Streamlined Invoicing with Jitterbit & SAP

Customer Quick Facts

INDUSTRY:
Manufacturing and services

SIZE:
343 employees

HEADQUARTERS:
Berkshire County, England

WEBSITE:
www.spppumps.com

Solutions

- ServiceMax Suite including Scheduling, InventoryManagement, and Reporting
- ServiceMax Mobile for iPad
- MaxCare Standard Support

Challenges...

- Paper-based work orders slowed service delivery
- Manual data entry and faxed work orders was error-prone
- Invoicing took up to 14 days to complete decisions

Applying technology led to...

- Direct migration of new customer accounts nightly
- Bi-directional integration of ServiceMax work orders to SAP sales/service orders
- Bi-directional integration of more than 120,000 inventoried parts

The road to success is delivering...

- 100% digital work order to invoice processing
- Same day invoicing for all customers
- 2 weeks to implement integration process
- Improved cash flow

"Moving to the cloud with ServiceMax has allowed SPP Pumps to reduce its time to invoice, motivate its staff and introduce some new business development opportunities for those working in the field."

Damian Hudson, *Head of IT*, SPP Pumps

SPP Pumps Limited is a global manufacturer and service provider of pump systems. They have pumps installed on all continents that help distribute water, oil and sewage. Therefore, service is a big part of SPP Pump's business. Business as usual for SPP Pumps meant service teams were bogged down with paperwork and sales had limited visibility into the customer and inventory. As SPP Pumps continued to grow, they knew their paper processes were not scalable to support revenue growth.

SPP Pumps offers planned maintenance, remedial and emergency break/fix services to their customers through a network of highly trained engineers who can upgrade, enhance or completely overhaul the company's pumps and any other pumps customers have installed.

Challenge

SPP Pumps had a completely manual processes to manage and schedule more than 60 field service calls a day for their 30+ field engineers. The invoice generation process took up to 14 days to complete, typically. It involved paper forms; signed and then faxed back to the office. Administrative staff had to manually enter work order information into SAP before an invoice could be generated and sent to the customer for payment. There was no guarantee that what was faxed and entered was accurate or complete.
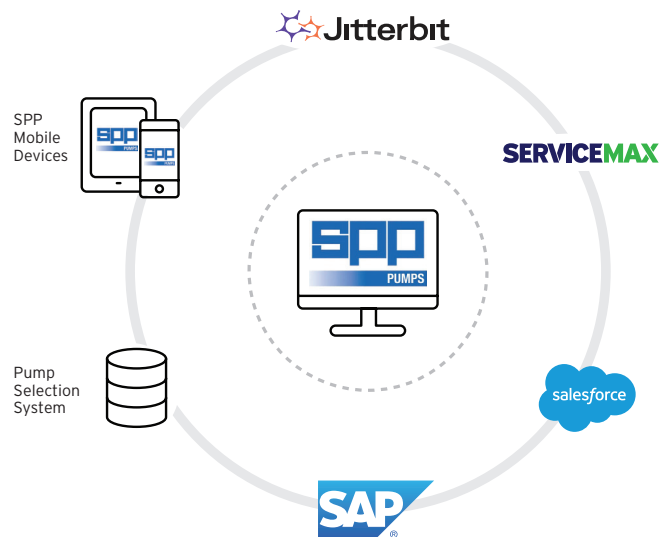
Solution

To optimize their IT investments and to improve their service cash flow, they integrated ServiceMax with their back office SAP ERP system. Now with ServiceMax, SPP Pumps streamlines their scheduling and work order management processes. They use Jitterbit to connect their SAP order management, accounts and service orders records to ServiceMax. They were able to connect the two systems within days and finish the process on integration within a few weeks.

Results

The result was a 10 day improvement in work order reconciliation and invoice generation. Their service engineers are now able to input their work orders remotely, with 100% accuracy and have them input to SAP in real-time for immediate invoicing. They can now invoice on the same day the work order is completed.

Not only has cash flow improved, but they have also increased field efficiency. As a result, they can now handle more than 60 service calls per day and are earning more revenue per engineer. In addition, all of their field service engineers feel that they are moving with the technology and that the company is investing in them, in people and in systems.

Pump maintenance provides significant cost savings to SPP's customers. SPP's service team estimates that by modifying the usage or improving the efficiency of the installed pumps they can cut their customers' energy costs by 50%. Given the value of their services, it is easy to understand SPP's strategic decision to move away from paper processes and select ServiceMax to manage their field service delivery chain.

About ServiceMax

ServiceMax is the global leader in Service Execution Management, offering cloud-based software that improves the productivity of complex, equipment-centric service execution. Enterprise companies across the globe have turned to ServiceMax to help them keep the world running. For more information, visit www.servicemax.com

About Jitterbit

The API transformation company, makes it quicker and easier for businesses to exploit data from any source, empowering them to rapidly innovate and make faster, more effective decisions. The Jitterbit API integration platform enables companies to quickly connect SaaS, on-premises, and cloud applications and instantly infuse intelligence into any business process.