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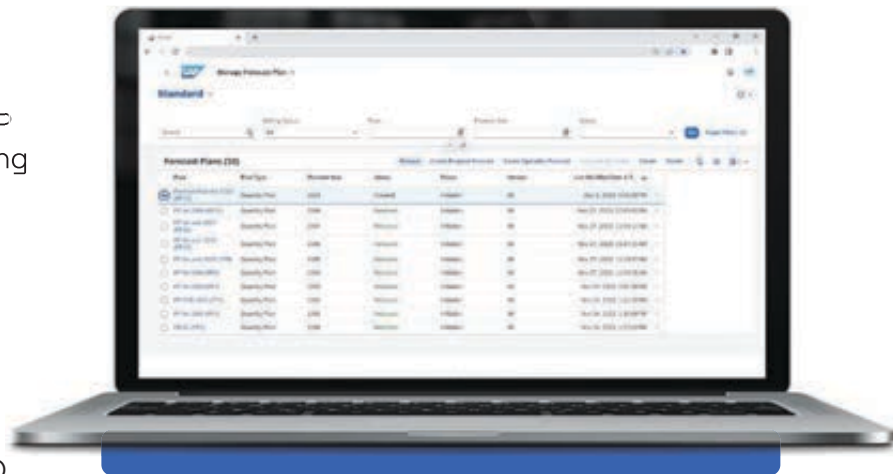
iSAM Maintenance Scheduling Forecast

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.

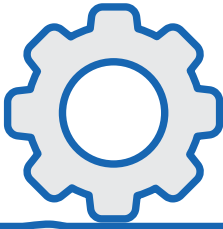# iSAM Maintenance Scheduling Forecast

iSAM Maintenance Scheduling Forecast is a suite of applications designed to enable sales professionals and maintenance operations planners in asset-intensive industries to jointly estimate and forecast their future maintenance/service requirements, by way of forecast plans which combine the sales and operational forecasts to allow a complete overview of sales demand against operational capacity over the forecast period.

For third party complex asset maintenance, the creation of a sales forecast involves multiple steps and many SAP objects. Similarly, the process of operations forecasting typically relies on complex SAP data models. iSAM Maintenance Scheduling Forecast provides a simplified means of creating a combined sales and operations forecast which can be further integrated with the iSAM Customer Management Maintenance Request suite of apps by creating maintenance notifications in the backend SAP S/4HANA system which can then be allocated to the maintenance request, or further processed in other MRO functions.

Sales professionals and maintenance planners create their forecasts based on predefined service dimensions for each type of service offering. Each team has visibility of the other team's forecast, and mismatches, or deviations, between projected sales demand and operational capacity are highlighted, allowing teams the opportunity to further collaborate and refine the overall forecast to better align with available capacity. Once the forecast is finalized, notifications are generated for each service for each month of the forecast period. These notifications, representing sales demand and operational (slot) capacity, can then be further processed in other iSAM applications and in the backend SAP S/4HANA system.

Benefits

Simplified forecasting of maintenance service requirements
The apps enable forecasts to be entered quickly and efficiently with reference to pre-created master data and without the need for complex data models.

