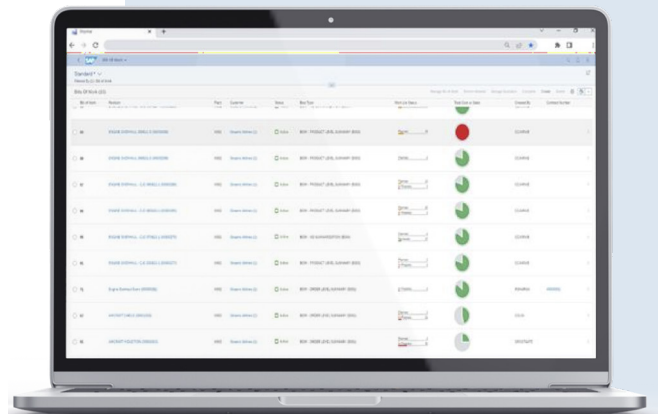
iSAM
Customer
Management

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.

Convert complex maintenance packages into detailed sales quotations

HCLTech iSAM Customer Management is a suite of applications to enable client service engineers to harmonize maintenance and commercial data, review and convert large as well as complex maintenance packages into one or more sales quotations, manage their approval flows and monitor and analyze sales margin.

HCLTech iSAM Customer Management is a suite of applications designed to cover the end-to-end quotation process for complex maintenance. The solution introduces the definition of a maintenance product, linking maintenance requirements to pricing rules and enabling these to be integrated into maintenance contracts. Complex maintenance packages often contain many hundreds of maintenance requirements and will potentially result in thousands of separate work orders.

The solution aims to bring this maintenance data into a suite of apps designed for the client service engineer to review the work package and add the required commercial data.

When fully reviewed the data is converted into one or many quotations based on who is paying for the maintenance. The quotation is then published to the client and its approval or rejection is tracked and appropriate actions are taken. The quotation process is complemented by analytical reporting, enabling the user to understand and analyze costs, prices and margins.

Benefits

Efficient management of complex quotations for complex asset maintenance

Maintaining complex assets often with complex maintenance requirements means creating accurate estimates which makes quotations also complex. HCLTech iSAM Customer Management utilizes a single integrated data model to ensure seamless data flow across multiple roles and business processes.

Harmonized end-to-end business process for quotation generation

Maintenance planning and execution processes directly input into the quotation process. Processes are harmonized and natural separations are removed. Duplicate processes, data redundancy and multiple manual steps are avoided.
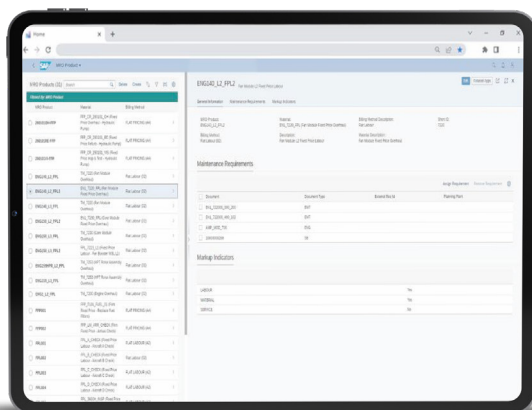
Real time visibility of sales margin

The single integrated data model means that sales margin is updated in real time as items are included or excluded from the quotation. Planned and actual sales margin are always clearly visible.
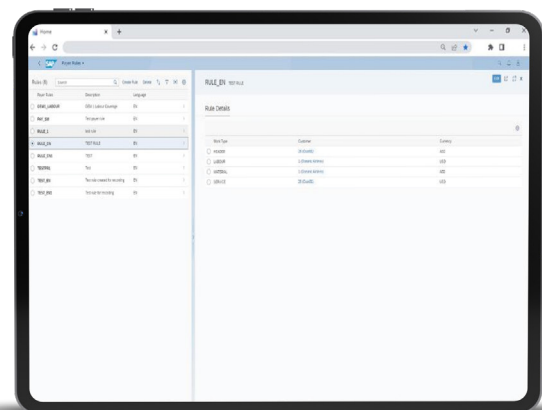
Features

Manage commercial products

The **Manage MRO Product** app deals with the grouping of planned work (maintenance requirements) to create a work package that can be sold.

