

## mCompanion®

### Your companion on the go

mCompanion® handles all of the challenges that your service and maintenance employees face in their everyday tasks. Facilitate productive work for your team and efficient use of a very valuable resource: time.

This application is perfectly customized for SAP and supports the business processes of the CS/PM/PS (EAM) SAP modules on mobile devices.

- ✓ For all mobile platforms
- ✓ Always in sync thanks to push technology
- ✓ Integration into your SAP processes



**TO THE PRODUCT**

SCAN THE QR CODE TO  
LEARN MORE.

SAP®-COMPATIBLE AND  
PLATFORM-INDEPENDENT



[e-switch.ch/en/mcompanion](http://e-switch.ch/en/mcompanion)

## An overview

### TASK MANAGEMENT

- ▶ Task list at **order/process/message level**
- ▶ Task using **push/pull technology**
- ▶ **Task acceptance**/rejection/cancellation
- ▶ Display of **task details**
- ▶ Asset/**object details**
- ▶ Display of **contract information**
- ▶ **Fault and task history** for an object
- ▶ Error messages, **preliminary treatment text**
- ▶ Planned **materials/spare parts**
- ▶ Display of **error and cause lists**
- ▶ Creation of new tasks (**TicketOnTheFly**)

### MATERIAL MANAGEMENT

- ▶ Display of material lists and check of **material availability**
- ▶ Material order and **material returns**
- ▶ **Material exchange** with serial number

### STATUS MANAGEMENT

- ▶ Setting of **task status**
- ▶ Display of **status chains**
- ▶ Automatic **status update** in the back-end system

### GEOGRAPHIC INFORMATION

- ▶ Display of **work sites and daily routes**
- ▶ Navigation to the work site and **arrival time calculation**

### TASK REPORT


- ▶ Order times and work times
- ▶ Activities performed and **recording material use**
- ▶ Recording **expenditures, error codes and cause codes**
- ▶ Taking and attaching **photos or documents**
- ▶ Recording **customer/technician signature**
- ▶ **Provide service reports** internally and externally
- ▶ Immediately booking of task data in the back-end system

### SAP INTEGRATION

- ▶ Providing task data **worker- or team-related**
- ▶ Task data can be any data from the back-end system (**such as data from the PM, CS, MM, HR, SD and PS modules**)
- ▶ **Status changes** are updated in SAP

## Take this opportunity...

...and get a better handle on your company's processes. Want to learn more?

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