

# How Do You Track Service Delivery to Improve Mobile Workforce Efficiency?

Singapore has some of the best public spaces in the world. East Coast Park, Botanical Gardens ... wonderful places to spend time with friends and family. But who keeps these spaces looking so great? Ask SH Integrated Services Pte Ltd (SH).

An established building contractor in Singapore specializing in integrated building services, SH has customers – such as National Parks Board and Ministry of Education – who rely on it to keep their facilities humming. With a very large case volume, SH had to enhance its service delivery both from field service teams and administrative staff. The SAP® Hybris® Cloud for Customer solution proved to be the perfect fit. SH gained tools to reduce administrative workload and improve overall service delivery. Known for efficiency, SH now operates at full competence, with the IT platform to stay there.





# Improving Service Delivery with SAP® Hybris® Cloud for Customer



**SH Integrated Services  
Pte Ltd (SH)**  
Singapore

**Industry**  
Engineering, construction,  
and operations

**Products and Services**  
Integrated building services

**Employees**  
209

**Revenue**  
S\$34 million  
(US\$25 million)  
(2016)

**SAP® Solutions**  
SAP® Hybris® Cloud for  
Customer solution

Integrated building services provider SH worked with Axxis Consulting (S) Pte Ltd to track service deliveries in real time with the SAP Hybris Cloud for Customer solution. Access to all data anytime, anywhere and extensive analytics increased productivity for all corporate activities, from management to field service.

## Before: Challenges and Opportunities

- Enhance service delivery of field service teams
- Reduce administrative workload
- Provide real-time service status updates for mobile workers

## Why SAP Hybris Solutions and Axxis Consulting

- Expedited implementation thanks to cloud technology that requires no extra hardware or software
- Fully scalable enterprise software that provides a platform for growth
- Expert guidance from Axxis Consulting to accelerate business transformation
- SAP Hybris Cloud for Customer with advanced mobile features to connect SH's field service operations with management

## After: Value-Driven Results

- Real-time reporting of overall service performance to management
- Tracking of service delivery in real time on both desktop and mobile devices
- Display and management of contact, quotation, contract, and service history of customers from single source of truth for a significantly reduced administrative workload
- Shared information between on-the-go teams and office teams

**“SAP Hybris Cloud for Customer has improved the productivity of the entire team with real-time status updates, administrative process automation, and extensive analytics.”**

Richard Chua, Senior Project Manager, SH Integrated Services Pte Ltd

SAP Hybris (v)

Featured Partner

**AXXIS**  
Consulting

**US\$4,865**

Productivity savings per month with real-time status updates and automated administration

**Faster**

Response time to break down cases

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See <http://global.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.