

**G-Cloud 15 – RM1557.15**

**Lot 3 - Cloud Support**

**SAP Field Service Management (FSM)**

**Service Description**

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### Foreword

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### Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

### HCLTech Contact

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### About HCLTech

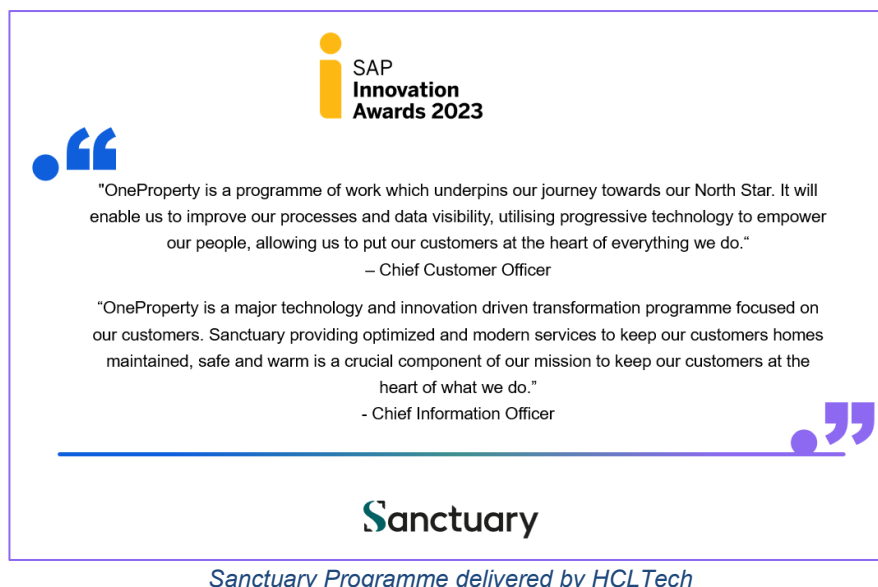
HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships.

Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital, Engineering and Cloud, we deliver solutions that fulfil the traditional, transformational and future needs of clients across the globe.

### About HCLTech SAP Field Services Management Capability

HCLTech has invested heavily in establishing a world class, professional capability for SAP Field Services Management (FSM).

HCLTech has truly embraced the SAP FSM Solution and have become the go to organisation for SAP when proposing implementers of SAP FSM.



SAP FSM is supporting 815 business globally. HCLTech won the SAP Innovation Award in 2023 for the work we are currently doing at Sanctuary Housing. HCLTech has recently delivered an SAP FSM solution to a major hospital group in South Africa/ Switzerland and the UAE in four months. The group is rolling the solution out to 60 hospitals and clinics. They had an initial rollout plan of two years. They will now complete the rollout in 12 months due to the robust implementation of the FSM solution.

### Service Description

HCLTech has managed services offerings which cover the entire spectrum of a customer's SAP and Non-SAP needs. We work collaboratively with our customers to define and drive the SAP roadmap taking into consideration any constraint and special needs. The Public sector vertical is a key focus area for HCLTech and we are currently helping several of your peers in transforming the way they do their business.

We have grown the SAP FSM capability from one resource in 2022 to around 40 resources in 2025, and we are still growing the capability.

HCLTech achieved the growth in capability by appointing senior resources, partnering with Core Systems, upskilling other FSM product consultants to SAP FSM and an aggressive training programme.

## G-Cloud 15 - Lot 3 Support - Field Service Management (FSM) - Service Description

The resources are encouraged to obtain an expert level on the modules below:

- SAP Plant Maintenance
- SAP CRM / C4C
- Proaxia E4C Integration between SAP FSM and SAP CRM / ECC / S/4HANA
- SAP FSM Scheduling and Dispatch
- SAP FSM Mobile Application
- SAP Service and Asset Manager Mobile
- SAP BTP API
- SAP BTP BAS
- Mobile Device Management,
- And field services management best practice processes.

