



SAP to Salesforce Field Service Connector *by On Device Solutions (ODS)*

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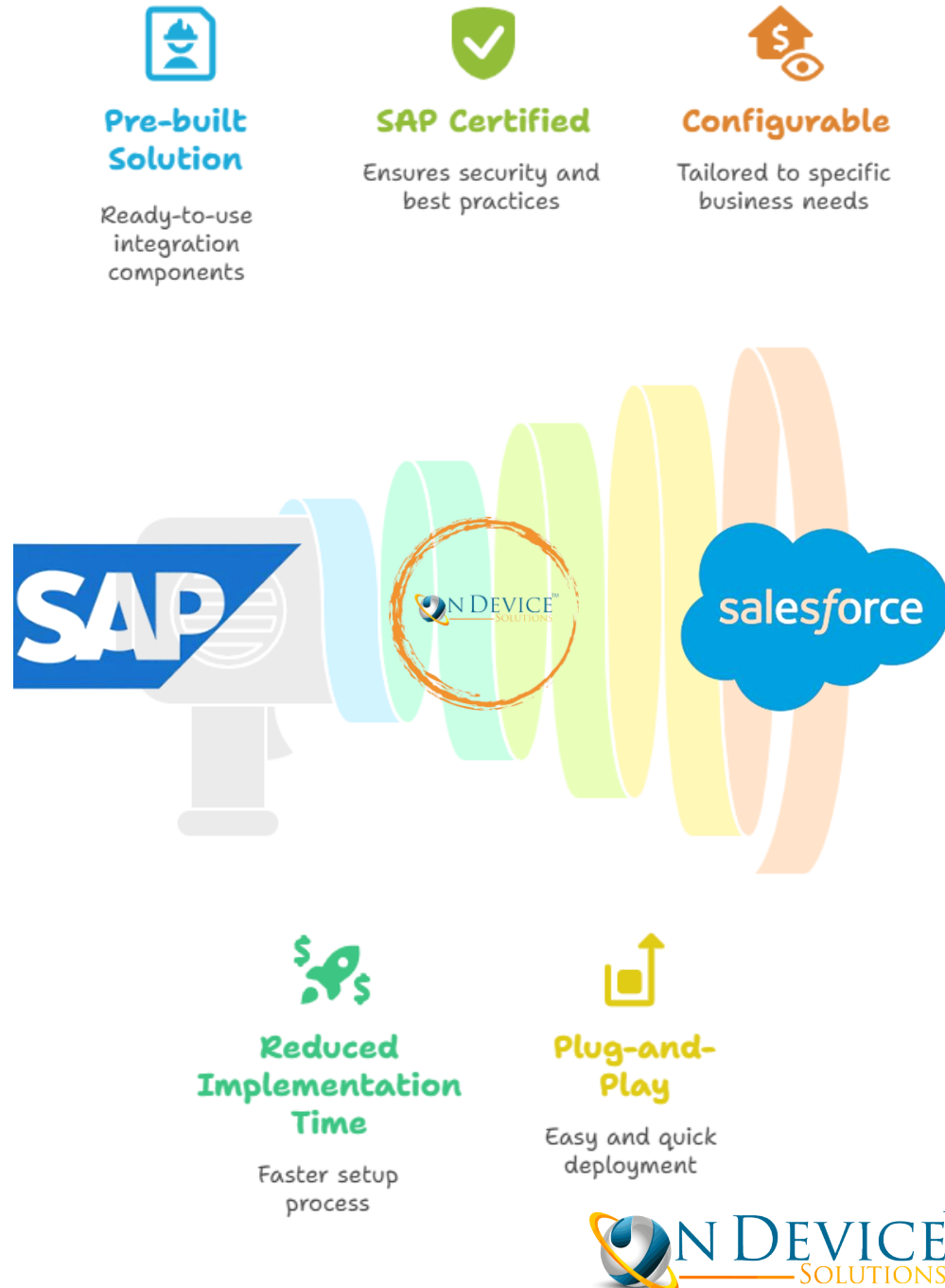
SAP to Salesforce FSM Connector

- by ODS (On Device Solutions)

