

A dark, futuristic office environment with glowing desks and a large smartphone in the center. The scene is dimly lit, with a blue and purple color palette. In the center, a large smartphone stands upright, displaying a colorful, abstract image. The desks are arranged in a grid pattern, and some have small, glowing rectangular objects on them. The overall atmosphere is high-tech and modern.

*“Technology is best when
it brings people together.”*

Matt Mullenberg

Our Mission Today

★ Explore the pain points

- ★ Challenges in the service process
- ★ Show us your world

★ Change the service world

- ★ Digitalize service operations
- ★ How SAP FSM can help
- ★ Stories of our clients

★ Reach for the stars

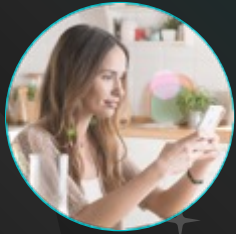
- ★ Transforming industries – our journey of impact
- ★ Wheel of fortune
- ★ Are you ready to ignite the rocket now?
- ★ We love to collect ★

A 3D-rendered maze of grey blocks. In the center, a smartphone stands upright, displaying a diver underwater. A glowing light source is visible on the floor of the maze. The scene is dimly lit with a blue and green color palette.

Exploring the Pain Points

of Today's Service World

Challenges of the Service Process



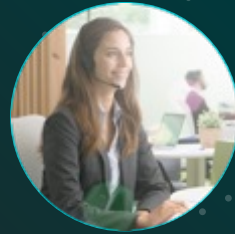
End customer

Realtime service



Technician

Knowledge & equipment



Service Center

Overview



Management

Growth

Expectations of End Customer and Technician

Realtime Service

- ★ Ability to request a service - anytime, anywhere
- ★ Immediate reporting about the service
- ★ Information about the ETA of the technician



Knowledge & Equipment

- ★ Access to knowledge
- ★ Simple and offline recording
- ★ Having the right parts available at the right time



Expectations of Service Center and Management

Overview

- ★ Overview of field service employees and skills
- ★ Info about assignment status and reporting
- ★ Seamless invoicing process



Growth

- ★ Customer & employee satisfaction
- ★ Cost reduction
- ★ Increase in efficiency





Show us your World

What are your pain points?

What did we miss?

Which is your biggest pain point?

A dark, futuristic office environment with a grid of desks. A smartphone is prominently displayed on a desk in the center, showing a space scene with a figure. The scene is dimly lit with some glowing elements on the desks.