HCLTech has truly embraced the SAP FSM Solution and have become the go to organisation for SAP when proposing implementers of SAP FSM.

Based on our understanding of your requirement, we would propose a mix of consultants onsite and offshore from the shared services resource pool. Resources from the shared services pool also cater to other government customers and have sector specific expertise. Given that these resources are not completely deployed in a given account, customers get to gain in terms of costs as the number of full-time support consultants drastically comes down.

HCLTech provides a full set of services for Field Services Management solutions as illustrated below.

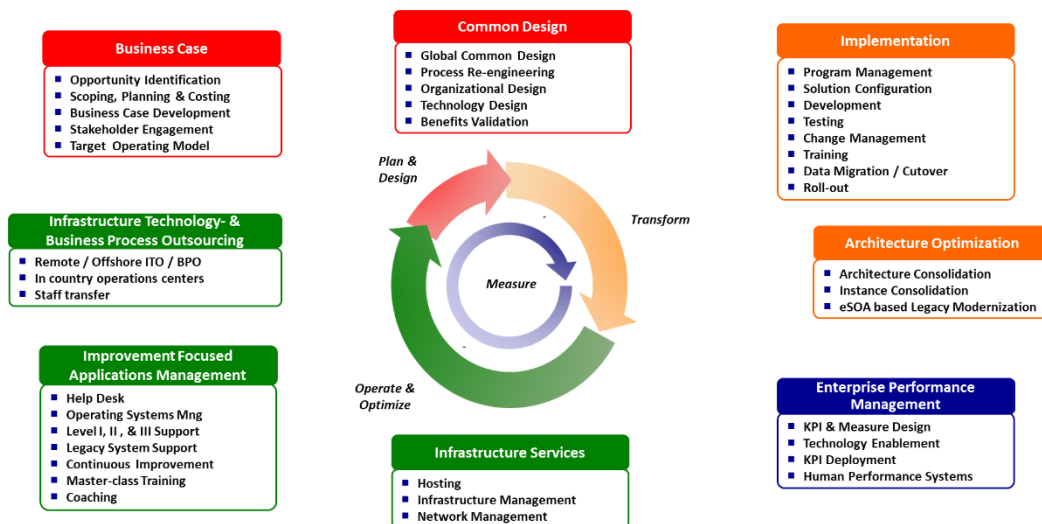


Figure: Overall SAP FSM Services

## Features of SAP FSM

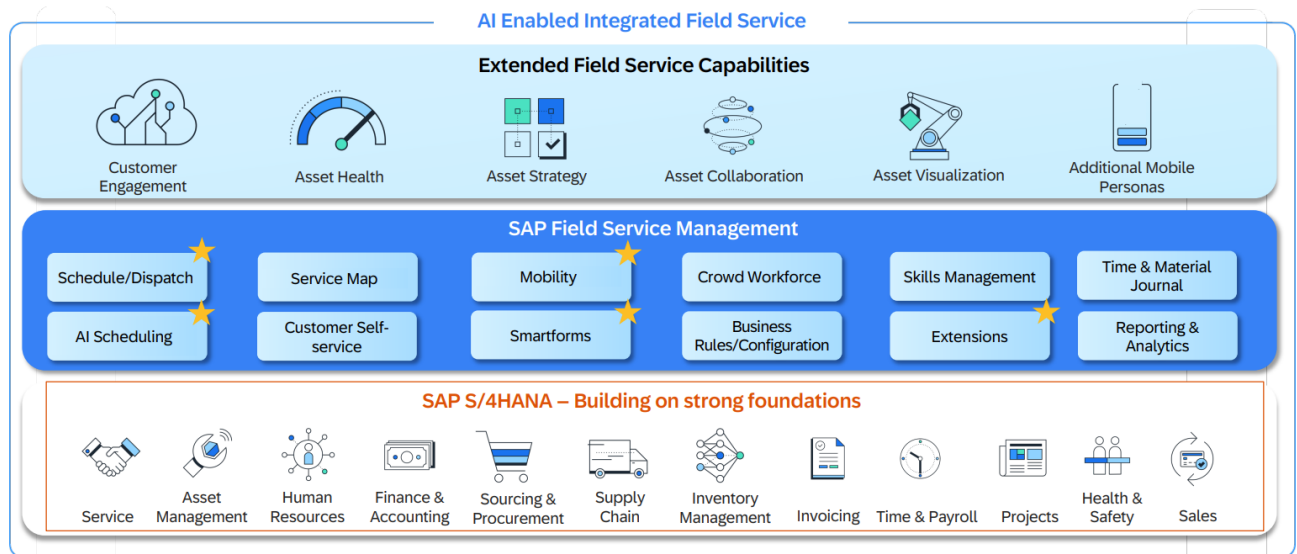


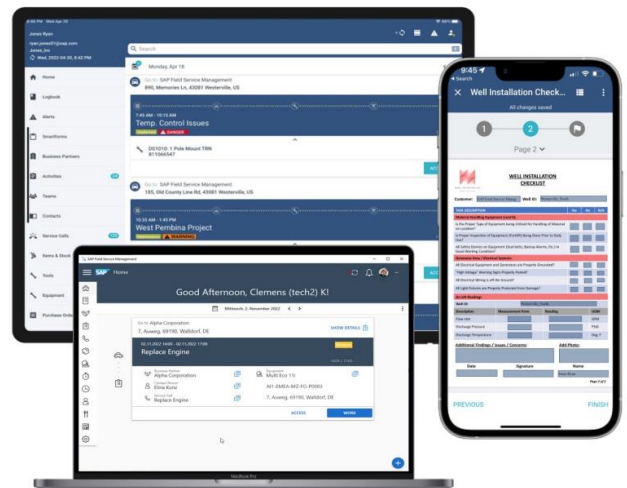
Figure: Overall SAP FSM Features

The following features are part of SAP FSM:

- Integration to CRM and backend maintenance systems
- Schedule and dispatch
- Service map
- Mobility

### Empower field technicians and capture feedback digitally SAP Mobile Execution

- **Mobile workforce enablement**  
Empower field workers with intuitive mobile solutions to be more agile and responsive to changing market demands and customer needs.
- **Native offline first applications**  
