

oxando

... keeps mobile simple

oxando – Our company profile



- oxando – Our company profile
- 35 employees in consulting, development, support and administration
- Divisions: Plant Maintenance (SAP PM / EAM) and Customer Service (SAP CS / CRM Service). Planning Board (SAP MRS) and mobile solutions as well as IT Service Management with Solution Manager
- Experience of over 200 projects in the implementation, optimization and mobilization in Germany, Austria, Switzerland, US, UK, Poland, France...
- Industries: automation, chemistry, sealing technology, electrical engineering, utilities, facilities management, industrial services, machine engineering, kitchen technology, medical, commercial vehicles, transport / traffic



Maintenance & Service Management



Mobile Business



IT Service Management

Our Corporate Philosophy

- We offer smart solutions and keep mobile simple
- As an SAP consulting company, we focus on maintenance and customer service
- Your processes will be represented and mobilized in SAP
- We offer innovative solutions with latest technologies
- We present more than SAP standard for optimal customer solution
- We enable a holistic and consistent advice from one source -from the system introduction to mobilization



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Our portfolio - Maintenance & Service

- Conception, realization, going live and follow-up assistance of SAP PM/EAM- (Plant Maintenance, Enterprise Asset Management) and SAP CS- (Customer Service). Introductory projects in:
 - Plant Maintenance
 - Customer Service
 - Technical Facility Management
 - Vehicle Administration
 - Tool Administration

- Installation and implementation of SAP MRS (Multi Resource Scheduling) for Workforce Management (**scheduling solution**)

- Execution of optimization workshops to analyze weakness points of software usage and by maintenance-/service processes



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Power spectrum Mobile

- oxando Mobile Connector (mobile infrastructure for direct mobile access to SAP without additional middleware or cloud systems)
- oxando Asset Management (standard solution for Maintenance and Customer Service), awarded by our customers Fraport as the best mobile service solution with the Maintainer 2014
- Other mobile solutions for warehouse management and inventory



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- Installation und Implementation of Retrofit Processes in SAP Solution Manager Change Request Management. For a parallel development and planned maintenance system

- Development of customer-specific SAP-AddOns for improvement of processes in SAP Solution Manager as:
 - Full-text search in Tickets
 - Guided Procedures for the ticket creation



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→ Conception, implementation, GoLive and GoLive-support of SAP Solution Manager projects in:

- Incident Management
- Service Request Management
- Problem Management
- Release Management
- Change Request Management
- Integration von Mobile Apps (Incident und Change Request Management)
- Integration von SAP IT Portfolio und Project Management (PPM)
- 3rd Party Integration
- ERMS (Email Response Management System)



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References



spirit of excellence



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