

EOS Service Cloud and proxia Seamless Service



EOS – the world's leading technology provider in additive manufacturing digitizes and harmonizes its global service processes with SAP Service Cloud (C4C) and SAP Field Service Management (FSM).

About EOS

EOS is the world's leading technology provider for the industrial 3D-printing of metals and plastics. They offer responsible solutions all over the world based on additive manufacturing (AM). The company was founded in 1989 to combine high-quality production efficiency with groundbreaking innovations and sustainable practices. Their industrial 3D-printing solutions enable their customers to be successful. As their solutions provide access to a holistic portfolio of services, materials and processes.

« The project enables digital transformation with an innovative cloud solution. We have increased customer and employee satisfaction with a fully collaborative ticketing and field service solution with user friendly UX. We will be more efficient in our problem resolution process with the complete customer & service history in one place. »

Benjamin Mau, Project Manager, EOS Service Cloud

Starting points

- Globally heterogeneous service process landscape
- Long issue resolution cycles due to information gaps and fragmented management of service tasks
- Time-consuming e-mail communication between several parties
- No state-of-the-art, digital support for field service operations
- Limited evaluation and reporting capabilities

Why proxia Seamless Service?

EOS has recognized the need for digital transformation in customer service. Now the end-to-end cloud solution enables seamless service processes and offers complete transparency. With the new solution, EOS is improving customer communication holistically. In addition to e-mail and telephone, the integration of the MyEOS customer portal contributes to the omni-channel capability. The end-to-end process integration means that existing customer, device, parts, and service contract information is available at all times.

At the same time, both the technician planning and their mobile field support were replaced with a modern customer experience. The newly introduced cloud solution is fully integrated with SAP S/4HANA, allowing established logistics and financial processes to continue to be used seamlessly.

- Central collection of all customer inquiries and communication
- Intuitive UX with direct access to the service history Knowledge base within the ticket system for service employees and customers
- Simple, guided workflows for reporting and technician feedbacks within FSM mobile app
- «Information handshake» with direct information exchange between C4C and FSM

Business benefits

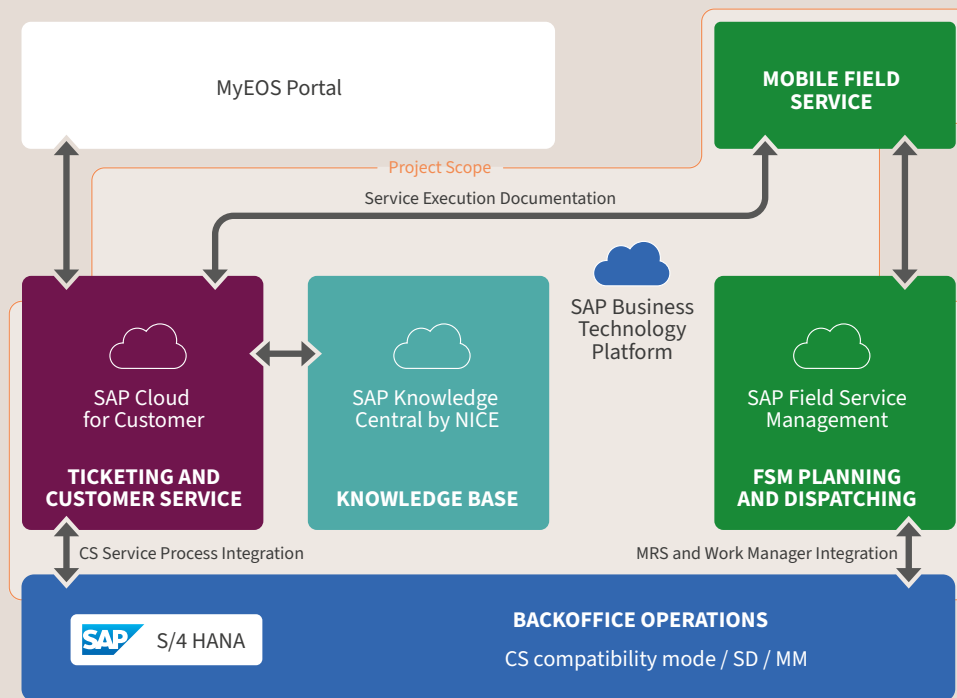
- First-class customer experience combined with a perfect service experience
- Globally harmonized and digitalized service processes
- Opportunities for business model innovations based on the service cloud platform
- Reduction of average response and resolution times
- Improved collaboration within the service organization
- Global transparency in service



EOS and proxia – a strong partnership

proxia and EOS in Krailling (DE) are closely connected by a trusting partnership. The experts from proxia are familiar not only with the challenges of EOS's service organization, but also with the latest SAP technologies. From consulting on best practices and process harmonization to the design of the solution and integration architecture, the implementation and development of additional digital services and support during go-live and rollouts, proxia has always been a reliable partner. This was the basis for the successful project collaboration.

EOS – solution overview



Project figures

Go Live

6 months

Global Users

>350

Service orders per year

>15000

Solution modules

- proxia Seamless Service
- SAP Service Cloud
- SAP Knowledge Central by NICE
- SAP Field Service Management
- SAP Business Technology Platform
- Integration with SAP S/4HANA

proxia Seamless Service

proxia Seamless Service is the comprehensive end-to-end solution that optimizes and digitalizes the service processes of manufacturing companies. The combination of self-service, support, back office and field service in an end-to-end process improves the overall performance of the service organization.

Full transparency through up-to-date and relevant data for all parties involved enables well-founded decisions and effective measures. Seamless service boosts efficiency and effectiveness and sustainably increases customer satisfaction and loyalty.

