



Engineered for Scale. Built for Impact.

CASE STUDY

SAP to Salesforce Field Service Integration

Industry IT Services & Enterprise Software

Platform Salesforce Field Service & SAP

About this case study: This engagement was led personally by the founder of UniHail Solutions in a prior engagement. Client details are anonymized to respect confidentiality.

Productized
Integration Solution

Multi-Client
Scalable Architecture

Real-Time
SAP & Salesforce Sync

BACKGROUND

The client, a leading IT services firm, sought to build a reusable integration product connecting SAP systems with Salesforce Field Service (FSL). The goal was to create a standardized, scalable solution deployable across multiple enterprise customers — eliminating the need for costly, one-off custom integrations.

CHALLENGES

- Enterprises running SAP for ERP and service operations lacked a reliable way to integrate field execution systems
- Custom integrations were expensive, time-consuming, and difficult to maintain across client environments



- Diverse SAP service models needed to map cleanly into consistent Salesforce Field Service workflows
- No existing productized solution existed to bridge SAP service operations with Salesforce field execution

SOLUTION

A productized SAP–Salesforce Field Service integration was designed to synchronize service data and enable seamless execution of field operations in Salesforce. The solution prioritized configurability, scalability, and alignment with Salesforce Field Service best practices.

- Work order and service request synchronization between SAP and Salesforce
- Technician assignment and intelligent scheduling within Salesforce
- Work Plans and Work Steps for guided, standardized job execution
- Real-time status updates flowing from the field back to SAP
- Configurable data mappings to support diverse SAP process models

FOUNDER'S ROLE & RESPONSIBILITIES

- Field Service domain consulting and end-to-end process design
- Translating SAP service concepts into Salesforce FSL data models
- Defining integration use cases from a product strategy perspective
- Reviewing lifecycle states, synchronization logic, and edge case handling
- Ensuring solution scalability and repeatability across multiple client deployments

RESULTS & IMPACT

- Enabled faster SAP–Salesforce integration deployments for enterprise clients
- Reduced dependency on expensive, one-off custom integrations
- Improved consistency and reliability across enterprise field service implementations
- Delivered a strong foundation for a market-ready integration offering

THE UNIHAIL ADVANTAGE

This engagement went beyond a single-client implementation — it focused on building a robust, market-ready product. By combining deep Salesforce Field Service expertise with an understanding of SAP-driven service operations, UniHail Solutions' founder helped design a solution built for long-term value, scalability, and ease of adoption across enterprise environments.