

TeamViewer Frontline Augmented Reality for SAP Field Service Management

Real-Time Remote Support for
Field Service Technicians



Solve Issues Faster and in Real Time

Many organizations face major challenges when it comes to resolving technical issues in the field. It can be time consuming, and often ineffective, for a field service technician to try and describe issues to an expert over the phone. Scheduling experts for on-site service calls is expensive and slows resolution times.

Empower field service technicians to solve issues faster, better, and easier with TeamViewer Frontline Augmented Reality (AR) solutions integrated with SAP Field Service Management. With just a few clicks, workers in the field can easily connect with remote experts directly within the SAP Field Service Management Planning Board. Deliver guided support on live, AR-based video calls that enable field service technicians to successfully resolve issues, gain on-the-job training, and improve first call resolution rates – all while reducing field operation costs and customer churn. Further accelerate field service execution, gain more visibility into data and processes, and increase the value of your field service operations to your business with TeamViewer Frontline and SAP Field Service Management.

Collaborate from Anywhere

Using smart glasses or mobile devices, technicians are only a few clicks away from connecting to the right expert – wherever they are – whenever they need help.

- Remote experts now see exactly what the technicians see, and walk them through each step while the technicians work hands-free
- Easily share manuals, diagrams, other files, or instructions right in the technician's line of sight
- Add annotations and markers on real objects for more contextual guidance

Support technicians anywhere

Support field service technicians with AR remote assistance from anywhere in the world, in real time.

Enable faster resolutions and greater productivity

Reduce task completion time and enable technicians to resolve more service calls per day without additional headcount.

Improve sustainability and reduce costs

Enable remote experts to support field service technicians from anywhere, without having to travel on-site, reducing travel costs and overall carbon footprint.

Increase customer satisfaction

Improve first-time fix rates, reduce machine downtime, and eliminate repeat visits, all while gathering more insights to create better customer experiences.



Ensure the Highest Quality Assurance

Achieve accurate and efficient digital documentation and quality assurance, automatically. For full process visibility and accountability, all sessions, proof-of-service, and inspection findings, are automatically recorded, synced, and stored in the SAP Field Service Management database. Every call is documented with detailed log reports, including call log connections, images, voice, and media files. This data adds to the insights already gathered in SAP Field Service Management to help you further streamline and connect service processes, support decision-making with real-time insights, and add another layer of transparency to your operations.

Boost Workforce Productivity and Customer Satisfaction

Enable frontline workers to collaborate with remote experts to successfully handle issues they couldn't fix on their own. Solve more issues in less time with visual guidance and hands-free capabilities. The solution speeds task completion time and reduces human errors, while also ensuring high quality work and automated documentation. As a result, customers will experience reduced machine downtime and service interruptions, increasing their overall satisfaction with your services and solutions.

Enhance Training and Knowledge Transfer

Provide on-the-job training by connecting field technicians with experts who can visually guide them to successful task completion. The knowledge transfer increases technician capabilities, enabling them to support a wider set of jobs with confidence.

TeamViewer Frontline for SAP Field Service Management

Real-time remote support for field service personnel, seamlessly integrated with SAP Field Service Management.

- Up to 50% reduction in equipment downtime
- 20% fewer field service calls
- 11% reduction in field operation costs

Deliver Efficient Field Service Operations

TeamViewer Frontline delivers real-time expert assistance, remotely and seamlessly, via the SAP Field Service Management Planning Board. The secure solution provides end-to-end encryption, without requiring VPN access or complex coding, for easy connectivity whenever or wherever your field service technicians need it. Simply select an available technician from the planning board, initiate a session through the browser, and get immediate, AR-powered remote assistance.

Extend the capabilities of SAP Field Service Management with TeamViewer Frontline to:

- Reduce operational costs
- Optimize service and maintenance processes
- Boost technician efficiency
- Improve first-time fix rates
- Increase customer satisfaction

Support Field Service Technicians When and Where They Need It Most

Improve the efficiency of field service operations and provide real-time help at the moment of need with TeamViewer Frontline for SAP Field Service Management.



[teamviewer.com/sap](https://www.teamviewer.com/sap)

TeamViewer Frontline enables SAP customers to digitalize industrial processes for logistics picking, assembly, QA, inspections, maintenance, and field service to extend the value of SAP's Industry Cloud and SAP S/4HANA solutions.

Learn more at the [SAP Store](#) and [TeamViewer Frontline and SAP information page](#).



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