SW YFT

Thinking Industry Further

Siemens Vietnam Digital Industries Partner Conference Vietnam

07-09 November 2019

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siemens.com.sg/swyft

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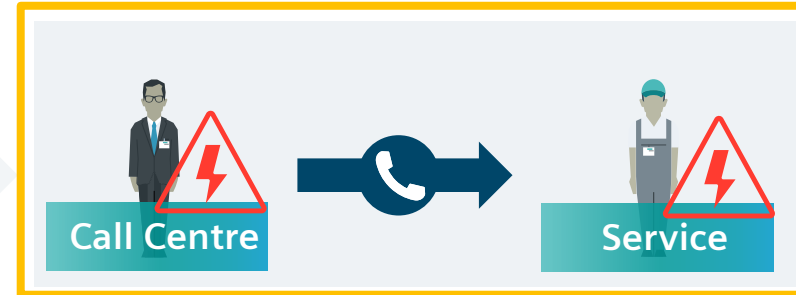# Classical Service Process

The classical service process is cumbersome
With multiple communication channels and problems faced

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Lack of transparency

- Service performance metrics
- Revenue generated (by time-period, by product)

Lack of accountability

- No real-time updates of service status (e.g. due to unresponsive onsite engineers)
- Manual way of job dispatch and of tracking engineers' schedule (e.g. Excel or whiteboard

Lack of traceability

- Unable to trace steps performed
- Unable to determine location of engineers to efficiently dispatch to nearest job available

Lack of service data to perform data analysis

- Massive work to retrieve archived or past service reports (hard or digital copies)
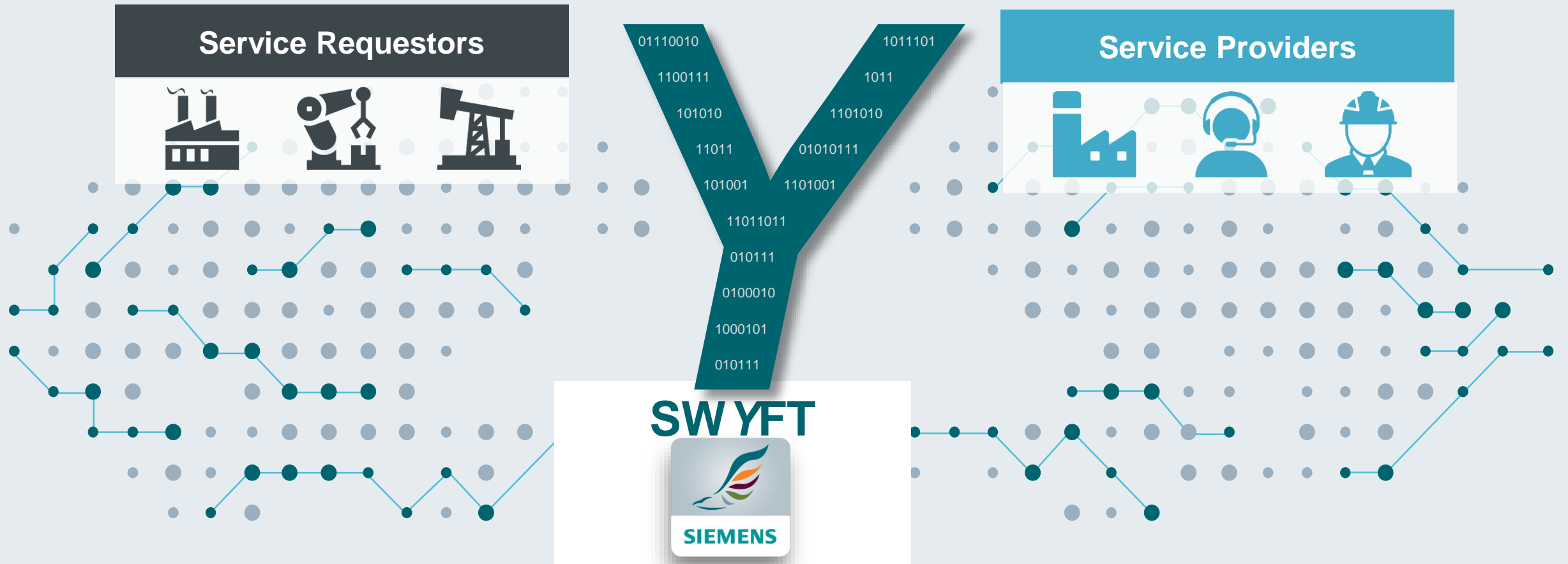- Service data not categorized or consolidated properly

