notion edge

Case Study

VINCI
ENERGIES

VINCI Energies reduces costs and saves time on processes with SAP's Field Service Management solution

Background

With a recent deployment of SAP S/4 HANA, VINCI Energies Information System decided to invest in a group solution – SAP FSM – which would have the following advantages:

- Native integration with their SAP ERP (SAP S/4 HANA)
- Overall Cost Reduction by having a single solution to replace many local variants
- Reduced cost for licenses for a Group
- The tool would evolve continuously with each integration of a new entity

Challenges

The project had several key challenges:

- Disparate maintenance activity processes
- Current tools unavailable in offline mode
- Inefficient time management of technicians and engineers on the field
- Poor relationship with customers

In order to resolve those challenges, VINCI decided to deploy the solution into a pilot entity for learnings and evaluation, before wider following a deployment plan to roll-out to additional companies.

Business profile

VINCI Energies, part of VINCI Group business units applies a multi-local business model. Operating in 53 countries worldwide, its 1,800 business units boost the reliability, safety and efficiency of energy, transport and communication infrastructure, factories, buildings and information systems.

Industry: Building & Industrial
Geography: 53 countries with 1800 companies inside the group
Technicians: 100 for the pilot
Customers: 20
Solution:
Applied solution: SAP Field Service Management (FSM)
Interfaced solutions: SAP Service Cloud, SAP S/4 HANA
https://www.vinci-energies.com/

Benefits

- Since October 2019, the FSM is live in production, the feedback from all field users has been very positive:
- "It comes in very handy that the applications can function offline"
- "It's a very flexible solution - all from checklists to business rules"
- "It's an incredibly powerful planning tool!"
- "Good functional coverage of the solution - the entire maintenance process can be managed entirely in the tool!"
- "It provides quick efficient and transparent billing"

Testimonial

- "We are saving a lot of time and finances on administrative work which previously has been the biggest time consumer. Now all processes are simple and synchronized automatically. Another key advantage after the implementation has been the paperless processes- all security checklists, timesheets, and other field processes are now stored and managed digitally."

Paperless transaction processing from Customer Request to Customer Billing

20% reduction in average handling time by technician

30% reduction of time between intervention & invoicing

"   We already worked with Notion Edge on the implementation of the Service Cloud and we were familiar with their outstanding level of expertise and ability to deliver the best results in a timely manner. Notion Edge has a strong connection with SAP and the product management, which is crucial for the implementation of a new tool with a moving roadmap. "

Thomas Aoudia
Head of Service Solutions Development

Next Steps

VINCI Energies Information Systems strongly believes in the future of the solution:

- Business adoption and feedback have been positive
- The solution allows for future developments using the extension factory
- SAP's quarterly release cycle ensures Vinci always have access to the latest innovations

For the 16 weeks of the project, the implementations have been completed in 4 companies in Belgium.

Contact us for more Information

About Notion Edge

Notion Edge are an SAP partner specializing in the C/4 HANA product suite; including SAP Service Cloud and SAP Sales Cloud. By focusing exclusively on the CX product suite, we blend the extremely powerful and efficient output of a large consultancy with the agility, responsiveness and customer intimacy of a smaller firm.

Founded by SAP alumni and led by a team of CX & experts, architects, and UX designers, we are a company with a bold vision to use technology to deliver better outcomes and experiences for businesses and individuals.

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