



How SAP Field Service Management helps **Luneau Technology Group** to save time, boost productivity and prevent new issues

Challenges

- The engineers used to manage and record their activities on paper which was both time consuming and often inaccurate.
- The correct information was difficult to retrieve at the required time.
- The input of the paper-based information in a digital format took a large amount of time and was strain on the person responsible.
- Luneau Technology was looking to develop a new process that's easy to follow by all stakeholders: from field engineers to dispatchers and service managers and equal across all markets

Why SAP FSM and Notion Edge

Luneau Technology decided to employ the Notion Edge FSM packaged solution over several other competitors including ClickSoftware and Salesforce (the incumbent solution).

Key Differentiators of Notion Edge:

- Quality of the sales and pre-sales service
- Clear and in-depth understanding of the business and the requirements
- Clear demonstration of the benefits and outcome of the solution to the stakeholders
- Notion Edge's vast experience of integration with SAP ECC
- Demonstration of the numerous management benefits of this integration including financial and analytical activities

Business profile

Luneau Technology Group was originally founded in 1928. Over the years it has successfully merged and acquired leading brand names with over 180 years of experience in the optical and ophthalmic lens finishing industry. Today the group is a major player in the industry, with an expanding global presence.

Industry Sector:

Manufacturing, sales and maintenance of optical devices.

Type of customers : hospitals or opticians

Solution of choice:

Notion Edge FSM Plus Package powered by SAP (FSM integrated to ECC).

80% of the standard FSM functionalities are used.

20% - some specific business rules and specific integrations.

Number of FSM users:

130 users (100 field engineers & back office)

100% Remote Project Delivery

The pandemic has had a massive global impact on the ability of companies to undertake their normal way of doing business. What makes this already complicated and international case study even more amazing is that **Notion Edge undertook the whole end to end process 100% remotely**. Initial conversations, scoping of requirements, understanding the business, design, testing and ultimately delivery of the working solution across numerous countries, has been successfully achieved without Luneau Technology and Notion Edge teams actually physically meeting. Notion Edge has been able to demonstrate its **adaptability and agility throughout the process**, for example structuring shorter workshop and test sessions to cater for online meetings. The company also **re-wrote support and training material** so that they would be more precise and detailed to enable Luneau Technology staff to better understand the new solution. It is all part of **Notion Edge's commitment to the highest level of customer support despite the unprecedented difficulties**.



Benefits

Easy to track KPIs for Service Managers applied in the project

Standard Service KPIs

- ✔ First time fixes rate
- ✔ Average time to close the case
- ✔ Average time to arrive on site
- ✔ Efficiency in terms of response time

Specific Preventive KPIs

- Analysis of the origin of the issue to understand why sometimes the technician spends more time on the incident
- Analysis of the recurrent issues allowing to adjust something in the manufacturing process

- ✔ Significant transformation of manual data entry processes, saving a great deal of time both in the field and back in the office
- ✔ Easy access to all data captured by the field engineers, with a seamless integration into the backend
- ✔ Easy access to all customer background & job at hand data
- ✔ More efficient allocation of tasks to specific engineers based on location, skills & knowledge
- ✔ Full offline & mobile device access
- ✔ Full insight and analytics into the issues that may occur in specific machines which helps to anticipate future issues
- ✔ Improved efficiency of service and quality of manufacture, which results in increased customer satisfaction, loyalty and improved margins

Next Steps

The deployment for additional countries is being planned.

Innovations used:



When installing the new machine, the engineer attaches a QR code to the machine and if there is an issue the customer can simply scan this QR code with his phone to report an incident. The incident is automatically logged including all the specific details and location of the faulty equipment. (Self Service Portal)



When the job is assigned to an engineer and the engineer can inform the customer that he is on his way. By clicking on "I'm starting my travel", the customer contact receives an automatic SMS with an estimated arrival time of the engineer based on the Google API and traffic. This feature is very much appreciated by the customer as most of the time other companies are only able to indicate the day or the approximate time when the technician will come. In Luneau Technology's case the optician can know with +/- 30 minutes the time of arrival of the technician. It clearly builds confidence in the company's commitment to delivering a great customer experience.



About Notion Edge

Notion Edge is an award-winning SAP CX partner with over 100 SAP CX and Field Service Management projects to date. We help businesses of all sizes and across various industries, scale via innovation and digitalization. Companies such as Luneau Technology, Motul, VINCI Energies, Amey, JDE are among the many happy customers who have entrusted us to transform their business processes.

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.



Contact us for more Information

 hello@notionedge.com  (+44) (0)203 908 0018

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