Call Centre

Service

Introduction of SWYFT

SW YFT™ – Industry Service Gateway of the Future
Gateway that connects End-Users & Service Providers digitally

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Service Requestors

Service Providers

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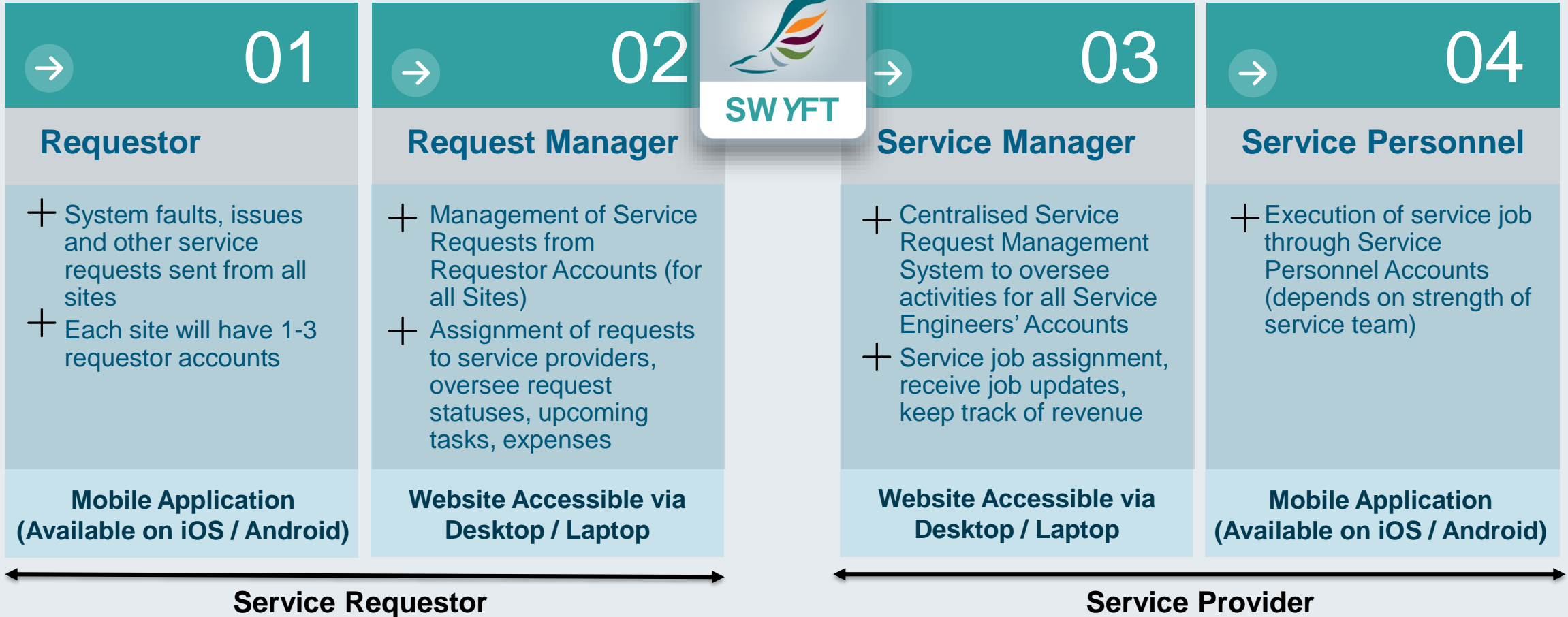01010111
1101001

