

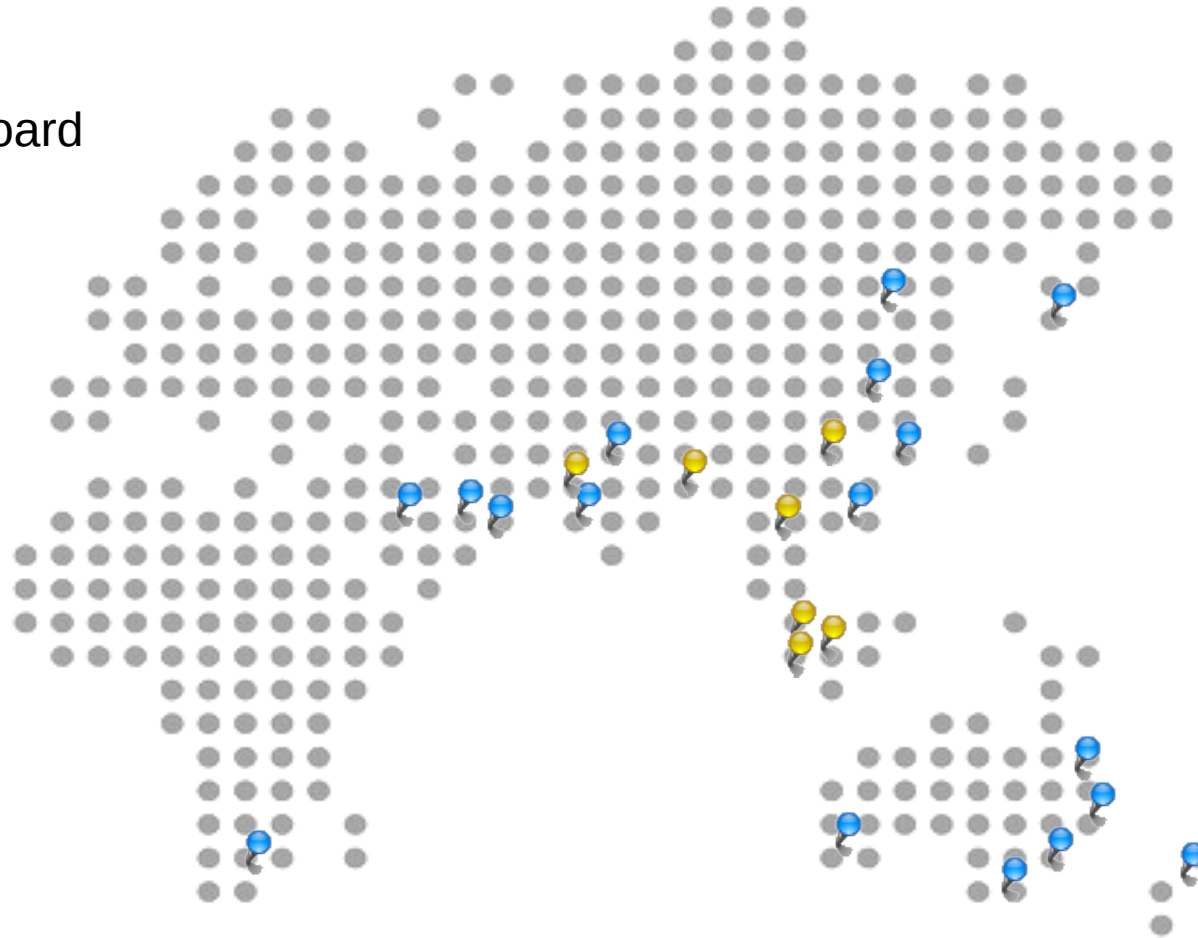
mLynx and Visual Planning Board

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GS IT ER AAE ACC SOL

Availability

- mLynx
- mLynx & Visual Planning Board

- 1000+ mLynx users
- 29 ARE
- 19 Countries
(March 2018)



Overview

Visual Planning Board

In SAP and web viewer (IE only)

Plan/release Service calls

Work Shifts

GPS Map

Instant feedback from mLynx



mLynx

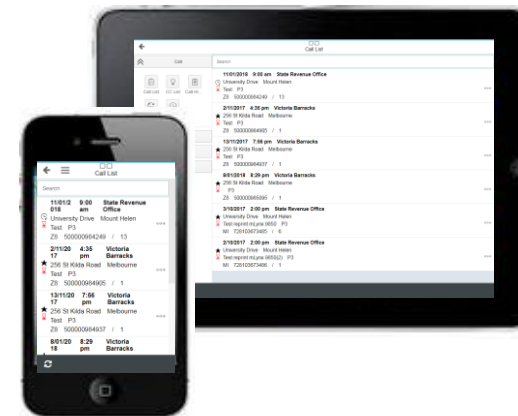
UI5 Web application (iOS, Android, PC)