Collaborative forecasting of sales demand vs. operational capacity
The apps allow the different roles to collaborate by creating individual forecasts by service type and feeding into an overall forecast plan, with the ability to view forecasts entered by other teams. Instances where the forecasted sales demand exceeds the forecasted operational capacity for a particular service are highlighted in the forecast plan, enabling appropriate re-planning to be initiated.
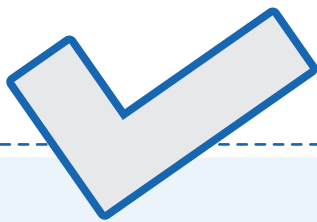
Fully integrated with core SAP S/4HANA maintenance planning processes
Forecast plans generate notifications for each individual forecast quantity in the backend SAP S/4HANA system which can be used for advance material and capacity planning in conjunction with the iMRO Digital Core Planning Task List and Work Item Planning functions.
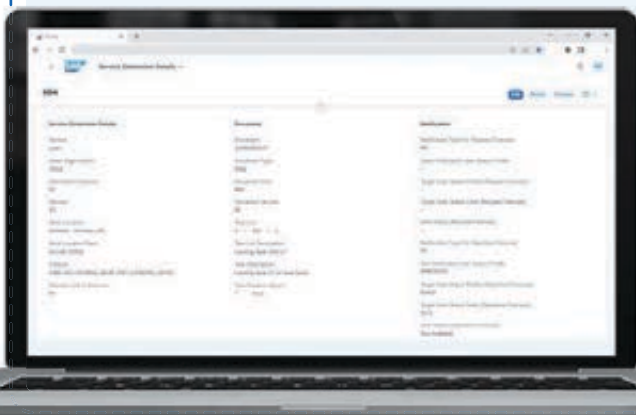
Integration to iSAM Customer Management Maintenance Request
Link maintenance requests to operation forecast notifications to enable detailed slot planning capability.
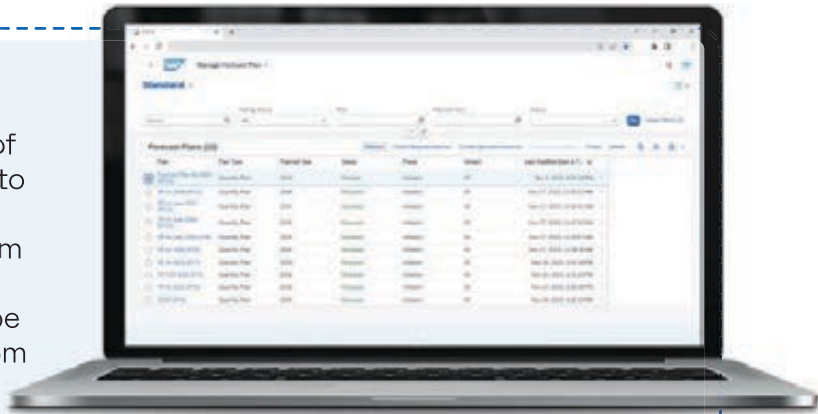
Features

Manage service dimension master data
The **Manage Service Dimension** app shows a list of existing service dimensions and allows new ones to be created. Service dimensions are a combination of service attributes — for example service type, service material and type of work to be carried out. They simplify the subsequent creation of forecasts by acting as a template that is copied into the individual forecasts.
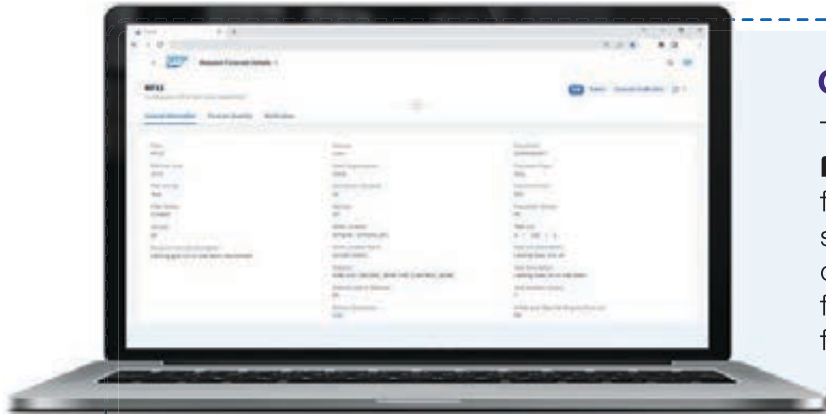
Create the forecast plan for the year

The **Manage Forecast Plan** app shows a list of existing forecast plans and allows new ones to be created. The forecast plan for the year comprises the monthly request forecasts from the sales team and the operation forecasts from the maintenance team. Forecasts can be created by navigating to the relevant app from within the forecast plan.

Forecast deviations can also be calculated from within the plan — comparing the monthly sales demand to the monthly operational capacity and highlighting in red where the forecasted sales demand exceeds the forecasted operational capacity for a particular service type.

Create sales forecasts

The sales team uses the **Manage Request Forecast** app to enter their monthly forecasts for each service type, based on the existing service dimensions. Request forecasts are created with reference to the forecast plan for the year and can be added or deleted from the plan until the plan is released.

Request forecasts can also generate notifications in the backend SAP S/4HANA system for the monthly forecasted quantities once the forecast and the overall forecast plan are released.

Create operational capacity forecasts

The maintenance team uses the **Manage Operation Forecast** app to enter their monthly operational capacity forecasts for each service type, based on the existing service dimensions. Operation forecasts are created with reference to the forecast plan for the year and can be added to, or deleted from the plan until the plan is released.

Operation forecasts can also generate (slot) notifications in the backend SAP S/4HANA system for the monthly forecasted quantities once the forecast and the overall forecast plan are released.

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. 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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