Change the Service World

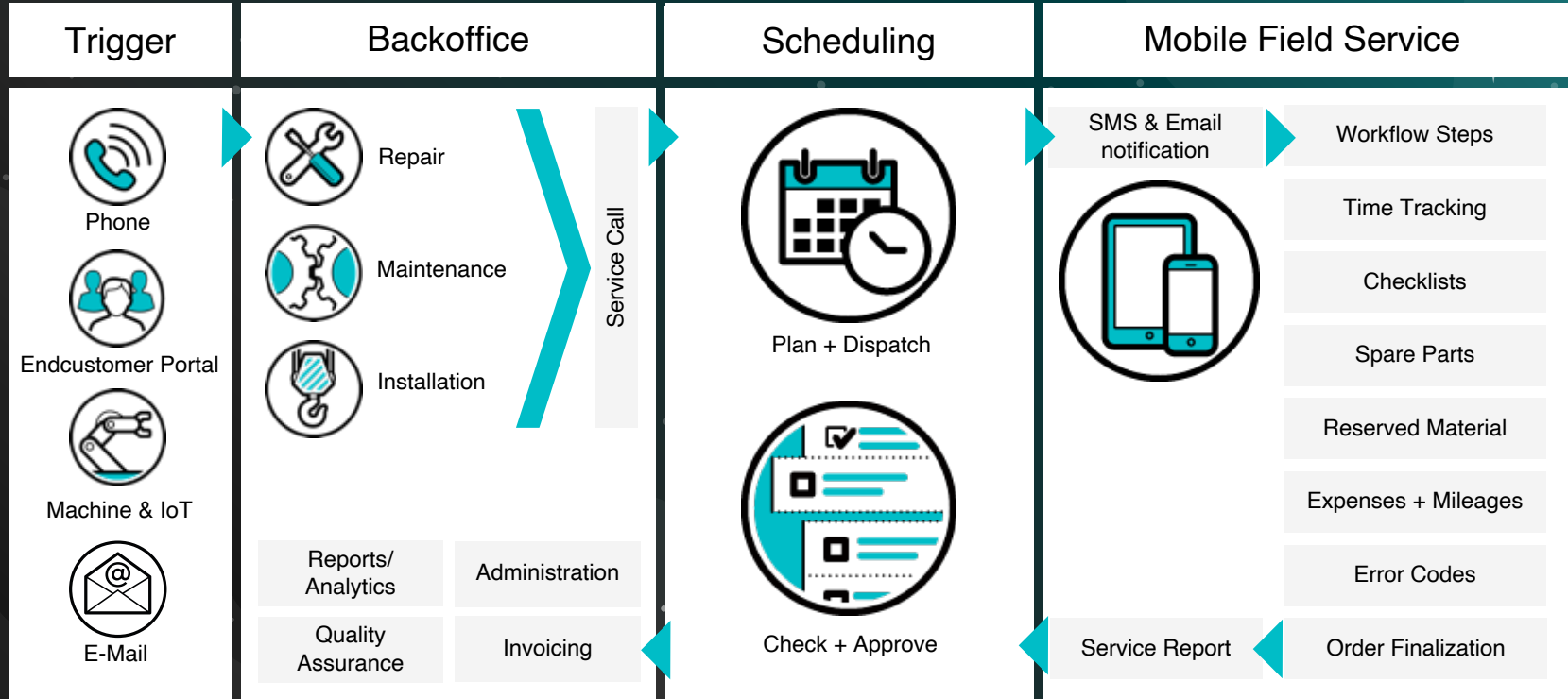
for the Better

Empower the Field: Digitalize Service Operations

- ★ Enhance customer satisfaction with real-time job tracking and optimization
- ★ Streamline scheduling and dispatching optimization
- ★ Boost field service productivity with mobile integration and seamless workflows



SAP FSM Happy Flow



The Game Changers: Overview Key Features

Workforce Management

- ★ The right people at the right place on time, with the right parts
- ★ Skill management
- ★ Total visibility

Knowledge Management

- ★ Standardized service process
- ★ Shared knowledge
- ★ Quality assurance

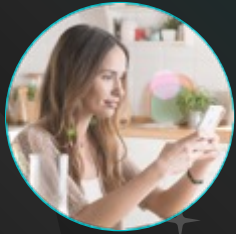
Mobile Field Service App

- ★ All relevant information in one app
- ★ Accessible offline
- ★ Simple report creation

Analytics & Reporting

- ★ Fast overview of KPI's
- ★ Creation of individual reports
- ★ Dynamic data for key insights

Needs of People in the Service Process



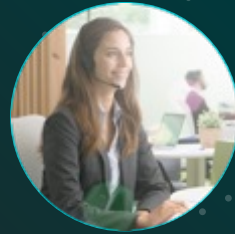
End customer

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Knowledge & equipment



Service Center

Overview



Management

Growth

Solutions for End Customer and Technician

Realtime Service

- ★ Customer Self Service Portal
- ★ Reports available immediately
- ★ Sharing the ETA of the technician



Knowledge & Equipment

- ★ Predefined workflows and smart forms
- ★ Simple and offline recording thanks to mobile app
- ★ Stored historic information about parts



Solutions for Back Office and Management

Overview

- ★ Simple planning with Workforce Management
- ★ Real-time information about status and reporting
- ★ All information available in back end for automated invoicing



Growth

- ★ Increased employee and customer satisfaction by involving both in the process
- ★ Reduction in administration effort
- ★ Relevant information automatically available for all people in the process



Stories of our Clients

54%

More Productivity

Increased automation and transparency significantly improved the efficiency of field service processes.

MÜLLER MARTINI



70%

Increased Efficiency

The improved transparency of service reports has also improved project billing.



6 Days

For Invoicing

Reduced time between servicing and invoicing from several weeks to an average of six days on more than 50% of customer service calls.

kardex

50%

Time Saving

WOLFFKRAN is particularly happy with the dramatic cut in the time it takes until a job is invoiced and with the single process needed to record the data.