SW YFT

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SW YFT collects service related data (e.g. service performance, maintenance expenses, engineer availability) to generate analytical reports and dashboards for factories, process industries, service providers

SW YFT System Setup that Connects
Modular Approach to Provide End-to-end Business Solution

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SW YFT

01 Requestor
- System faults, issues and other service requests sent from all sites
- Each site will have 1-3 requestor accounts

Mobile Application (Available on iOS / Android)

02 Request Manager
- Management of Service Requests from Requestor Accounts (for all Sites)
- Assignment of requests to service providers, oversee request statuses, upcoming tasks, expenses

Website Accessible via Desktop / Laptop

03 Service Manager
- Centralised Service Request Management System to oversee activities for all Service Engineers' Accounts
- Service job assignment, receive job updates, keep track of revenue

Website Accessible via Desktop / Laptop

04 Service Personnel
- Execution of service job through Service Personnel Accounts (depends on strength of service team)

Mobile Application (Available on iOS / Android)

← Service Requestor →

← Service Provider →

All requestor accounts for the sites will be connected to a centralized platform. Issues raised by requestors will be directed to this platform before being pushed to Service Providers.

All Service Personnel Accounts will be managed by the centralized Service Provider Content Management System (SP CMS). Requests received via SP CMS will be dispatched to service resources accordingly.

SW YFT provides the Solution

SW YFT's features that address issues faced
Improving overall customer experience and satisfaction

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Obtain service transparency

Digital Customer Satisfaction Ratings and Feedback

Time-stamped Service Delivery Milestones

Maintain accountability

Real-time Service Job Status

Service Job Plan and Scheduler Tools

Consolidates Contact Details of all Involved Parties

Achieve traceability

Quick access to past digital Service Records and Reports

GPS-Enabled Maps to locate Service Jobs and Engineers

Gain service business insights via data analytics

Analytical Charts (Pie-charts, Bar charts etc)

Analytical Tables (For leadership boards)

Analytical Time Metrics (Track time-critical KPI's)

Along with many other features

- Product brand agnostic with customizable product data pool
- Plug-and-play concept
- Connectivity to trusted business partners
- Single platform that consolidates all service data
- Captures and stores images and video clips
- Automated service job assignment
- Comment box for each service job
- Service report template available
- Checklist Repository
- Customizable push notifications
- GPS-enabled maps to direct service personnel to service job location
- …

In-App View of SWYFT's End-to-End Service Flow
Obtain transparency to ensure quality service delivered

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Digital Customer Satisfaction Ratings and Feedback

Job Information

No.:	UWRP00000000000112	Type:	Service request
Created Date:	Aug 14 2018 17:07	Repair On:	Aug 14 2018 17:48
SAP No:	500001093873 Edit	Urgent:	Urgent
Status:	In Progress	Progress:	Invoice Issued
Payment Amount:		Rating:	★★★★
Description:	Preventive Maintenance of Variable Speed Drives		

Customer Comments

job done as schedule, downtime of equipment was manageable, with the hot environment in the MCC room, your staff were able to complete the task, appreciate it. good job and well done. very professional, keep up the good work.

Instant feedback and ratings to monitor service quality

Time-stamped Service Delivery Milestones

	Aug 14 2018 17:07:06	Job created.
2 mins 56 secs	Aug 14 2018 17:10:02	Job assigned to Siemens service provider.
5 mins 21 secs	Aug 14 2018 17:15:23	Job assigned to Sebastian Ang.
15 mins	Aug 14 2018 17:30:23	Sebastian Ang engineer unresponsive.
5 mins 9 secs	Aug 14 2018 17:35:32	Job reassigned to Lucy Tan engineer.
12 mins 55 secs	Aug 14 2018 17:48:27	Lucy Tan engineer contacted site.
15 secs	Aug 14 2018 17:48:42	Lucy Tan engineer confirmed job.
8 days 15 hours 17 mins 9 secs	Aug 23 2018 09:05:51	Lucy Tan engineer started job.
7 hours 57 mins 28 secs	Aug 23 2018 17:03:19	Lucy Tan engineer completed job.

