

Best in Class Service

TECAN empowered by SAP® Field Service Management



Tecan Group AG is a Swiss based international solution provider for laboratories worldwide. The group of companies headquartered in Männedorf has around 3,000 employees and maintains a sales and service network across 70 countries. TECAN is a highly innovative group that specializes in the development, production and distribution of automation solutions for life science laboratories working in biopharmaceuticals, forensics and clinical diagnostics.

Digital transformation has long been an integral part of the company strategy, encompassing both the highly automated, IT-controlled product line as well as internal IT services. As a manufacturer of healthcare supplies, TECAN is subject to strict regulation and therefore has exceptionally high quality and traceability standards applying not only to production and documentation but also maintenance and service.

«We deliver the products,
services and solutions that make lab
processes and medical procedures precise,
reproducible and compliant.»

Mastering complexity - shaping the future

Very early on, TECAN started to digitalize its service processes and support them with a mobile application. The previous highly individualized "legacy" solution had become obsolete and did not offer sufficient functionalities to model new business requirements.

That is why TECAN decided to introduce a new platform to meet the complex business needs and offer potential for future extensions. The project involved verticalizing services in order to strictly standardize processes and procedures company-wide and thereby promote cross-border service and sustained growth.

Challenges

- Complex processes within a manufacturing company that needs to fulfill both plant engineering and process industry requirements
- Replacement and standardization of a solution that had become highly individualized over time
- A wide range of product types and configurations
- Service processes subject to complex international regulatory requirements
- Integration into a powerful SAP landscape including ERP-core SAP ECC 6.0 built on a HANA database, SAP eCommerce, SAP CRM and CX, and other SAP solutions
- Possibility for smooth transition to SAP S/4HANA as the future platform to define TECAN's IT strategy
- Openness for future integration with innovative technologies such as Digital Twin, IoT or virtual reality

Project goals

- ONE future-proof mobile service solution for all service areas of the TECAN group
- Basis for continued, flexible product development and integration of new products
- Company-wide standardization and verticalization of service processes
- Extensive automation in information processing
- Meet the highest quality standards for compliance and regulation
- Maximum support of technical staff through workflows, targeted provision of information and check lists/check points

proxia's services

proxia supported the project as an implementation partner, from consulting and system implementation through to maintenance, and is also involved in pending rollouts.

It was particularly important for TECAN to work with a partner experienced in the implementation of SAP-FSM and who particularly masters integration with ERP. After developing the SAP FSM Connector for integration with ERP and completing numerous implementations, proxia was the first choice for TECAN.

Service for complex and individualized products

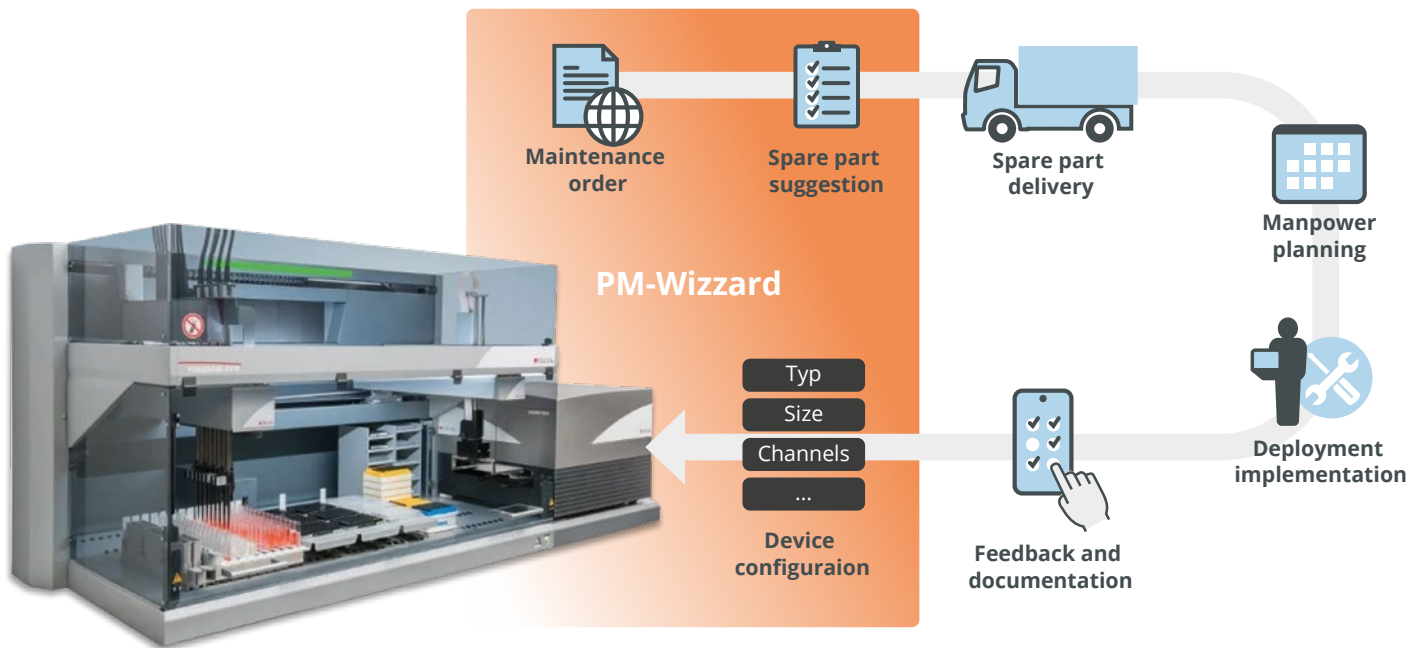
TECAN's global service organization provides installation, maintenance and repairs in a highly regulated environment. At the same time, instruments and equipment are configured and programmed to individual customer needs. All completed service work needs to be documented in precise detail.