WOLFFKRAN

100%

Eliminated Paper Reporting

SAP FSM has allowed MSC to simplify their workflows in an efficient way. It has enabled them to eliminate paper reporting which saves them a lot of time that they can now use for their customers.



90%

Time Saving

The amount of time used for the technicians' clerical work is reduced to a minimum.

INICOM

A futuristic office environment with a smartphone on a pedestal. The scene is dimly lit with a blue and purple color palette. In the center, a smartphone is placed vertically on a raised platform. The screen of the phone displays an astronaut in a space suit walking on a planet's surface. The office is filled with various desks, chairs, and equipment, all rendered in a dark, stylized manner. The overall atmosphere is one of advanced technology and exploration.

Reach for the Stars

Together

Transforming Industries: Our Journey of Impact

Launch Field Service Management (FSM)

Recognized the need for digitization of service processes of mid and large companies

New Company Structure

New CEO
new Engineering Team

Launch ChronoHub

Time tracking made easy
Web-based and ERP-independent

2006

2011

2018

2022

2023

Coresystems AG

Company founding
Launch Coresuite portfolio

Acquisition of FSM by SAP

Coresystems with its Service DNA
remains a strong partner of SAP

Launch InsightLoop

(R)Evolution of Service. It's time to
change the way of work for service
companies for the better

Our Service DNA

Our Company

- ★ 15+ years of Field Service industry experience
- ★ 8,000+ global clients using our solutions
- ★ Better FTFR, reduced carbon impact

Our Industry Focus

- ★ Industrial Manufacturing & Equipment
- ★ Health Science & Medical Device
- ★ Energy, Power & Utilities



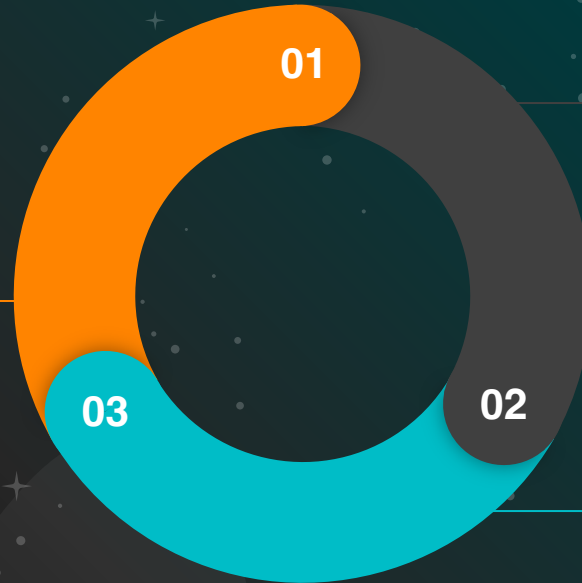
Introducing our Wheel of Fortune

New galaxies

Address new industries you have not targeted before and win new customers.

Make sure to win your B1 / ByD Opportunity by offering SAP FSM as a differentiator.

Discover new potential of your existing client base.



New fuel for your spaceship

Receive up to 30% recurring margin for every FSM deal.

Quote additional services or take advantage of our Consulting services.

New journeys

Get your ROI within the first project.

Expand the service journey with your clients.

Are you Ready to Ignite the Rocket Now?

Pre Sales

- ★ Partner enablement
- ★ Sales training
- ★ Implementation, support, consulting training
- ★ Marketing material
- ★ Partner growth plan

Sales

- ★ 60 min. free call with a consultant
- ★ Feasibility check of requirement
- ★ Effort estimation
- ★ Competitor / product positioning advice
- ★ Participation in pitch if required
- ★ Dedicated point of contact

After Sales

- ★ Project support / lead, depending on requirement
- ★ SLA
- ★ Case study creation

We Love to Collect ★

★ How many ★ do we get from you for today's presentation?



We are Here for you

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Your Name

Your role

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Your role

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Your Name

Title

A 3D rendered scene of a futuristic office. The room is filled with desks and chairs, all of which are glowing with a warm, orange light. In the center of the room, a smartphone is standing upright on a desk. The phone's screen displays a vibrant, colorful image of a person in a space suit floating in space. The overall atmosphere is dark and mysterious, with the glowing elements providing the primary light source.

THANK YOU

Your Coresystems Team