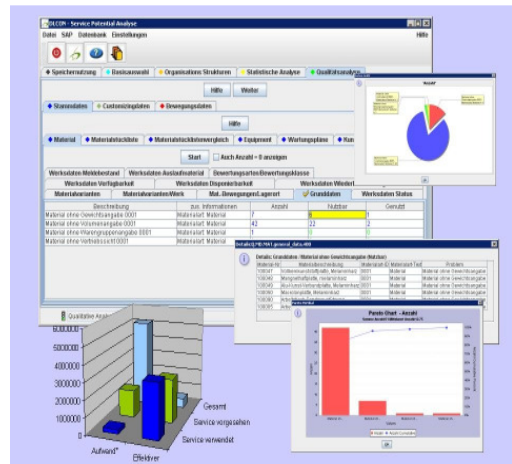


Service potential analysis cuts costs for maintenance and customer service systems using SAP

A new software tool analyses service processes and uncovers savings potentials, which derive not only from transaction and master data, but also from system settings. This translates into a new quality of analysis. The result is not just creating new orders for consultants, but rather a precise action guidance for the user.



Customer service has been discovered by manufacturers as a financially interesting field of business, and especially maintenance is seen increasingly as a value adding factor. On the other hand actual practice encountered in most companies shows maintenance being neglected to some extent.

Consequently, many user have to cope with inadequate systems and procedures, as well as faulty handling of master data. Even though many enterprises have recognized this problem and try to counteract, the necessary research and surveys are quite expensive, take much time, and in effect set off all cost advantages which derive from these actions.

Systematic data administration provides for more efficiency

To cope with this dilemma the services specialist based in Mannheim/Germany, DLCON, has developed a special software. It uncovers service potentials in an existing SAP installation and offers precise action guidance for the user. Results from the analysis are gathered in a digest on the savings potentials, which shows the user through a Service Potential Factor (SPF), where the greatest need for action can be identified.

The digest differs between the areas basics, processes and process catalysts. Every area features detailed agendas and graphics, which illustrate the context. On top of that, lists which contain the concerned data sets may be exported into the usual Office formats and distributed to certain staff members for ensuing processing.

These analysis' are easily integrated into the daily work processes of the respective managers responsible for the implementation of the improvements. Therefore this tool establishes a basis for a continuous improvement process, enabling to seize on the gradual implementation of measures on one's own.

Contact

Dynamic Logistics Consulting GmbH & Co. KG
Friedrich-Koenig-Strasse 3-5, 68167 Mannheim, Germany
Mr. Mark A. Wider
Tel.: +49 621 33939-151, Fax. +49 621 33939-100
E-mail: mark.wider@dlcon.de
Internet: www.dlcon.de