CareFusion: Improving Customer Service Through Field Efficiency with the SAP® CRM Service Manager Mobile App

Whether providing targeted approaches to fight infections, improving medication management, optimizing operating rooms, or enhancing surveillance and analytics, CareFusion is dedicated to improving hospital care and patient outcomes. This means improving the efficiency and effectiveness of field service technicians by giving them a 360-degree view of operations.

With the SAP® CRM Service Manager mobile app, technicians have greater detail and visibility into equipment repair history and customer information. And by optimizing routing, scheduling, and dispatch, CareFusion is able to provide more efficient and economical customer service. This means a better customer experience for hospitals and better care for patients.
Executive overview

BUSINESS TRANSFORMATION

The company's top objectives
- Provide a 360-degree view of operations to improve customer service
- Improve service-level agreements for better retention and revenue control
- Optimize routing, scheduling, and dispatch to provide efficient and economical customer service
- Reduce administrative rework and operational costs
- Increase bandwidth to stay ahead of scheduled maintenance services

The resolution
- Deployed the SAP® CRM Service Manager mobile app for field services
- Redefined and consolidated call-to-cash processes, such as sales and leasing, customer and field services, and finance and operations

The key benefits
- Mobile devices better suited to on-the-go work than laptops, providing service order alerts, more customer data, and the ability to view schematics and signature capture
- Better customer service, thanks to greater detail and real-time visibility into customer data, contracts, assets, and service order history
- User-friendly interface allows field technicians to better manage staffing

"Thanks to SAP, our field service technicians are now able to identify additional service opportunities while on site with customers, propelling our ability to improve customer retention and revenue."  Nathan Bearden, Field Service Manager, CareFusion Corporation

TOP BENEFITS ACHIEVED

5%
Less idle time spent on the road

10%
Faster repairs for increased customer satisfaction

20%
Improvement in data accuracy, increasing work capacity of field service technicians