

# N: notion edge

## Case Study



# Notion Edge help VINCI Energies reduce cost and save time with the SAP Field Service Management solution

## Background & Drivers

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

- Native integration with their SAP ERP (SAP S/4HANA)
- Adopting a single best practice solution to replace many local variants
- Reduction in Group license cost
- Always on the latest version and benefit from latest innovations as the cloud solution has new functionality released quarterly cycles

## Key Improvements

The project had some key wins:

- Aligning and standardising maintenance activity processes
- The SAP FSM Mobile App allowed for offline mode
- Improved efficiency and time management of technicians and engineers in the field
- Overall improved relationship with customers

In order to prove out the value of the solution, VINCI decided to deploy the solution as a pilot. Once this was successful, they did a wider roll-out to additional business units.

## Business profile

VINCI Energies is part of VINCI Group business units and operate 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:** SAP Field Service Management (FSM) interfaced with SAP Service Cloud and SAP S/4HANA

<https://www.vinci-energies.com/>

## Customer Testimonials & Quotes

*Since 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 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"

"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."

"It's a very flexible solution - all from checklists to business rules"

	<p><b>Paperless transaction processing from Customer Request to Customer Billing</b></p>		<p><b>20% reduction in average handling time by technician</b></p>
		<p><b>30% reduction of time between intervention &amp; invoicing</b></p>	

““ We had already worked with Notion Edge on the implementation of SAP 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



## The Future

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

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

So far, 4 companies in Belgium are using the solution the plan is to roll out more...

## About Notion Edge

Notion Edge are an SAP partner specializing in the SAP CX product suite; including SAP Service Cloud and SAP Sales Cloud as well as SAP FSM. Through our niche focus 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.