

ECENTA SUITE

ECENTA SERVICE LENS



THE USE CASE

When a Field Service Engineer is providing maintenance or service to a machine, it often requires him to keep his hands free. At the same time, he needs to retrieve and manage information from SAP backend systems, like SAP S/4HANA or SAP Service Cloud, document his actions taken during the service execution, review current the status of the machine, or review documentation of equipment. This usually happens between the individual work steps with a laptop or a mobile device. To work like this is time consuming leading to a reduced production time for the equipment.

THE SOLUTION

By combining innovative technologies such as SAP Leonardo IoT Services and Mixed Reality devices such as Microsoft HoloLens, the above challenges can be handled easier.

The engineer is outfitted with a wearable device such as Microsoft HoloLens which allows to navigate & control an application through voice or gestures. Augmented Reality (AR) will then help keep his hands free, while accessing real-time information, executing tickets, accessing knowledge articles, etc. Due to data being constantly collected through IoT Services, they can be consumed and displayed to the engineer without the need to look at a laptop, mobile device, etc. The data is displayed with the HoloLens to augment the reality as seen by the engineer.

Documentation and provided resolutions could be maintained into a collaboration or knowledge base platform such as SAP Jam or MindTouch to allow improvement on future trainings and finding a solution for a problem quicker.

PRICES

The price for the starter package is € 50,000.- and includes

- the basic implementation (read information from SAP backend systems)
- the integration of SAP S/4HANA or SAP ERP
- the integration of SAP Service Cloud or SAP CRM
- the ECENTA Service Lens Accelerator

IN A NUTSHELL

- > *Hands free operations for Field Service*
- > *Augment live view with data from SAP backends*
- > *Show current equipment status using IoT Services*
- > *Navigate and manage SAP applications using voice and gestures*