Provide offline access to customer and job information to allow technicians to perform their jobs and capture customer's signature to generate service reports without interruption or delay.
- **Guided workflow and Smartforms**  
Provide field workers with a step-by-step guidance and relevant data at the right time to ensure correct and safe execution and high data quality.
- **Location Tracking**  
Monitor real-time location of the field workers using GPS technology to optimize schedules and enhance worker safety.



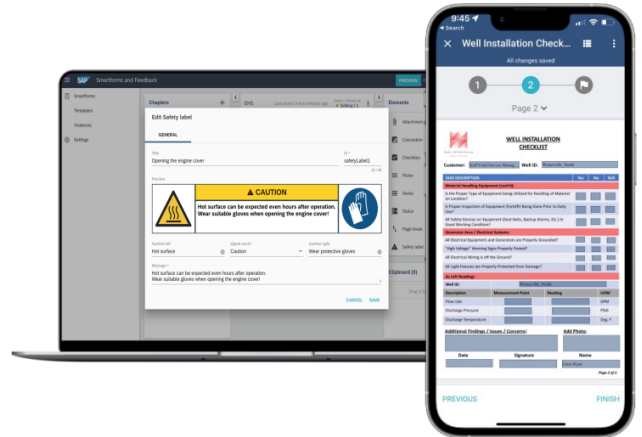
Mobility

- Crowd workforce
- Skills management
- Time and material journal
- Customer self service
- Smartforms

## Capture feedback digitally

## Guide technicians and gather structured data with Smartforms and Feedback

- **Intuitive creation**  
Create and edit dynamic forms based on easy to use no-code designer, designed for business users without developer knowledge needed.
- **Intelligent dynamic forms**  
Define mandatory fields and visibility conditions, validate data input and pre-define data to guide technicians and automate processes with business rules.
- **Seamlessly integrated**  
Integrate with S/4HANA based on the SAP Field Service Management platform to support service and maintenance processes.
- **Digitize business processes and data capture**  
Ensure high data quality for quality assurance and inspections and improve workers safety with embedded safety labels.



