



Rheem uses SkyMobile to deploy a mobile field service application

Innerware™

Extends the reach and mobility of SAP® throughout your enterprise



Powerful solutions that provide the next level of integrated functionality without complex middleware.

skytechnologies

Rheem Australia Pty Ltd is a wholly owned subsidiary of Rheem Manufacturing in the USA, which in turn is a wholly owned subsidiary of Paloma Industries Ltd in Japan, a world leader in water heater technology and manufacture. The Rheem service division in Australia employs 65 technicians across the country who install and maintain Rheem water heaters.

Project Challenge

Rheem had in place a mix of 'data head' technology and two-way, voice only radio which enabled information to be deployed to their technicians in the field.

The project required the replacement of this infrastructure in addition to the delivery of innovative functionality to the Rheem field technicians using ruggedised PDAs.

Rheem needed a mobile solution which would enable field service technicians to receive and process service orders for maintenance or new installations, manage van inventory and process customer payments (including credit card). The mobile solution was to replace the existing 'data head'.

Solution

Rheem selected **SkyMobile** to provide the full, end-to-end solution using rugged equipment and a wireless network connection.

Benefits

Rheem replaced the outdated radio network and delivered a fully-featured field service application to the technicians by effectively extending SAP® to the field.

The Business Case

Rheem's business case was based on productivity i.e. by introducing the new technology, the manual transposition of data between data head/phone was eliminated, as were handwritten field documents. Additionally, the accuracy and timeliness of data was greatly enhanced.

As a result, Rheem's field technicians are more productive and Rheem is able to provide superior field service to its clients.

Welcome to myskytechnologies.com

Bringing SAP mobility to the world

Sky WebCommunity



Sky Technologies has created an Online WebCommunity that provides a channel for participants to explore the world of SAP Mobility and draw on the experiences and knowledge from within Sky's ecosystem of partners and customers.

Features of the community include:

- News and Events
- Case Studies
- Featured Articles
- Technology Forums
- Developer Centre
- Blogs
- Whitepapers

Visit Sky's Online WebCommunity today to learn how you can benefit from Sky's middleware free mobility solution and reap the rewards that mobilising SAP can bring to your enterprise.

www.myskytechnologies.com

More information

For more information on this and other solutions provided by Sky Technologies, please visit our website:

www.skytechnologies.com

or email us at: info@skytechnologies.com



skytechnologies

SAP® Integration

As **SkyMobile** is middleware free, all integration touchpoints are visible and managed with the graphical and easy to use management console. This enables key business users to be proactive and have the confidence in knowing transactions are monitored from initiation to final posting – all inside SAP®.

Mobile business framework for SAP® ERP

The Solution

The final solution was delivered using **SkyMobile**, which enabled the mobile application to be developed inside SAP®, without the need for middleware. SAP® service orders are despatched to the technician via the mobile network.

Once the work is completed, the technician can record all the required information for subsequent synchronisation to SAP®.

Other functionality includes:

- Processing of the credit card payment with real-time bank authorisation.
- Printing of documents on mobile printer including payment receipts, field service reports and quotes for new installations.
- Van inventory is stored and managed on the mobile application. **SkyMobile** manages all data on the device, including synchronisation with SAP®, as well as establishing and monitoring the network connection.

Device & System Management

The device management console resides inside SAP® and enables support staff to view every detail that is associated with the remote device. In this way, information such as logs, configuration, database definitions and data can all be easily displayed from the device's administration web page via the mobile network.

The application is deployed remotely over the mobile network. This enables new software versions and changes to application functionality to be deployed without the need for technicians to bring the device back to a central location.

About Sky Technologies

Sky Technologies specialises in Enterprise Mobility, Point of Sale and Integration for SAP®. With a strong focus on innovation, Sky Technologies has developed a SAP® certified technology platform to deliver middleware free mobility (SkyMobile), low cost integration (SkyConnect) and fully functional point of sale (SkyPOS) solutions that are embedded within SAP®. Sky Technologies has a client base that spans 5 continents and 22 countries and continues to deliver solutions to SAP® customers which reduce costs, create customer value, empower users and enable a greater return from your investment in SAP®.

© 2008 by SKY Technologies Pty Ltd. All rights reserved. SKY Technologies products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SKY Technologies in Australia. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. Product specifications may vary. These materials are subject to change without notice. These materials are provided by SKY Technologies and its affiliated Partners for informational purposes only, without representation or warranty of any kind, and SKY or its partners shall not be liable for errors or omissions with respect to the materials. The only warranties for SKY Technologies products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.