



Case Study



BACKGROUND

Since 1995 Intuitive Surgical has been the global leader in the emerging field of robotic-assisted minimally invasive surgery. With the introduction of the groundbreaking da Vinci™ Surgical System in 1999, the company has provided surgeons and hospitals with tools to improve clinical outcomes and help patients return to productive lives.

CHALLENGE

Intuitive Surgical's customer support and field service solution was supported by a legacy platform that needed to be replaced. The existing platform was integrated to SAP ERP and presented issues that needed to be resolved on an ongoing basis. Additionally, the ability to offer better service contract options, implement a globally installed base management system, support multiple product lines, and improve the way partners do business were a few core requirements.

HOW ECENTA HELPED

Implementation of SAP CRM 7.0 with its native capability to integrate with SAP ECC covered all of the requirements. The solution provided multi-channel enablement for the contact center, field service support, enhanced service, and installed base management and end-to-end business processes that resulted in financial postings and cost capturing in ECC. The core solution was built around Service Orders, Service Confirmations, Product Service Letters, Return Orders and Service Contracts. Ease of use of the solution, with its web-based user interface, was also a benefit.

CLIENT

Intuitive Surgical, Inc.

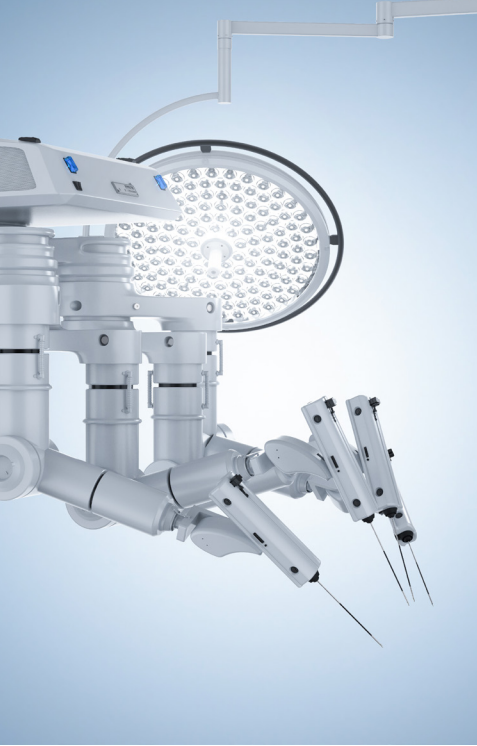
SCOPE

Implementation and Integration

PRODUCTS

SAP CRM





RESULTS

- Integrated Core Service Management and Interaction Center
- Integrated core functionality to ECC Finance
- Integrated E-mail functionality using ERMS
- Delivered analytics using SAP BW and Business Objects
- Successfully encouraged adoption by 300+ users
- Improved distributor processes

CLIENT

Intuitive Surgical, Inc.

SCOPE

Implementation and
Integration

PRODUCTS

SAP CRM

