



STekPro Mobile Field Service App SAP CS [Customer Service]

IMPROVE

- Technician Productivity
- Customer Service

REDUCE

- Service Backlogs/Delays
- Manual/Rework

STekPro is a Mobile Application to perform all Customer Service -related business functions like Service Notification/Service Order Processing, Maps View, Route Map, Parts Lookup, Warranty & Service History, Service Confirmation, Tasks & Status, Documents & Signature and Service Completion

Business Benefits

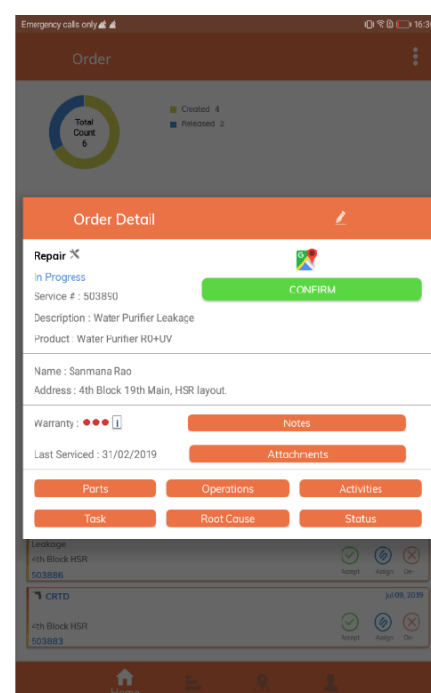
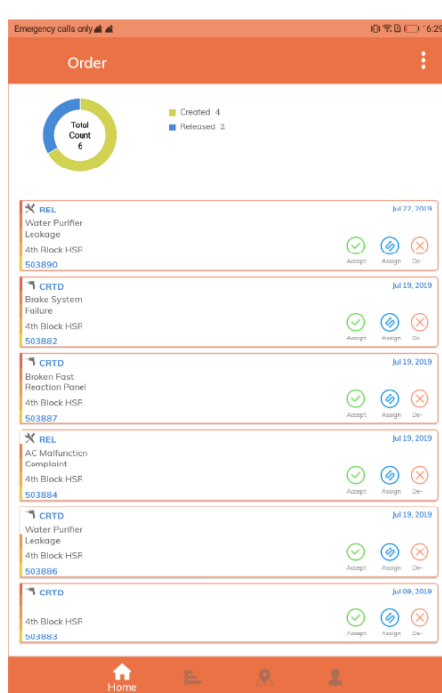
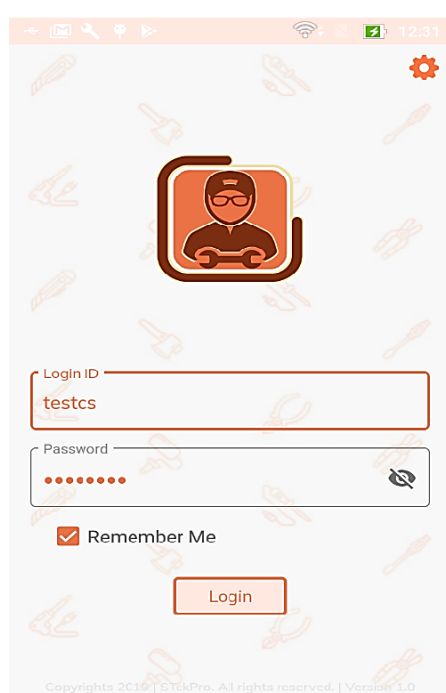
- Increased Technician productivity
- Improved Customer Service
- Increased Work capacity
- Reduced Service Backlogs
- Reduced Service Delays
- Reduced Manual/Rework/Idle Time/Backlogs

Tech Benefits

- No Additional hardware
- Real Time Data Access
- Simpler Maintenance
- Online/Offline Functionality
- Easily configurable, scalable, highly flexible
- Multiple security controls for the mobile users

Infrastructure & Connectivity

- SAP ECC 6.0 or higher, S/4 HANA
- SAP Gateway 2.0 [Optional]
- Integration Technology: OData or REST
- Mobile UX: Android, iOS
- Mobile Devices: Android 7.0, iPhone 8.0, iPad 8.0 higher
- Security: User License, VPN, DMZ, Authorizations, App Passcode



Enstrapp, is a Digital Transformation and technology services company that provides high-value strategic IT management consulting services and solutions, with very strong experience in Core ERP SAP, S/4 HANA, SAP Application Maintenance and Support (AMS), Enterprise Mobility (Industrial Specific), IoT, Data Protection, Security, Fraud Prevention, AI/AR and B2B/B2C specific custom development solutions.

HQ is in Greenville, SC, US with delivery units in Bangalore, India and in Greenville, USA. Enstrapp is having offices in India, Singapore, Malaysia and USA, serving customers across India, Malaysia, Singapore, North America, Germany, Switzerland and Saudi Arabia. Enstrapp has active service partnerships across Oman, Brunei, Indonesia, Australia, Dubai, South Africa and Turkey.

- ★ Founded in 2010
- ★ Highest level of quality and dependable cost-effective services with personalized service and support to customers.
- ★ Dedicated 24x7 shared model Application Maintenance & Support desk (AMS) for SAP customers.

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