## Smartforms

- Business rule configuration
- Extensions, and
- Reporting and analytics
- API Integration with well-developed data models
- Van, container and fixed storage location integration.

HCLTech Innovations extract below.

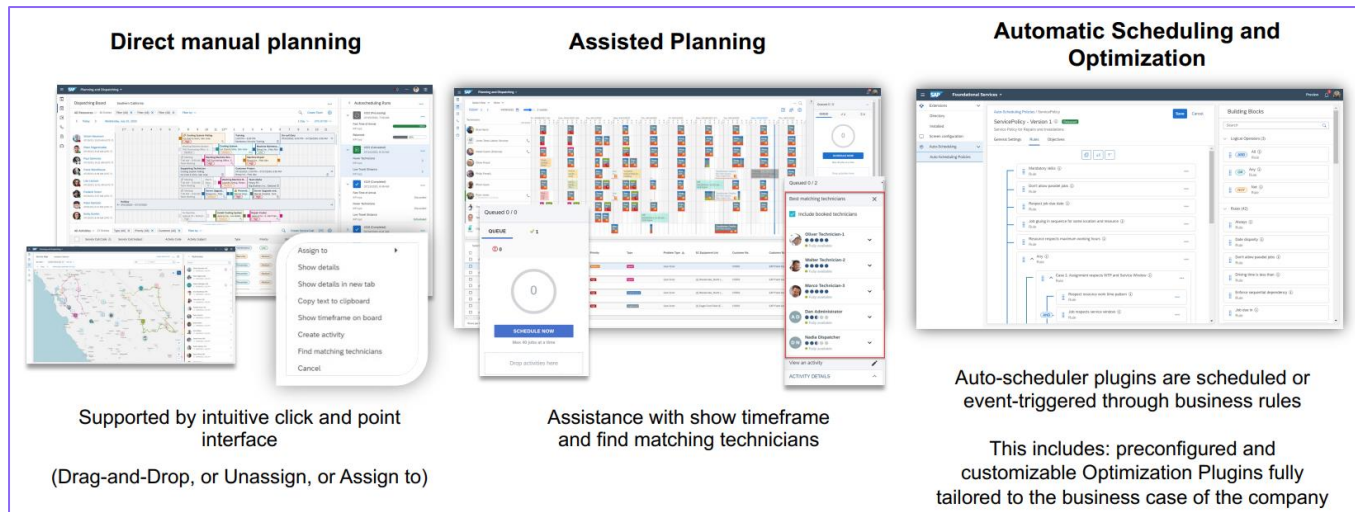
- BTP Business Application Studio Application
- Integrated into SAP Workspace, SAP Mobile Start
- Embedded into SAP FSM
- Van Stock Overview per van
- Goods receipt from purchase order into van
- Goods receipt from store card into van
- Stock transfer between vans
- Stock reservations in van
- Stock Take
- Mini MRP and replenishment
- Auto Master data update
- BTP Document Information Extraction service

