

The Story behind the app “Demand List”

- Segmentation: Identify which industries or group of customers this app could be for
- Targeting: What industry or group of customers will this app serve specifically
- Positioning: How will this app be optimized to appeal to the target chosen

Regarding the business case for this app, we are talking about a situation where certain requirements (“Demands”) need to be firstly monitored and then assigned to resources, in order to be fulfilled.

The demands we are talking about could be service orders (IW32), maintenance orders (IW32), possibly production orders (COO2) or network operations (CJ20N). The Resources would be service technicians with respective experience and qualification.

Industries interested in this app could be for example windmill maintenance companies, or machine construction industries needing to build up and dismantle huge engine test benches, or possibly transportation industry, such as federal railway authorities with the need to remove graffiti from railroad stations. As yet another example for the actual app, the area of commercial refrigeration has been chosen.

In order to keep the app simple, the specific target group we are addressing within this process, would be the role of the “Resource Planner”. So the app would be desktop, tablet and/or mobile app, and provide the following features:


- Overview of current Demand list
- Details on duration, dates, issue, urgency, resource assignments...
- Show address, including prepared link to GoogleMaps
- An option to assign a demand to a (new) resource, depending on the current distance of the resource to the customer address
- Show attachments from customer, if existing, to do with documentation of the issue and/or failure of any equipment

In the ideal case, there would be a “Brother-app” also for the “Service Technicians” involved in this business scenario (in this case definitely a mobile app), for them to likewise view and accept their current assignments whilst on the way.

PS to the SAP experts:

Of course we are talking about SAP MRS (Multi Resource Scheduling) here, as you may have noticed already ;-)

The Persona possibly using this app



Name: Paul Planner

"For me, I would like to ..."

"Have a better overview on open demands and reduce the number of phone-calls to technicians; improve efficiency."

Background:

46 years old, married, 2 children, 1 cat
Resource Manager and Maintenance Planner
Leader of Technician team with 15 staff member
5 years own experience in technical maintenance

Job Title / Role:

Maintenance Planner
Team-Leader

JOB RESPONSIBILITIES

Main tasks and frequency:

- ❖ Monitor daily demand backlog
- ❖ Oversee resource availabilities
- ❖ Oversee current resource assignment
- ❖ React on urgent "Prio 1" issues
- ❖ Proactively plan regular maintenance
- ❖ Monitor and approve time + material posted by technician
- ❖ Monitor material stock in technicians' vans

MAIN GOALS

- ❖ Reduce large backlog of open demands
- ❖ Satisfy customers by quick and flexible demand assignments
- ❖ Give clear and reliably demand assignments to my team members
- ❖ Improve visibility of resource location

NEEDS

- ❖ I need to reduce effort for resource scheduling
- ❖ I need real-time demand listing
- ❖ I need to know where my resources are

PAIN POINTS

- ❖ unknown Urgency of a demand
- ❖ Missing address details
- ❖ Which technicians would be suitable?
- ❖ The need to make dozens of calls to find out which resource would be closest to a customer

STAKEHOLDERS

Main persons in contact during work:

- ❖ Service Management / Board
- ❖ Service Technicians
- ❖ Other Resource Planners
- ❖ Customers