Track Service team's Response times, Travel times, Repair times

Tasks

POS	BEGIN	END	DURATION	DESCRIPTION	ENGINEER
T001	23 Aug 2018 09:05 AM	23 Aug 2018 05:03 PM	7 Hour - 57 Minutes	Schedule preventative maintenance.	Lucy Tan

In-App View of SWYFT's End-to-End Service Flow
Maintain accountability for each service job

Real-time Service Job Status

✔ All	136 Pending	100 In Progress	Closed

JOB SUMMARY   JOB ACTIVITIES

Service Status at a glance

Job Information

No.:	CHA00000000001038	Type:	**Preventive maintenance**
Created Date:	Oct 18 2019 12:52	Repair On:	Oct 23 2019 20:51
SAP No:	Add	Urgent:	**Non-Urgent**
Status:	**Pending**	Progress:	**Service Request Sent**
Payment Amount:		Rating:	-

Consolidates Contact Details of all Involved Parties

END USER INFORMATION
Site Singapore
Site Singapore
charlie.b@grr.la
977053412

SERVICE REQUESTOR INFORMATION
Charlies Energy
Site Singapore
535 Clementi Rd, Singapore 59948...
123445122311
west coast

SERVICE PROVIDER INFORMATION
Lucys Service
Lucy
lucy.tan@grr.la
82897409

ENGINEER INFORMATION
Lucy
★ -
lucy.t@grr.la
60 MacPherson Rd, Singapore 3486...

Service Job Plan and Scheduler Tools

NEXT 10 JOBS ◄

DATE OF REQ.	JOB ID	JOB TYPE	ENGINEER	STATUS
2019-10-29T11:00:00	CHA00000000001085	Service request	-	Pending
2019-10-29T10:47:00	CHA00000000001084	Service request	-	Pending
2019-10-19T19:32:00	CHA00000000001046	Service request	Lucy	In Progress
2019-10-18T12:52:00	CHA00000000001038	Preventive maintenance	-	Pending
2019-10-17T20:41:00	CHA00000000001033	Service request	-	Pending
2019-10-17T20:41:00	CHA00000000001034	Service request	-	Pending
2019-10-17T20:38:00	CHA00000000001032	Service request	-	Pending
2019-10-17T19:34:00	CHA00000000001028	Service request	Lucy	In Progress
2019-10-16T21:50:00	CHA00000000001001	Service request	Lucy	Pending
2019-10-16T21:37:00	CHA00000000001000	Preventive maintenance	-	Pending

Upcoming Service Jobs to help in resource planning

In-App Service Scheduler Tool for dispatch

Home / Engineer/Ticket Scheduler

ENGINEER ▾   Daily   Weekly   ◄ 17 July 2019, Today ►   PENDING TICKETS ▾

In-App View of SWYFT's End-to-End Service Flow
Achieve traceability to track all cases

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Quick access to past digital Service Records and Reports

Conclusion

Simulation blocks ready for testing.

Tasks					
POS	BEGIN	END	DURATION	DESCRIPTION	ENGINEER
T001	26 Jun 2018 09:00 AM	26 Jun 2018 06:00 PM	9 Hour	Reconfiguration and coding	Lucy Tan
T002	29 Jun 2018 09:00 AM	29 Jun 2018 03:31 PM	6 Hour - 31 Minutes	Commissioning and checking	Lucy Tan

