isec7
powered by innovation

»It is amazing, how ISEC7 Mobility *for SAP* 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 MOBILITY *FOR SAP.***

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 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. Therefor, they were looking for a mo-bile solution.

THE USAGE

With ISEC7 Mobility *for SAP*, 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 month – and within the given budget. Follow-up costs are minimal: Internal SAP developers can make all required extensions.

THE SOLUTION

ISEC7 Mobility *for SAP* 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 Mobility *for SAP* – 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 Mobility *for SAP* 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 Mobility *for SAP* does not require any middleware and can be easily and quickly installed – the project had been completed within only six month. All that convinced the Storopack management.

Microsoft Surface Pro 8
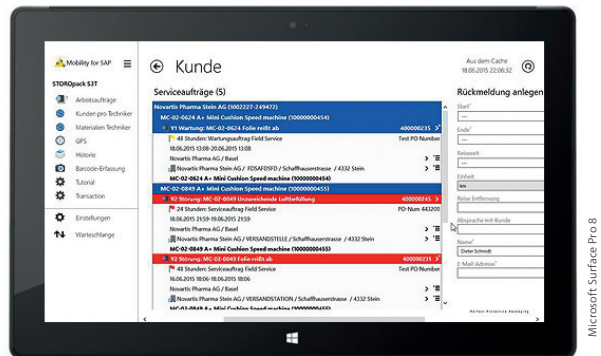
in cooperation with **VARELMANN**

ABOUT ISEC7

The ISEC7 Group is a global provider of mobile business services and software solutions and has numerous renowned companies and governmental organisations as committed customers. The company continually invests in the evaluation and development of new technologies. ISEC7 solutions, such as ISEC7 EMM Suite, ISEC7 Mobile Exchange

Delegate, ISEC7 Mobility *for SAP* and ISEC7 Mobility Cloud have proven to be ground-breaking in the mobility sector. The ISEC7 EMM Suite, a comprehensive globally applicable MDM solution, has been presented as the „Most Innovative Enterprise Application". ISEC7 Mobility *for SAP* allows access to SAP backend without the need for additional middleware.

The ISEC7 solution ‚Mobile Exchange Delegate' ensures mobile access to Microsoft Outlook calendar, email and contacts from third parties via BlackBerry or iPhone. ISEC7 Mobility Cloud is an innovative and ground-breaking Managed Service for the provision of customised Enterprise Mobility infrastructures based on diverse EMM solutions.