COMPETENCIES

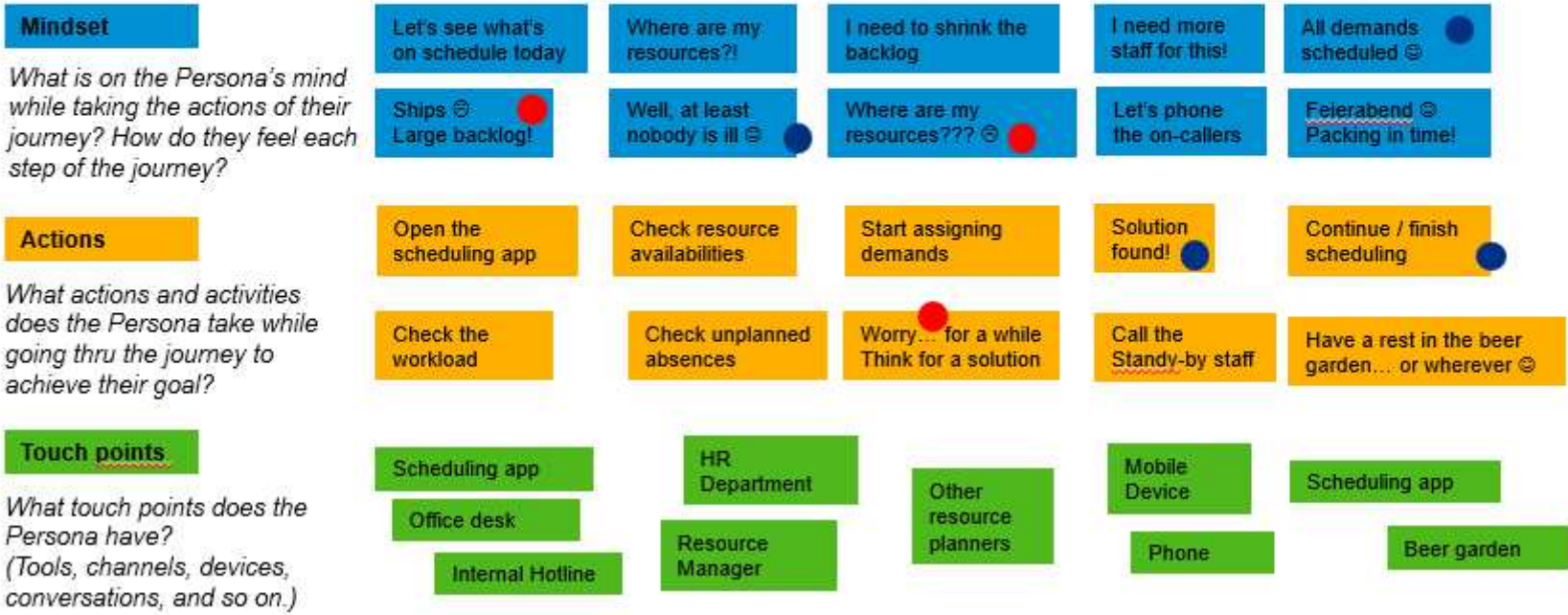
Casual User	-----	✖	-----	Power User
Proactive	-----	✖	-----	Reactive
Work in team	-----	✖	-----	Lone Fighter
Global focus	-----	✖	-----	Local focus
Innovative	-----	✖	-----	Conservative

Introduction to Design Thinking

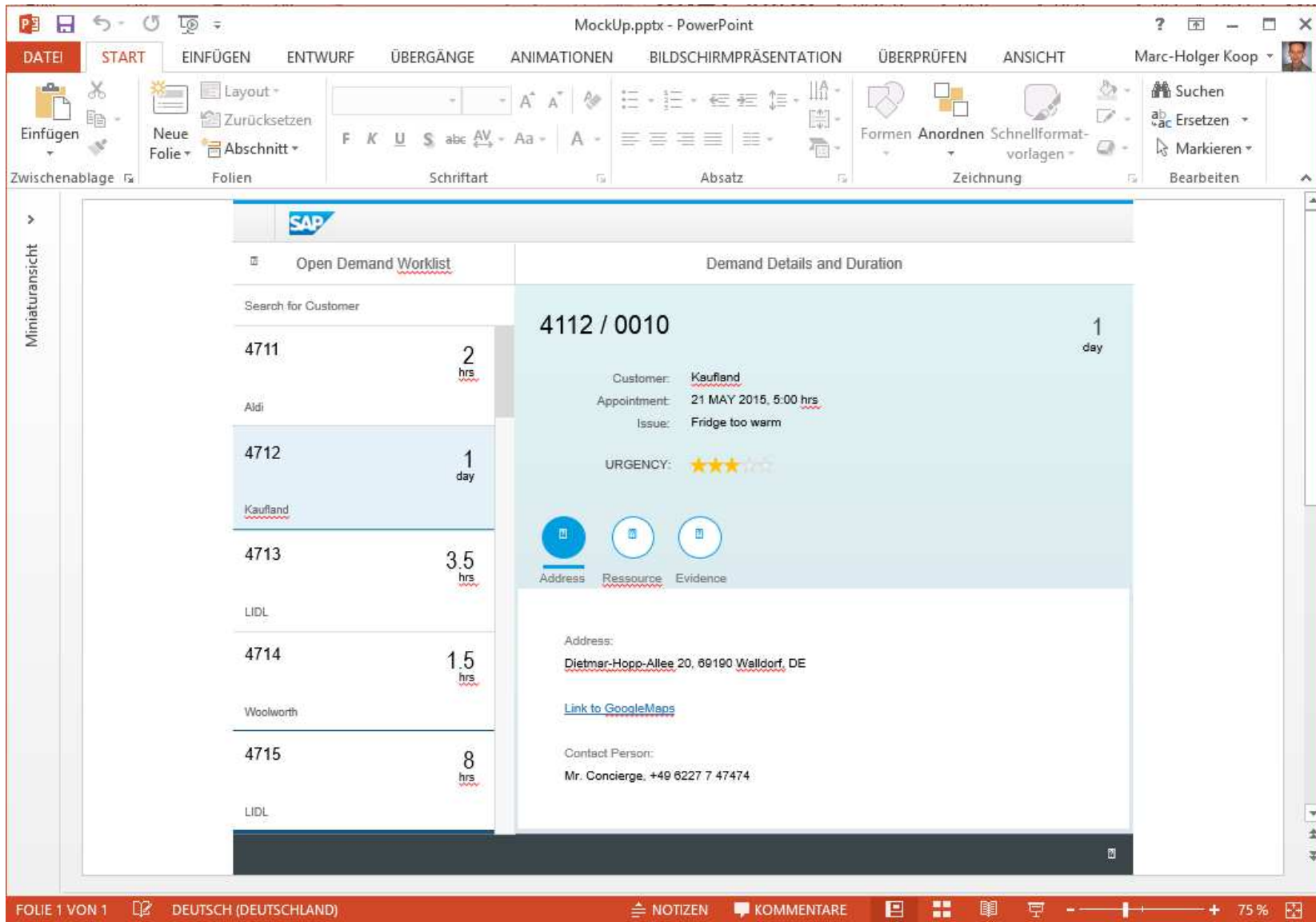
User Experience Journey of a Resource Planner