Signature Service Engineer
Lucy Tan

Review and verify service tasks performed quickly

No.: NGWD00000000000642 Type: Preventive maintenance Product Type:	Name: Lucy Tan Phone No.: 548397590 Email: Lucy.tan@gmail.com	Lucy Service	Dec 11 2018 13:52	Dec 13 2018 15:55
No.: NGWD00000000000630 Type: Preventive mainte Product Type:	Name: Lucy Tan		Dec 07 2018 06:57	Dec 07 2018 11:35
No.: NGWD0000000000 Type: Preventive mainte Product Type:			Dec 07 2018 06:56	Dec 13 2018 17:17

Analyze Scheduled Maintenance Trends to Predict Next Inspection Date

GPS-Enabled Maps to locate Service Jobs and Engineers

☑ Engineers ☑ Service Request ☑ Engineers within Site ⊙ Engineers 🔴 Service Request 🔵 Engineers within Site
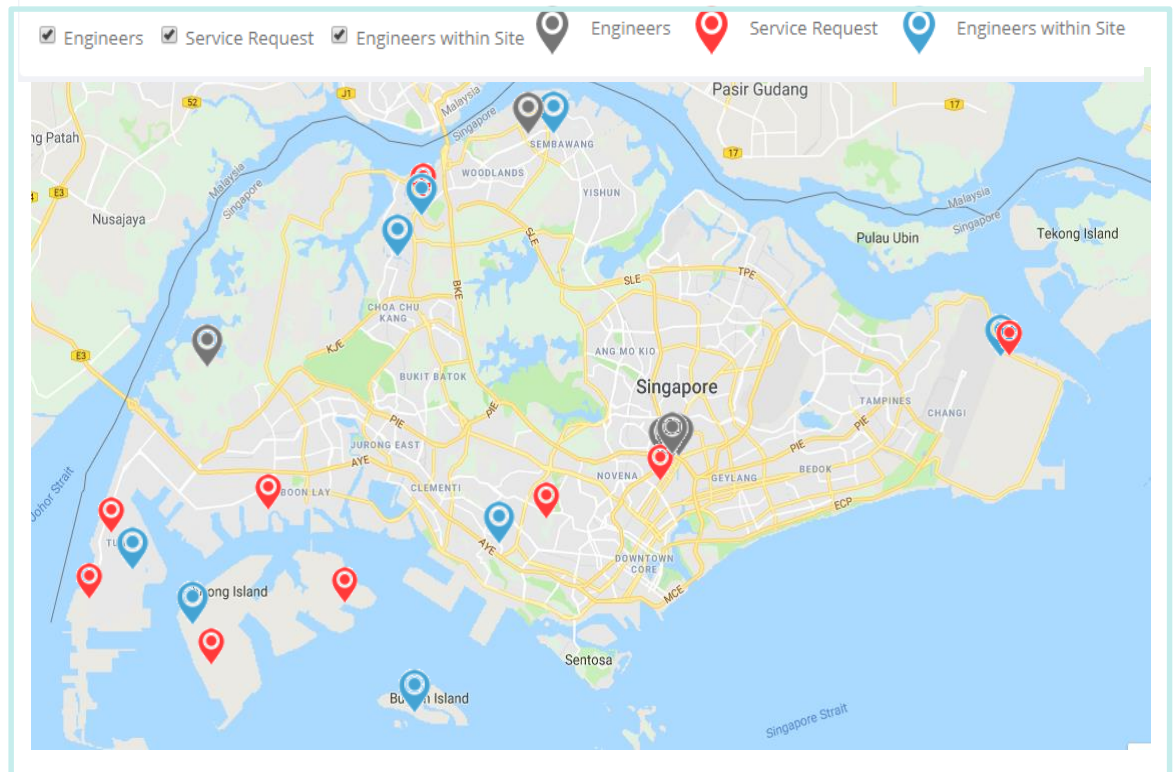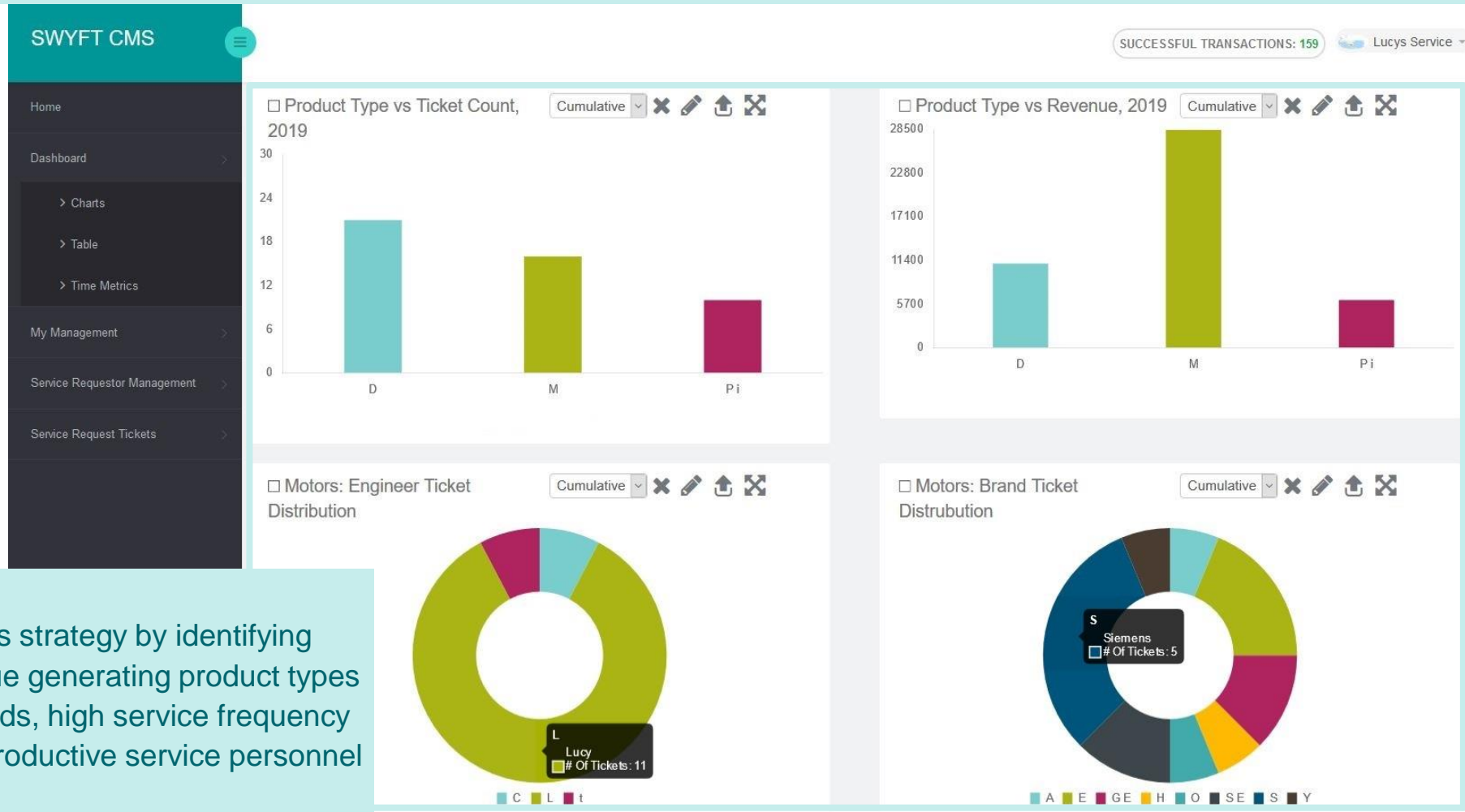
Optimize Service Job Dispatch by routing Service Engineer nearest to Service Request

Analytics of Service Data through SWYFT
Connected Service Platform that gives Service Insights – Charts

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Analytical Charts: Comparison of Service Frequency, Revenue, by Product Brand, Type, Engineers ...

