Kyocera

PROJECT FREEZE IN APR19

DEC 19 SALES SPANISH COMPNAY WENT LIVE.

2 enhamcement start MAR/APR/20

Go live JULLY 20

MANY SYSTEMS TO FSM

Unification around contract management, warranty, Field Service management ITSM(ticket system)

INTEGRATION BETWEEN SAP AND FSM.

BUSINESS CUSTOMERS PORTAL, IOT MOBILE REPORTING NEED TO WORK ON IT.

IFS work on Template 1.0.1.

.NET specialist in Romania?

**IOT -> Pierre we have multiple systems KFS meet readings, server alert, information from one system to another system.**

**Automate service, collect meat reading for invoice.**

**Information later one.**

QUESTION ABOUT MANAGEMENT

TEMPLATE 1.0.1 end of March

TEMPLATE 1.1 phase

* In march should be maintenance about 1.0.1

SCONF -> IFS USERS

TECHNICAL PRESENTATION:

USER\_EXPERIENCE -> USER\_STORIES

UNDERSTANDING OF THE SYSTEM BETWEEN EQEEP AND KYOCERA.

Office automation?

Contract management issues template 1.0.1

26 tasks

Pierre Smit ->

Skipping master data

Product ->

All products are coming from SAP every night.

Place->

Places are coming from SAP. (SAP lead then you cannot add new places)

Every place one address is allowed.

Main place and related places.

100 addresses -> main address and 99 link addresses.

Warranties->

All integrated from SAP.

Meter reading is integrated manually.

Request ->

Different customisations ui

SAP Documents tab added

Next activity is a trigger and it will create a task

Check the contract first, product second and then task\_template

Move status to ready to dispatch

Or assigned for a default team -> trigger to see the partner portal.

Partner portal full customized.

Do some change on the partner portal.

Add action, functions and save

Copy from the smart client to the portal.

After that you have integration process with SAP and change in FSM.

When the job is done in the partner portal everything is integrated with FSM

Dealer compensation custom screen and table, different business rules

INCIDENT REQUEST

* Next activity is next page

EPIC container for user story.

SAP JAPAN SEND DATA FOR PRODUCTS

Toner screen workflow, replacing

Each color as is own task, 5 colors -> 5 tasks

Customization on the screen toner request that’s actually showing

Contract

EPIC, USER stories