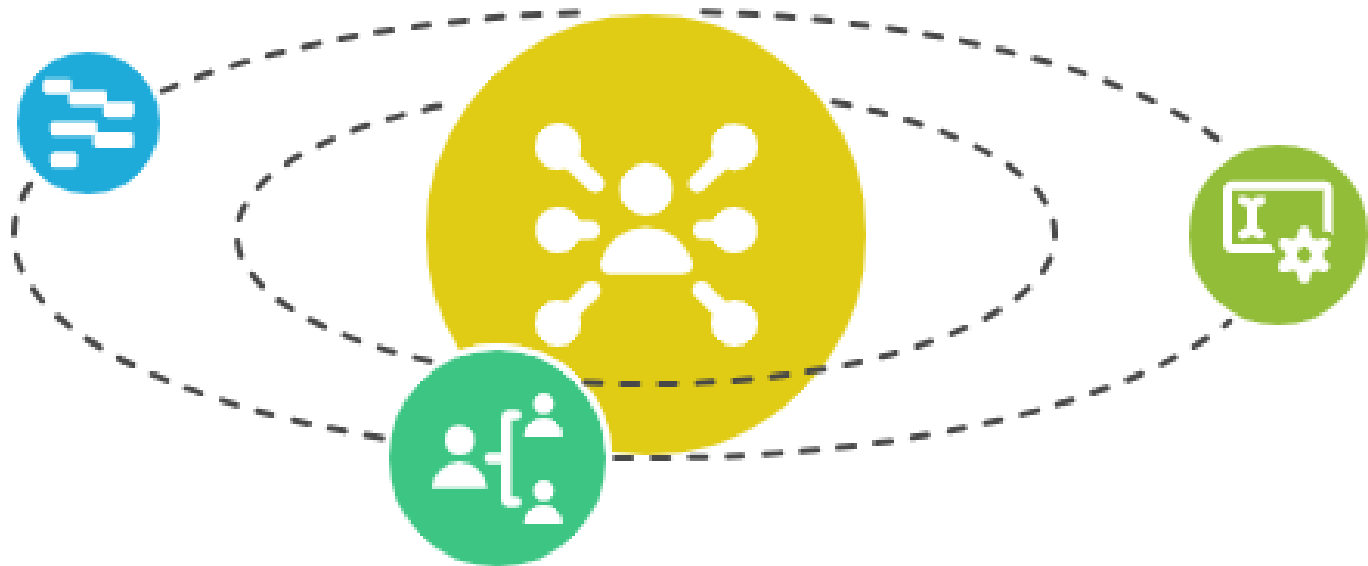
A plug-and-play adapter integrating

- ✓ SAP ECC/S4 &
- ✓ Salesforce Field Service Management (SFS)

to streamline field operations, reduce implementation time, and enhance accuracy.



SAP Objects



Work Order Management

Facilitates efficient Workorder scheduling and tracking

Resource Management

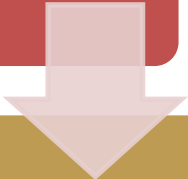
Optimizes allocation of Service resources & Asset

Dynamic Forms

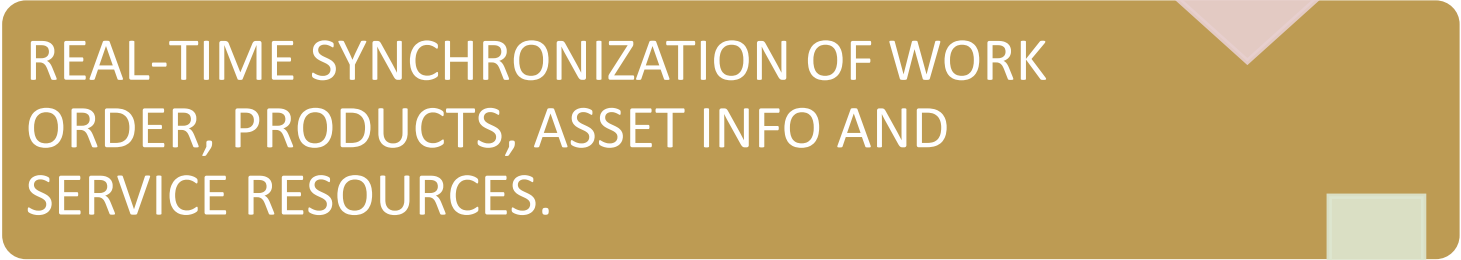
Enables customizable data collection and reporting

Work Order Management Process

SEAMLESS TRANSFER OF CUSTOMER SERVICE
ORDERS FROM SAP TO SALESFORCE



REAL-TIME SYNCHRONIZATION OF WORK
ORDER, PRODUCTS, ASSET INFO AND
SERVICE RESOURCES.



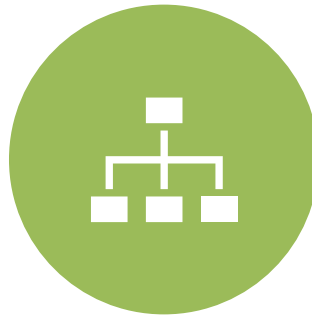
EFFICIENT DISPATCH OPERATIONS WITH
ORDER DETAILS TRACKED IN SAP FOR FULL
AUDIT TRAIL.



Resource Management Integration



SYNCHRONIZES
PERSONNEL DATA FROM
SAP HR TO SALESFORCE
FIELD SERVICE.



ENSURES ACCURATE
RESOURCE ALLOCATION
AND COMPLIANCE WITH
WORKFORCE DATA.



SUPPORTS EFFICIENT
PLANNING AND WORK
ORDER ASSIGNMENTS.

Dynamic Forms

Design and deploy forms rapidly with no/low-code capabilities.

Flexible assignment rules to any Salesforce object such as Work Orders.

Captures data seamlessly in Salesforce and triggers follow-up actions in SAP.

Supports posting measurement documents or creating follow-up work orders automatically.

Implementation and Benefits



▶ **Rapid Implementation**

Operational within days, not weeks

▶ **High Configurability**

Meets diverse needs without heavy development

▶ **Secure Integration**

SAP-certified for reliable data exchange

▶ **Minimal Effort**

Simplifies complex projects with ease

Next Steps

Contact ODS Team

Initiate contact with the sales team for an introduction

Evaluate Integration Requirements

Assess the integration needs between SAP and Salesforce

Plan Proof of Value

Develop a plan to demonstrate the value of the integration

Explore Configurable Control Points

Investigate configurable control points in SAP for work orders





Thank you

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