Derive sales strategy by identifying high revenue generating product types and/or brands, high service frequency products, productive service personnel

Analytics of Service Data through SWYFT
Connected Service Platform that gives Service Insights – Tables

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Analytical Tables: Comparison of Service Resource's Performance

SWYFT CMS ☰ | Charlies Energy ▾

Home

Home / Dashboard / Table

Dashboard

   > Charts

Tables

Create New Table
Export As Excel

   > Table

   > Time Metrics

☐ ENGINEER COMPARISON 2019

✖ ✏
DELETE EDIT

My Management

☐ ENGINEER COMPARISON - SEPT

✖ ✏
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Service Provider

Service Request Tickets

USER GROUP	NO. OF TICKETS	REVENUE	AVG.RATING (Out Of 5)	TIME METRICS: AVG. MEAN TIME (In Hours)
James	12	$ 5843.25	4	12
Tan PS	6	$ 3618.02	3	9
Lucy	7	$ 4361.75	4	10
Chang EY	14	$ 9270.40	5	14

Comparison Table of KPI's such as number of service tickets assigned, revenue brought in through service jobs completed, average Customer Satisfaction Rating, average resolution time

Analytics of Service Data through SWYFT
Connected Service Platform that gives Service Insights – Time Metrics

Analytical Time Metrics: Time-critical Performance Tracking by Service Milestones

SWYFT CMS — Charlies Energy

Home

Time Metrics

Add New Metrics

Export As Excel

☐ ENGINEER PERFORMANCE

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USER GROUP:SR SITE	MEAN-TIME TO RESOLUTION (In Hours)	SR CMS EFF (In Hours)	SP OPERATIONAL EFF (In Hours)	SP RESPONSE TIME (In Hours)	REPAIR TIME (In Hours)	SCHEDULED TIME DEVIATION (In Hours)	COMMERCIAL PROCESS CLOSURE (In Hours)
KPI Target:	72	1	48	4	8	0	36
James	73	2	48	2	16	0	34
Tan PS	58	0	44	1	8	0	43
Lucy	68	2	45	1	6	0	37
Chang EY	63	0	48	3	8	0	28

Track service team's efficiency in entire service delivery workflow from response time to repair time to overall mean time to resolution using Table of Time Metrics

SWYFT – Industry Service Gateway of the Future   Leading the Digital Transformation

SW YFT's Benefits for Service Providers
Built for service optimization and quality improvement

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Plug-and-play Concept
SW YFT is a standalone solution which can be used across all platforms – iOS, Android and web. Convenient and easy-to-use application, SW YFT onboarding takes less than 2 hours!

Service Scheduler
In-app tool that allows incoming and pending service jobs to be quickly dispatched to an available and product-competent service resource. Full view of service team's schedule to help in resource management.

Digital Report, Sign-off, Satisfaction Rating
Service data can be easily retrieved as it is digitally stored in a single platform. Service task logs and reports are readily accessible to improve on the traceability of jobs performed.

Analytical Dashboards
Consolidated service data can be presented in various formats to analyze and compare key service performance indicators such as engineer's efficiency, service frequency, business volume based on product brand or type.

End-to-end business solution
Ensuring both service requestors and service providers are aligned and stay updated on the progress of their service activities through a digital tool.

SW YFT – Customer Use Case in the Philippines
An analysis of use case to help improve application

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Customer Industry:
Facility Management
Period: Nov 2018 – to date
Highlights: Customer (Service Provider) uses SW YFT to collect data on their service activities.

The Philippines

Benefits to Customer

- Dashboard visualizes service activities for management review
- Technicians are able to experience a more digitalized service operations
- Service staff are able to track their service KPI's through SW YFT
- Application helps to ensure high Service Quality to Service Requestor

Identified Challenges

- SWYFT is not optimized for language editing
- Minor synchronization issues between front- and back-end
- Poor mobile data connectivity in the factory
- Electronic devices are prohibited in some areas of the shopfloor

Proposed Solutions

- Comment boxes made available for all the users (for local language inputs)
- SW YFT development and maintenance team has identified high priority tickets to resolve first, followed by the next priority level (continuous effort)
- Application automatically uploads data once stronger connectivity is detected
- Web application has been made available

"We would like to thank Siemens for letting us use SW YFT to improve our service quality and reach the expectations of our client."