Automation and compliance

Extensive logic is needed in order to achieve the highest degree of automation in service processes. Another challenge in the project involves integrating the extensive documentation generated by a service order in this environment. Documents can run up to as much as 200 pages and file sizes of up to 35 MB.

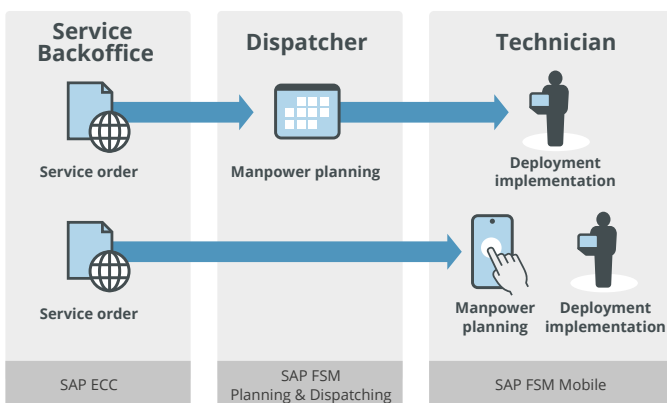
In response to these basic requirements, a number of special features emerged during the SAP-FSM implementation for TECAN.





Special features of the SAP-FSM implementation for TECAN:

- **Manpower planning** supported by 2 macro processes: centralized deployment of dispatching staff using the SAP FSM Planning & Dispatching Board and decentralized, independent resource planning in the field by service technicians.



- **PM Wizard** suggests the appropriate spare parts to order for the equipment to be serviced, based on device configuration, spare parts history and specified replacement cycles.
- **Pre-completed «smart forms»** facilitate the documentation of maintenance, installation and calibration while considering hardware configuration
- **HTML service reports generated offline** with documentation integrated (in the case of iOS and Windows devices)
- **Tools Management:** Proof and documentation of the tools used for service orders
- **Material management:** Equipment structure automatically updated in accordance with ordering, tracking and materials used.

Project preparation involved extensive timeline. In 2018, a design process for the «tool of the future» was launched. During the evaluation preceding the SAP-FSM implementation, TECAN analyzed the best practices inherent in the SAP FSM standard solution against the background of the current business requirements, and defined the scope of the new solution.

In summer 2019, the project started. Beginning in August 2020, the solution was implemented within about 18 months, and in July 2021 the first rollout (to the UK, USA) was successfully completed. Round about 350 service and helpdesk employees are using the application.

Benefits of SAP FSM

- Processes verticalized and standardized as a prerequisite for cross-border service and flexible growth
- Integration with both SAP S/4HANA and SAP ECC
- Basis for the introduction of additional innovative technologies
- Optimized dispatching, more precise briefing of technicians
- Smart forms including integrated check lists, pre-completed fields and information about the equipment used by the customer (e.g. contract status, configuration)
- Automation of spare parts calculation based on configuration
- Increased usability through synchronization independent of any VPN
- Offline capability, including generation of documentation

Über das Projekt



Andreas Hamann
IT Project Manager Customer Services / Project Management IT, TECAN



You decided in favor of SAP's field service solution to replace an already highly developed mobile service solution, why?

First, our existing solution could not be developed any further and the maintenance contract had expired. Second, the potential for further **innovation** had reached its limit. That's why we decided to introduce a new service solution that is **future-proof**. To me this meant the solution would support the planned transition to SAP S/4HANA without any problems and would be open for **integration of innovative technologies** such as IoT or virtual reality. As we have a **powerful SAP landscape**, investing in an SAP solution was an obvious choice also for service, and we recognized SAP FSM as a suitable modern cloud solution.

Which phases did the project rollout include?

As of July 2022, SAP FSM is available for the global service organization, including the German-speaking countries, the Nordic countries, Benelux and APAC. We completed rollouts at frequent intervals (two countries every second week minimum). Some adjustments (e.g. smart forms) were made to comply with local requirements. The good cooperation with our business and IT teams and our external partners proaxia and SAP enabled us to complete the global rollout on schedule.

Furthermore, we are aiming at further automation of planning so as to optimize the workload and travel times in view of maintenance and calibration, and to reduce planning expense.

Are you planning to use any other innovative technologies?

Continuous improvement is part of the TECAN culture. We see many options and ideas for service: **IoT**, customer por-



Ulrike Pfeiffer
Global Head of Service Operations / Project Manager Business, TECAN



tal, self help, remote service, predictive maintenance or virtual reality for training. With SAP FSM we are creating a base for effective use of some of these developments.

Can you already translate into numbers the benefits for your business?

Our main goal is to get ready for the future. This means adapting our processes accordingly and building a platform that enables us to develop flexibly, and to manage our complex business and increase our compliance. This is more about qualitative benefits that will generate positive long-term effects.

How did you experience cooperation with proaxia in this project?

proaxia is a partner that is a perfect match for us in terms of approach and mindset. We also offer customized solutions with adapted workflows. The good match became evident in particular when our complex requirements had reached the limits of the system. Then everybody produced constructive problem-solving ideas and tried them out with energy and enthusiasm. We pushed one another and together reached the next level needed by TECAN. We definitely are a demanding customer and were a challenge to proaxia in this project.

It was excellent teamwork. proaxia's many years of experience in the FSM environment were of course a great gain for us! We will certainly continue our partnership.

Über proaxia consulting group ag

Die proaxia consulting group ag ist eine international agierende Unternehmensberatung mit Hauptsitz in der Schweiz und Niederlassungen in Europa, MENA, Asien und USA. Als SAP-Gold-Partner ist proaxia spezialisiert auf Vertriebs- und Service-Prozesse sowie Ersatzteillogistik-Prozesse.