



Acorel Field Service Accelerator

(powered by SAP Service Cloud)

PACKAGE SCOPE

- **Customer self-service portal:** Create a self-service portal giving customers access into their maintenance history & service tickets progress.
- **Scheduling & dispatching:** Enable back-office to schedule, plan & dispatch the right workforce. Decrease travel - & increase productivity time.
- **Mobile Field Service app:** Give your technicians customer information on their mobile devices: review histories, perform admin. tasks, collect sign-off or process checklists.
- **Integration:** Integrate Field Service with your SAP billing system. Customers automatically receive their correct invoices.



VALUE PROPOSITION

- Build a better customer experience by finding the best technician for each job and improving first-time fix rates.
- Support your technicians with mobile tools and enable them to excel at their work by automating administrative tasks.
- Increase customer satisfaction by providing self-service tools with machine learning technology.
- Optimize your back-office with smart, intuitive tools for scheduling, planning, and dispatching.
- GDPR proof
- Implementation by highly experienced consultants with focus on SAP Sales -, SAP Service -, SAP Commerce - and SAP Marketing Cloud.

ACOREL IN A NUTSHELL

SAP Customer Experience = 



To get more info, go to: acorel.nl/service

DEPLOYMENT TIME & PRICING*

SAP Service Cloud licences as per € 2.400* p/m (10 users)	
BASIC €55K*	EXTENDED €100K*
<ul style="list-style-type: none"> ✓ Self Service Portal + QR code ✓ Planning and Dispatching ✓ Field Service App + Smartforms + Report ✓ Data migration ✓ Train the trainer 	<ul style="list-style-type: none"> ✓ Basic + Integration with 1 sales area in SAP ECC <p><small>* All prices in Euro's. License price is based on standard SAP price list. Implementation price without custom development. Acorel Terms and Conditions may apply. Please contact us for a complete quote.</small></p>
8 weeks	12 weeks

DELIVERY APPROACH