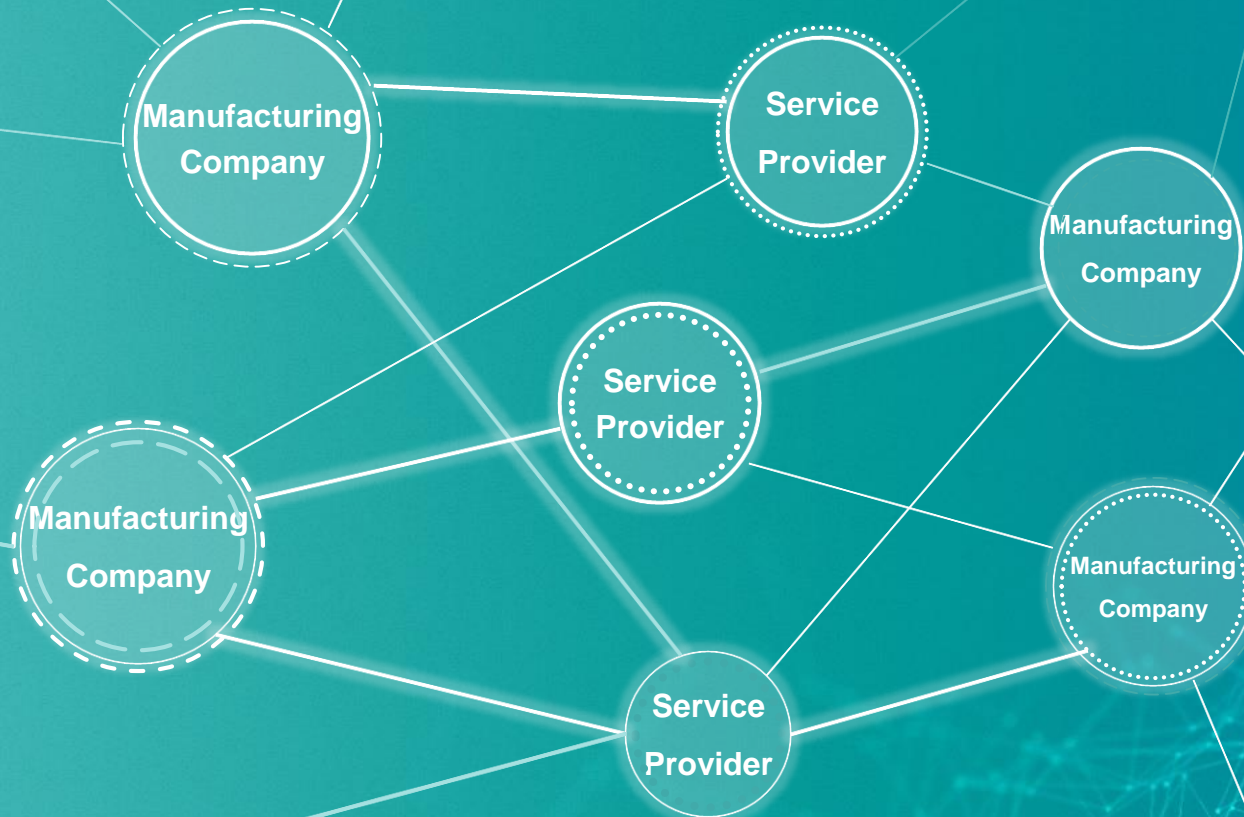Customer's feedback
Business Unit Manager of Customer

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Thank You!

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Digital Industries
Industry Services

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