

WESSENDORF  
SOFTWARE + CONSULTING GMBH



INTERFIEREN  
STANDARD  
SOFTWARE

Consultancy



## for mySAP.com™

Technical Service with SAP

The requirements for service solutions and maintenance offerings are in a constant state of development. For most companies, securing a strong position in a given market and differentiating themselves from their competitors is of utmost importance.

The SAP service applications in the fields of CRM and SAP R/3 offer a stable foundation to meet this requirements. A successful and efficient implementation does not only require an extensive project experience of consultants but also a fundamental process know-how in the service sphere. We are convinced that SAP implementation can be an excellent opportunity to increase your competitive ability and to optimize your company's service processes.





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## for mySAP.com™

SAP offers an environment with R/3 CS application and CRM service, where it becomes possible to meet the needs of virtually all types of service processes. Through our employees' many years of project experience and our in-depth focus on technical service and maintenance, we make sure that you receive the most optimal realization for this system's technical basis. Even in the fields where standard solutions of SAP cannot completely satisfy your specific or specialized needs, we can offer you service-specific supplementary products or individually developed solutions.

### Our Consultants

From business consultancy to the programming of customer-specific enhancements to the SAP system: We are able to oversee and manage the entire spectrum of your SAP projects.

We have extensive experience in the fields of R/3 CS, mySAP and CRM as well as SAP development know-how. Our employees are certified by SAP and regularly take part in SAP training classes and events of service information. Wessendorf consultants are regularly invited by SAP to participate in the testing of new software releases. That way we possess the latest and most up-to-date product know-how before a version is generally available.

Our consultants have been active in the field of technical services for many years, are all educated in business administration processes and talk the specialist department's language. New employees benefit from a required one-year orientation as junior consultants and from the experience of their senior colleagues before they are placed independently on projects.

As a development partner of SAP Inc., we are already involved today in the realization of tomorrow's solutions.





### Your Advantages through our supported Introduction

- Standard solutions of SAP makes extensive functionality available to handle the complete service process. All components are available from call recording, dispatching and back reporting to invoicing.
- In R/3 as well as CRM, the processes are optimally integrated in the extensive logistics, finance and controlling applications of SAP world.
- With CRM functionality, you receive new possibilities to observe several customer relationships consistently. Thus you can increase your customers' satisfaction and find new ways to actively market your service.
- Through our wide range of project experience, we can work together with you and sculpt the most optimal solutions and process sequences for your needs.



### This is how our customers use SAP in the technical customer

- Minolta uses R/3 CS for administration purposes and for billing contracts in the copier business as well as handling the entire service process.
  - Siemens Building Technologies main focus is on planning extensive and preventive repairs. SBT includes R/3 CS throughout their entire operation.
- The implementation at Schindler also portrays an
- extensive coverage of service processes. Schindler places particular importance on the needs of consumers by including clever personalized enhancements.

For further references please do not hesitate to contact.

### Furthermore we can help you with...

As SAP development partner we additionally offer add-on programs to integrate leading standard software seamlessly into the SAP applications. Map&Guide (route planning), LinkOne (Spare Part Catalog creation and viewer) or Mobile Solutions for service engineers can be used directly from the SAP applications with our add-on software products.



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