Manage Service Calls

Manage stock

Manage time utilisation

Instant feedback in Visual Planning Board



Service Calls

Visual Planning Board - Gantt

SAP Transaction

With ZMON or stand alone

Release call to mLynx

Drag/drop functionality

mLynx - Service Calls

Call details, History and Contract information

Send ETA/Travel/Onsite times

Request parts*

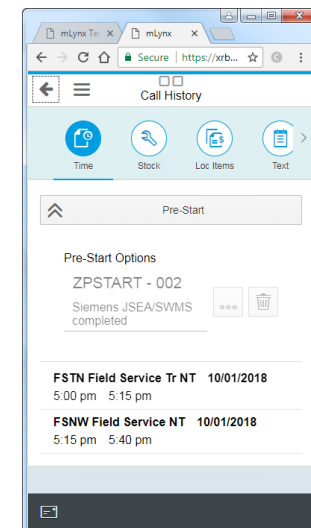
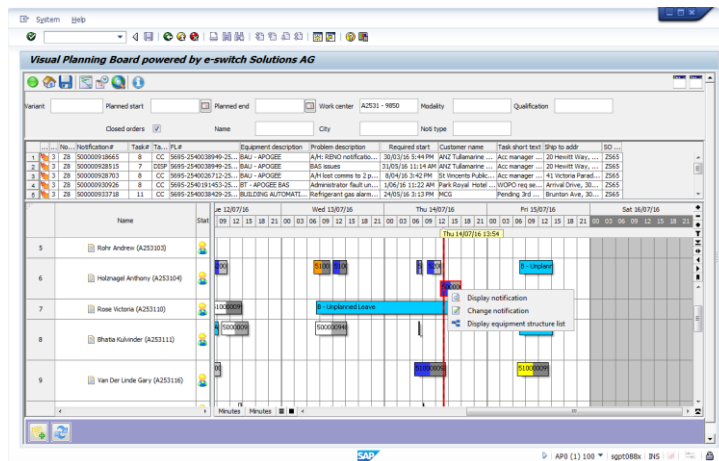
Consume parts*

Activity texts/Tech codes*

Sign/email service report*

Follow-up

Return travel



Other Functions

Visual Planning Board - Work Shift

Recurring shifts

On call or after hours

Displayed in the Gantt

Visual Planning Board - GIS (map)

Customer location

Field staff location*

+/- zoom

mLynx - Stock

Boot / Job Stock*

Transfer stock

Goods Receipt

Return stock management*

mLynx - Timesheet

Non-prod attendance*

Network/WBS timesheet

History/Correction

Check-in/Check-out*

Special Functions

Visual Planning Board

“Soft block” for absence/attendance

Display approved leave from SAP HR (Orchid)*

Link to engineer contact details

mLynx

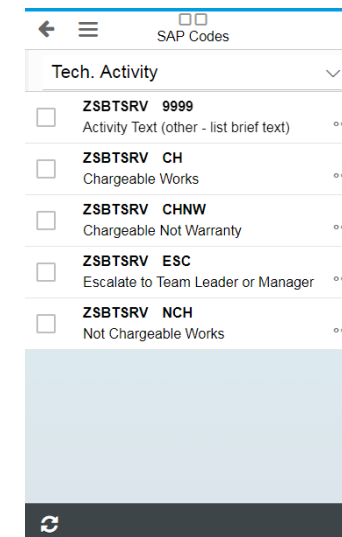
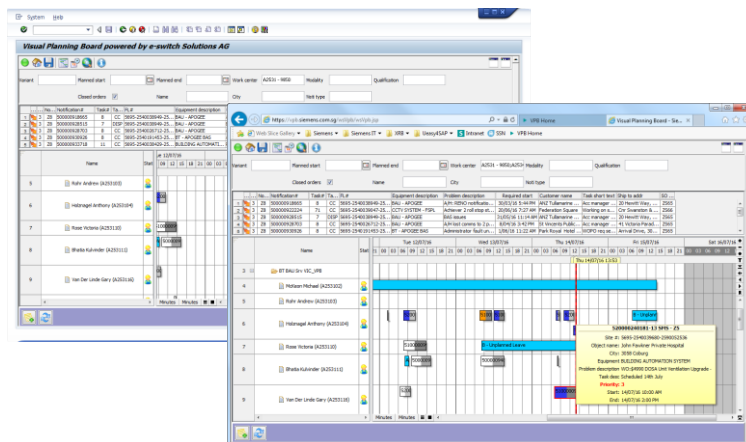
Create a call (on the fly)*

