

Combine the power of SAP and Salesforce to create the ultimate Field Service Management process

To achieve high customer satisfaction and maintain assets effectively, service processes need to be optimized across all platforms. Ideo has developed the SAP - Salesforce Field Service adapter to combine the power of SAP and Salesforce and create the ultimate Field Service Management process. This adapter provides an easy and out-of-the-box way to integrate your SAP ERP system, both SAP ECC and S/4 HANA, with Salesforce Field Service. The adapter is built with ease of use, configurability and maintainability in mind. It is based on standard SAP and Salesforce technology and functionality and leverages industry best-practices.

Solution Key Capabilities

The Ideo SAP-SFS adapter support all common Field Service scenario's:

- **Work Order Management** | Unlock your SAP field service process in Salesforce with on-change transfer of all relevant work order details, including support for status, skills and tools.
- **Complex Work** | Stay on top of complex project, with support for scheduling dependencies between tasks, multi day tasks and crew assignments.
- **Resources Management** | Use SAP HR employee master records as source for your service resources in Salesforce and their attributes such as the Service Territory, home address and skills. Maintain the availability of the Service Resources in SAP HR and transfer them to Salesforce.

Faster Time to Value

- **Combining the power of SAP and Salesforce** to create the ultimate Field Service Management process
- **Built with flexibility in mind**, easily extendable and adaptable to support project specific requirements and logic
- **Based on standard objects** in both SAP and Salesforce, to support upgrades and the use of new features.
- **Enterprise-grade security, compliance and governance** from two of the world's largest ERP & CRM companies



Benefits of Ideo's SAP-Salesforce Field Service adapter

- **Integrated** | Leverage your investment in SAP and Salesforce to create the ultimate Field Service process
- **Fast** | Short time to value - you can be up and running in less than a week
- **Low Risk** | Product by a partner (both Salesforce and SAP) with 20+ years of experience
- **Simple** | Proven, easy to use solution based on the latest technology
- **Configurable** | Flexible and extendable to support project specific requirements

available on
AppExchange



About Ideo Field Service

For over 20 years, Ideo has focused exclusively on optimizing the most challenging Service Management processes. We help companies to optimize their service and maintenance processes using state-of-the-art software, with an extra focus on dispatching and mobility. We do this utilizing the Salesforce 360-platform, with a focus on Salesforce Field Service. Our team of experienced consultants makes sure your call center, dispatch center and field resources are able to work in the most optimal way.

Ideo Field Service

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