Current User Experience Journey

Duration of the *iterative* Journey: 1 Day



Mock-up using Prototyping Kit:



SAP Web IDE: Icon Tab Filter "Address": the given link (with address details from actual data, see status bar) will be opened in new browser tab:

The screenshot displays the SAP Web IDE interface, divided into two main sections: "Open Demand Worklist" and "Demand Details".

Open Demand Worklist:











Customer ID	Customer Name	Urgency
200059159	Aldi (Polen)	2 DAY
200061502	Kaufland	10 DAY
200061503	Spar Colen	1.5 HRS
200061504	Aldi	2 HRS

Demand Details (for 200061503 / 0010):










- Customer: Spar Colen
- Appointment: 21 MAY 2015, 21:15 hrs
- Issue: Thetis Self Service Counter makes noise
- Urgency: 1.5 HRS (indicated by 5 triangles, 1 is yellow)
- Actions: Address (house icon), Ressource (person icon), Evidence (paperclip icon)
- Address: Dalestraat 23, 6262 NP NP Banholt, NL
- Contact Person: Mrs. van der Vaart, +33 56456544564

A browser window is overlaid on the right, showing Google Maps for the address "Dalestraat 23, 6262 NP NP Banholt, NL". The browser address bar contains the link: <https://www.google.com/maps/place/Dalestraat+23,+6262+NP+Banholt,+Niederlande/@50.790901>. The status bar at the bottom of the SAP Web IDE shows the same link: [maps.google.com/maps?q=Dalestraat+23,6262+NP,NP+Banholt,NL](https://www.google.com/maps?q=Dalestraat+23,6262+NP,NP+Banholt,NL).

SAP Web IDE: Icon Tab Filter "Resource" with details on assigned and available resources:

Open Demand Worklist	Demand Details															
<p>Search for Customer  </p>	<p>270025914 / 0020 1 DAY</p>															
<p>270025913 3.5 HRS</p> <p>LIDL</p>	<p>CUSTOMER: Netto (Dänemark) </p> <p>APPOINTMENT: 18 AUG 2015, 14:30 hrs </p> <p>ISSUE: MONAXIS too cold</p>															
<p>270025914 1 DAY</p> <p>Netto (Dänemark)</p>	<p>URGENCY: </p>															
<p>200059085 3.5 DAY</p> <p>Kaufland</p>	<p>  Address  Ressource  Evidence </p>															
<p>200059086 5 HRS</p> <p>Kaiser's</p>	<table border="1"> <thead> <tr> <th>Name</th> <th>Distance</th> <th>Unit</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Stephan Weiss</td> <td>15</td> <td>km</td> <td>></td> <td><input checked="" type="radio"/></td> </tr> <tr> <td>Marko Haller</td> <td>35</td> <td>km</td> <td>></td> <td><input type="radio"/></td> </tr> </tbody> </table>	Name	Distance	Unit			Stephan Weiss	15	km	>	<input checked="" type="radio"/>	Marko Haller	35	km	>	<input type="radio"/>
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<p>200059157 2.5</p>	<p> </p>															

SAP Web IDE: Icon Tab Filter "Evidence" with documentation, passed on from the Customer, to do with the issue or failure:

Open Demand Worklist	Demand Details
Search for Customer  	CUSTOMER: LIDL  APPOINTMENT: 26 JUN 2015, 10:00 hrs 
270025913 3.5 HRS LIDL	ISSUE: Cronos: Power consumption too high URGENCY:  Urgency Level
270025914 1 DAY Netto (Dänemark)	 Address  Ressource  Evidence
200059085 3.5 DAY Kaufland	
200059086 5 HRS Kaiser's	
200059157 2.5	