Close CC tasks

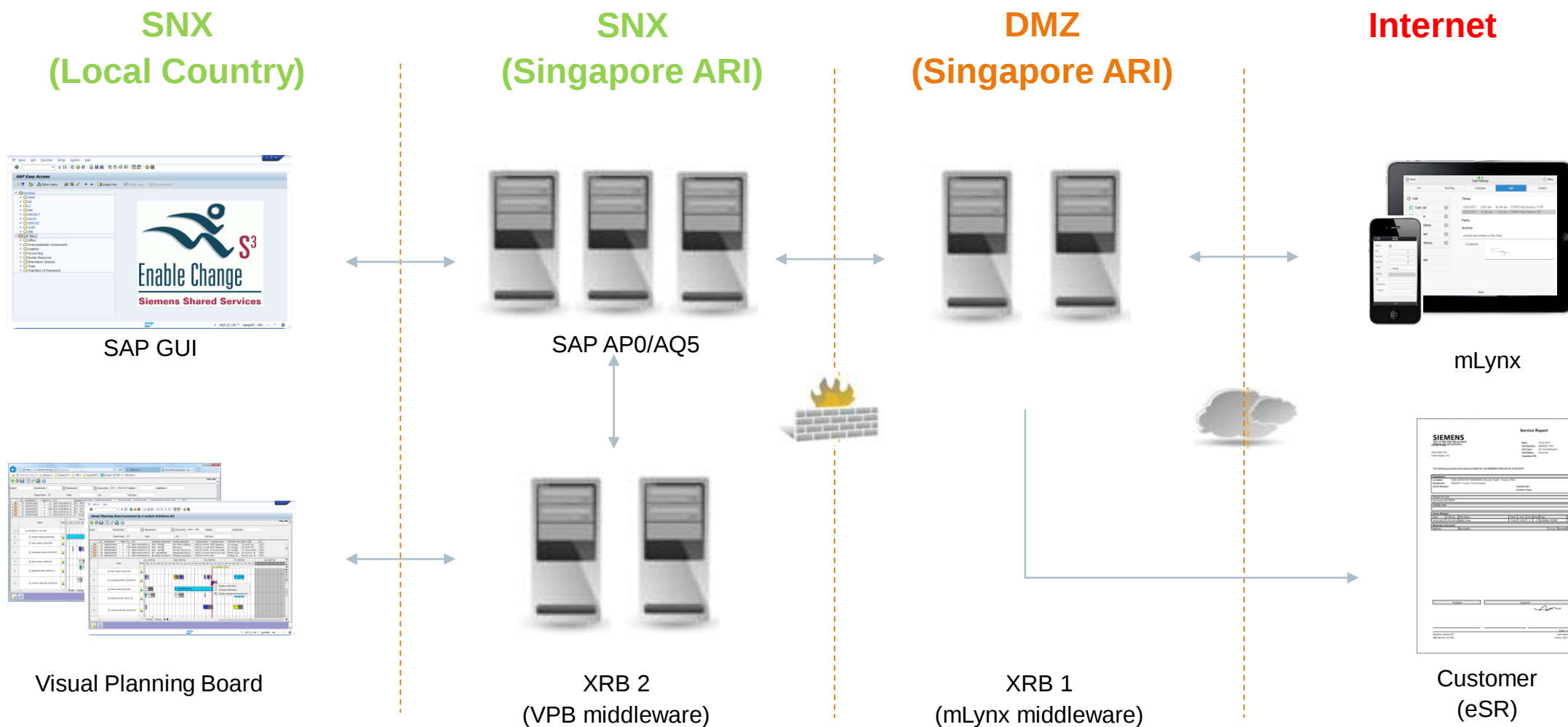
Equipment based Checklists*

Send Invoice to customer*

Web viewer for non-SAP users using IE



Landscape



Links

mLynx home page

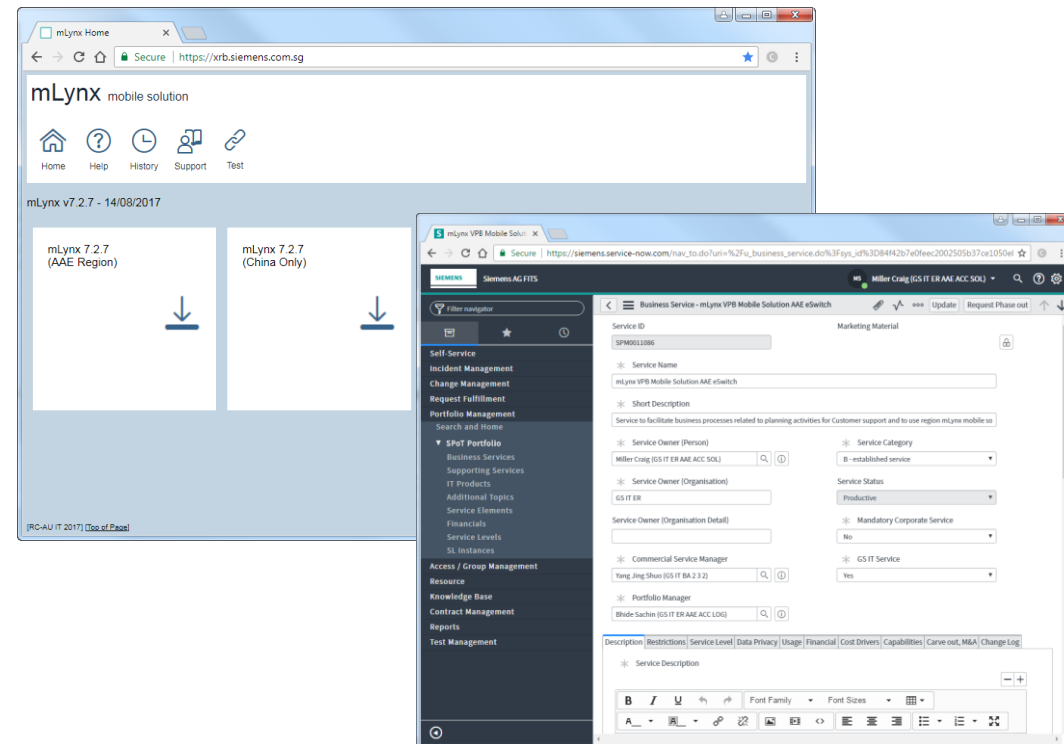
<https://xrb.siemens.com.sg/>

Visual Planning Board home page

<https://vpb.siemens.com.sg/>

SPoT Portfolio (SPM0011086)

