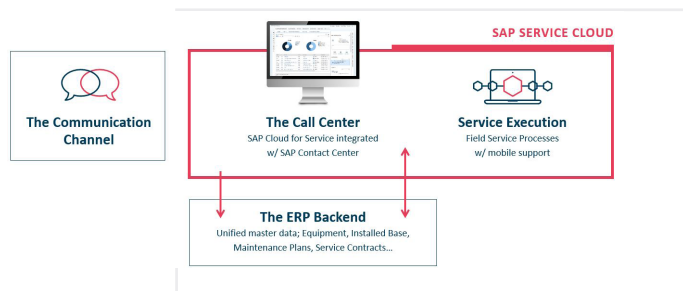# ECENTA SUITE

ECENTA CS CONNECT

THE USE CASE

Field Service agents expect to work offline to execute service orders instead of using paper reports and entering data manually after returning to their home locations after a job. For customers using SAP ERP CS, this was only possible with custom solutions. In parallel, businesses have adopted the SAP Service Cloud to power the service processes. These two applications - one legacy application (SAP ERP CS) with significant data and investment and the other, the modern fully offline capable SAP Service Cloud - must work together seamlessly. Thus, tickets and work orders created in the SAP Service Cloud need to be integrated with the legacy SAP ERP CS and vice versa.

THE SOLUTION

ECENTA CS Connect enables customers to leverage the investments in the legacy application without sacrificing the power of the offline app provided by SAP Service Cloud. This accelerator enables customers to mobilize their field service without having to do a "Rip and Replace" SAP ERP CS.

The result is a significantly simplified project with rapid ROI. ECENTA CS Connect utilizes SAP Cloud Platform as the middleware to seamlessly replicate work orders and related information like spares usage, labor and expenses from SAP Service Cloud to SAP ERP CS.

PRICES

The price for the starter package is € 35,000 – and includes:

- SAP Service Cloud integration for standard Customer and Field Service
- Replication of limited/relevant master data from SAP ERP to SAP Service Cloud
- Development to replicate Service Requests to SAP ERP as Service Orders
- Development to replicate Service Orders to SAP Service Cloud as Service Requests

IN A NUTSHELL

› *Accelerated integration between the SAP Service Cloud and ERP CS*

› *Take the best from both worlds: Cloud and Heavy lifting backend*

› *New bidirectional interface for Service Orders and Repair Order*

› *Leverage new User Interface Technology from Service Cloud with existing backend processes from SAP ERP CS*