

## Optimizing Field Service Management at Kliewe GmbH with SAP FSM

Case Study



### About Kliewe GmbH

Kliewe GmbH, a traditional mid-sized craft business based in Hamburg, specializes in industrial pipe and plant construction across various industries. With more than 400 employees, the company offers a full spectrum of services, from consulting and in-house production to on-site assembly.

To enhance its field service operations, Kliewe embarked on a comprehensive digitalization initiative. Partnering with Be1Eye GmbH, a specialized SAP Business Partner for mid-sized enterprises, and supported by Coresystems AG, Kliewe implemented SAP Field Service Management (FSM) to restructure its field service operations. The primary goal was to overcome operational challenges and significantly improve customer service.

### Challenges Before Using FSM

Prior to adopting SAP FSM, scheduling field technicians at Kliewe was a time-consuming, manual process. Coordination relied on phone calls and handwritten job sheets distributed each morning at the office. Checklists for maintenance, repairs, and servicing were completed afterward at the office, leading to delays in sharing information with customers. The lack of real-time data transmission resulted in inefficiencies and increased administrative effort.

### Solutions and Benefits of FSM

The implementation of SAP FSM has transformed Kliewe's field service operations into a nearly paperless environment. The introduction of a digital planning board and the direct transmission of job assignments via service calls and activities to technicians' mobile devices eliminated the need for paper and significantly reduced communication delays. The risk of missing or incorrect data, such as wrong addresses or incomplete checklists, has been minimized. Digital transmission of checklists now enables real-time reporting of work results to customers, greatly enhancing efficiency.



*The service technicians at Kliewe benefit from optimized field service processes thanks to FSM.*

By leveraging FSM, Kliewe has achieved a **40%** increase in efficiency in planning and execution. Standardized checklists ensure that all tasks are completed consistently, eliminating oversights. Customers receive a digital summary of the services performed immediately after completion, providing transparency and improving satisfaction.

The shift from paper-based processes to a fully electronic service workflow has also reduced errors in service documentation. Additionally, invoicing has become more streamlined, as work reports are recorded electronically by technicians, eliminating duplicate data entry. This change has freed up approximately three hours per technician per day, allowing them to take on and complete more service calls. Currently, 140 active users at Kliewe rely on SAP FSM.

SAP FSM also supports Kliewe in predictive maintenance by automatically collecting data from equipment and service calls. This enables proactive identification of maintenance and repair needs, preventing machine failures and improving overall customer efficiency.

Customers also benefit significantly from the FSM implementation. They receive electronic service confirmations immediately after job completion, allowing them to assess the work performed more effectively. Additionally, Kliewe can now provide early forecasts for upcoming maintenance and service needs.



*Optimized scheduling enables technicians to consolidate maintenance appointments per customer, reducing the frequency of visits and optimizing resource utilization for both Kliewe and its clients.*

## Collaboration with Be1Eye and Coresystems

The successful deployment of SAP FSM at Kliewe was made possible through close collaboration with Be1Eye GmbH and Coresystems AG. Be1Eye provided expertise in implementation and software consulting, while Coresystems played a crucial role in project coordination and support.



## Success and Future Outlook

Since implementing SAP FSM, Kliewe has significantly improved efficiency and reduced operational costs without reducing staff. The digital transformation aligns seamlessly with the company's overall digitalization strategy, streamlining work processes for both Kliewe and its customers.

***“I highly recommend SAP FSM and our collaboration with Coresystems. The solution perfectly aligns with our digitalization strategy, eliminating paper-based processes and making our operations more efficient. This has led to significant cost savings without requiring workforce reductions.”***

Rouben Hegewald, IT Manager at Kliewe

The implementation of SAP Field Service Management at Kliewe GmbH demonstrates how mid-sized companies can achieve substantial value through digitalization and process automation. With the support of Be1Eye GmbH and Coresystems AG, Kliewe has successfully transformed its field service operations and is now well-equipped for the future.