<https://siemens.service-now.com>



Support

Siemens Social Network

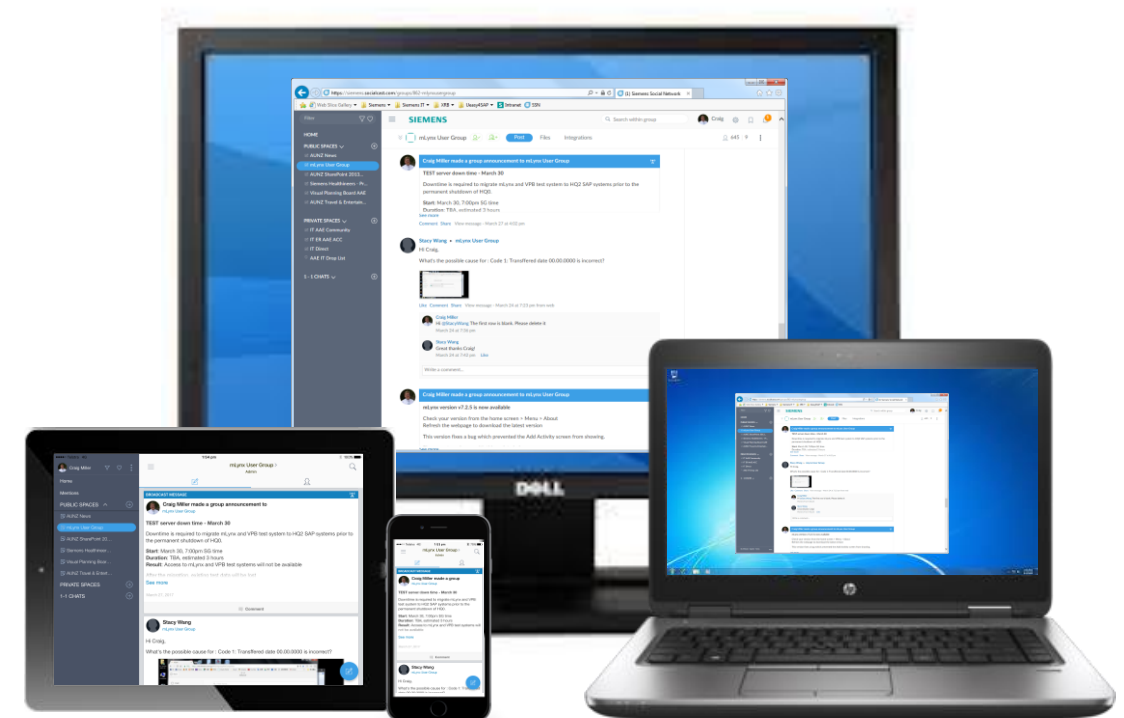
mLynx User group

<https://siemens.socialcast.com/groups/862>

Visual Planning Board AAE

<https://siemens.socialcast.com/groups/7597>

Access SSN via the Socialcast app for iOS users



Contact page



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Thank you!