The **Manage Payer Rule** app is used to manage a set of rules defining who is responsible for paying for each type of work. Payer rules are assigned to MRO products.
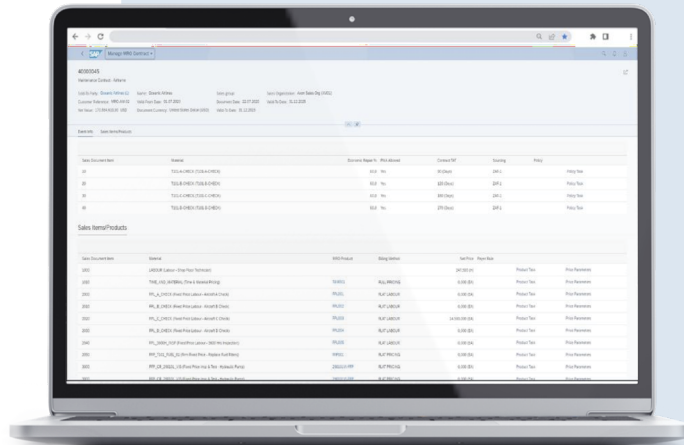

Manage sales contracts

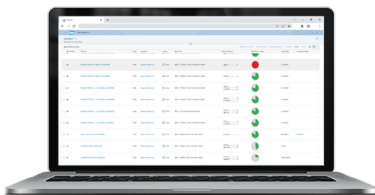The **Find MRO Contract** app shows a filtered list of sales contracts.

It navigates to the **Manage MRO Contract** app which allows MRO products and payer rules to be assigned to contract items.
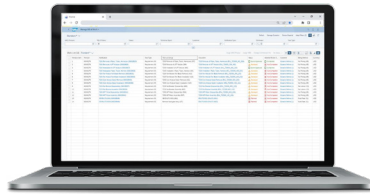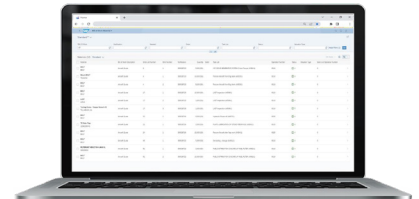

Manage pre-quotation Bills of Work

The Bill of Work is the pre-quotation step for the tasks in a work package (revision). **The Find Bill of Work** app lists existing Bills of Work and creates new ones.

The **Manage Bill of Work** app is the main tool for reviewing and amending work items prior to quotation.
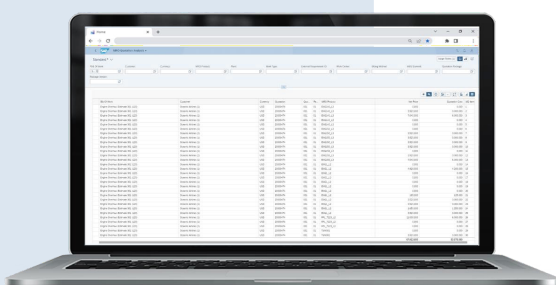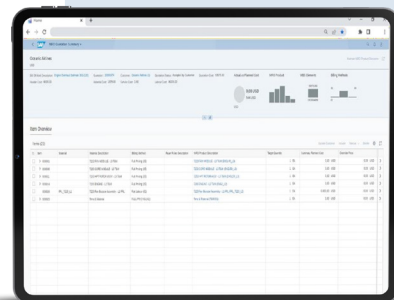
The **Manage Bill of Work** Material app is for reviewing materials required for the work package.

Manage MRO Quotations

The **Manage MRO Quotations** app provides a detailed view of work items from the Bills of Work and enables these work items to be manipulated prior to quotation creation. Once quotations are created, they can be further reviewed, released, rejected or accepted. A quotation summary shows further details including planned / actual costs.

Analyze MRO Quotations

The MRO Quotation Analysis app offers analytical reports on quotations across one or many Bills of Work in table and / or chart view. The data can be filtered and analyzed based on various criteria, including client, currency, MRO product, work type and work center.

About HCLTech's SAP Practice

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 HCLTech's digital consulting, engineering services, IoT WoRKS™ and cloud infrastructure practices to design, implement and support tomorrow's integrated, intelligent solutions today. An SAP Global Strategic Services Partner, our team of 12,500+ consultants 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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