

»It is amazing, how ISEC7 for SAP® solutions is fully automatically displaying partly complex processes in a mobile way.«

Carsten Wannags, Head of Field Service Storopack Deutschland GmbH & Co KG



STOROPACK MOBILISES ITS CUSTOMER SERVICE WITH ISEC7 FOR SAP® SOLUTIONS.

THE CUSTOMER **STOROPACK**

Storopack Deutschland GmbH & Co KG, headquartered in Metzingen, is a specialist in made-to-measure protective packaging and technical molded parts. The company resumes the complete integration of the products into its customers' packaging process. Founded in 1959, Storopack has 2,400 employees and is represented at 17 locations

worldwide. It supplies packaging machines to its customers who, in return, obtain consumable supplies from Storopack. For the continuous maintenance and unscheduled repairs of the machines in use, the company employs field service technicians.

THE CHALLENGE

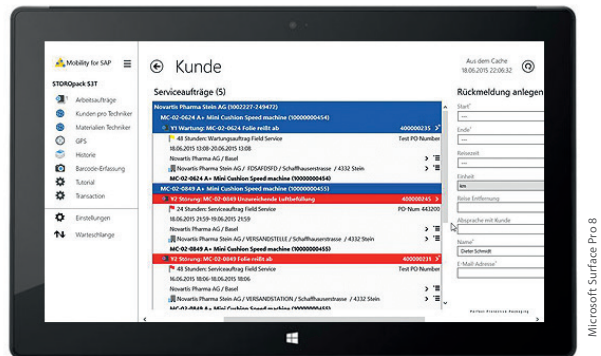
Before the introduction of SAP Service Management and the mobile ISEC7 solution, the Storopack service staff used to record and document orders in a decentralized way – on paper, or using Microsoft Outlook, Word and Excel. With SAP Service Management, the company aimed to create globally standardised processes and structures and also to improve its internal and external communications. Also, the efficiency of the product development should be increased while guaranteeing transparency of costs, after sales investments and the entire service management. It was important for Storopack to support the field staff in their operational work enabling mobile access to all relevant data out of SAP Service Management via Windows 8 tablets. Therefore, they were looking for a mobile solution.

THE USAGE

With ISEC7 for SAP® solutions, the quality of service data and the speed of processes has been significantly improved leading to an increase in productivity in the entire area. The solution offers more transparency about costs and field staff operations regarding the maintenance and servicing of the packaging machines. Thanks to the target-oriented approach of the project team, the implementation was carried out fast – within only six months – and within the given budget. Follow-up costs are minimal: Internal SAP developers can make all required extensions.

THE SOLUTION

ISEC7 for SAP® solutions became the solution of choice. Varelmann Beratungs GmbH implemented the SAP module SAP Customer Service into the current Storopack SAP ERP solution and mobilised it with ISEC7 for SAP® solutions – all within a very short project timeline. The ISEC7 solution is fully integrated into SAP Service Management and offers executable out-of-the-box standard functions. Field staff now has mobile access to all relevant data from SAP Service Management. They obtain the required information about machines and customers for their individual assignments. Also, they can give feedback about operating times, material and status as well as report back damage photos in a fast and flexible way from everywhere. ISEC7 for SAP® solutions is intuitive and can be easily adapted and expanded for individual requirements by internal SAP developers with pure ABAP skills. The solution is compatible with Windows 8 and can be used offline. Furthermore, ISEC7 for SAP® solutions does not require any middleware and can be easily and quickly installed – the project had been completed within only six months. All that convinced the Storopack management.



in cooperation with  VARELMANN

ABOUT ISEC7

The ISEC7 Group is a global provider of mobile business services and software solutions. The company was one of the first movers in mobilizing company and business processes. Today, ISEC7 has numerous renowned companies and governmental organizations as committed customers. The company continually invests in the evaluation and

development of new technologies.

ISEC7 solutions, such as ISEC7 Enterprise Mobility Management (EMM) Suite, ISEC7 Mobile Exchange Delegate and ISEC7 for SAP® solutions have proven to be groundbreaking in the mobile data sector.

ISEC7 for SAP® solutions allows access to SAP backend without the need for additional middleware.

ISEC7 was founded in Hamburg / Germany in 2003. The company operates globally with offices in Germany, Great Britain, USA, Australia and New Zealand.

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