## HCLTech Innovations in Van / Container Stock Management

- GIS integration
- Short and long cycle work

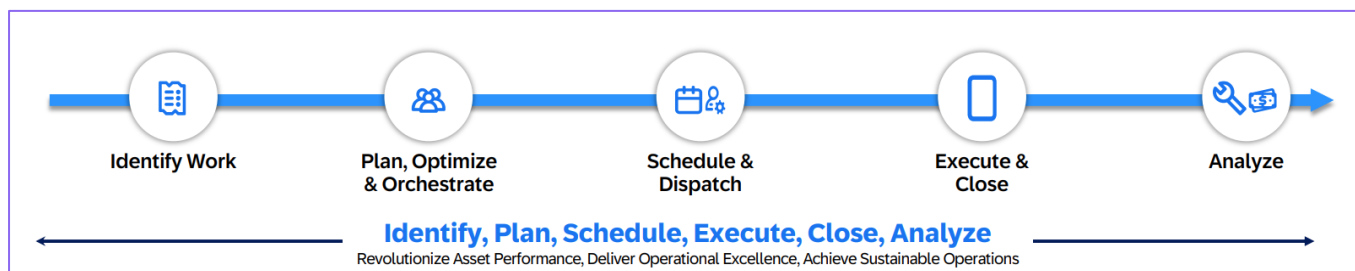
## G-Cloud 15 - Lot 3 Support - Field Service Management (FSM) - Service Description

- Effective work planning
- Intelligent planning



### Modes of Intelligent Planning

- AI based scheduling
- Route optimisation
- Skills and certification matching
- Covers IPSEC processes



### Asset Management Solution Covering all IPSECA Processes

## Benefits

- Fewer handoff points in end to end process due to automation and AI based scheduling
- Faster processing of customer information
- Faster end of period processing
- Shorter training cycles (standard field service engineer can be trained in four hours)
- Increase in technician efficiency
- Increase in Net Promoter Scores (NPS)
- Easy API adoption to external systems
- Appointment API
- One system to manage all work requests
- Product supported by SAP Roadmap.

## Field Service Management – Highlights

SAP Field Service Management solution connects and enables operations while simplifying and automating processes, helping to accelerate execution, improve the productivity of service teams, and control costs. With the solution, you can optimize field service operations, empower managers, technicians, and dispatchers, and enhance and improve customer experiences.

### What's New

[Blog: SAP Field Service Management 2402 Release Highlights](#)

#### Crew Enhancements [\(Documentation\)](#)

- Master data management for dynamic crews and manual dispatching.

#### Territory Management - Visualize Service Regions via Polygons [\(Documentation\)](#)

- Improve planning by allowing dispatchers to visualize areas and assign incoming activities based on the service regions.

#### Dispatching Board Enhancements [\(Documentation\)](#)

- Improve planning by allowing dispatchers to visualize areas and assign incoming activities based on the service regions.

#### Smartform Enhancements [\(Documentation\)](#)

- Improve planning by allowing dispatchers to visualize areas and assign incoming activities based on the service regions.

#### SAP SuccessFactors Integration for Skills [\(Documentation\)](#)

- Create proficiency level scale in SAP SuccessFactors and replicate skills from SAP Master Data Integration Service to SAP Field Service Management.

### Our Vision and Roadmap

[SAP Field Service Management Roadmap](#)



#### Crew Enhancements [\(Roadmap\)](#)

- Enhancements including support on mobile and within business rules and automated scheduling.



#### Predictive Traffic Routing from Service Map [\(Roadmap\)](#)

- Reduce travel times and find most optimal routes based on predictive traffic AI patterns.



#### Prediction of Job Duration in Best Match Technician [\(Roadmap\)](#)

- Use Machine Learning to estimate the expected real duration of activities. Activity duration is estimated based on Business partner, Equipment, Job type, Activity requirements and the time efforts logged by the technicians.



#### Intelligent order search with natural language filters [\(Roadmap\)](#)

- Boost dispatcher productivity with quick access to most important work supported by GenAI.



#### Self-diagnostics based on equipment service history [\(Roadmap\)](#)

- Boost dispatcher productivity by gaining comprehensive context supported by GenAI and enabling informed decision-making.



#### Self-diagnostics based on activity summary [\(Roadmap\)](#)

- Boost technician productivity with immediate access to most relevant job details supported by GenAI.



*SAP FSM Roadmap (example)*

## Technical Specifications

### Transition & On-boarding

In HCLTech, we follow the ASSET Transition Enablement Framework as shown in the diagram below.

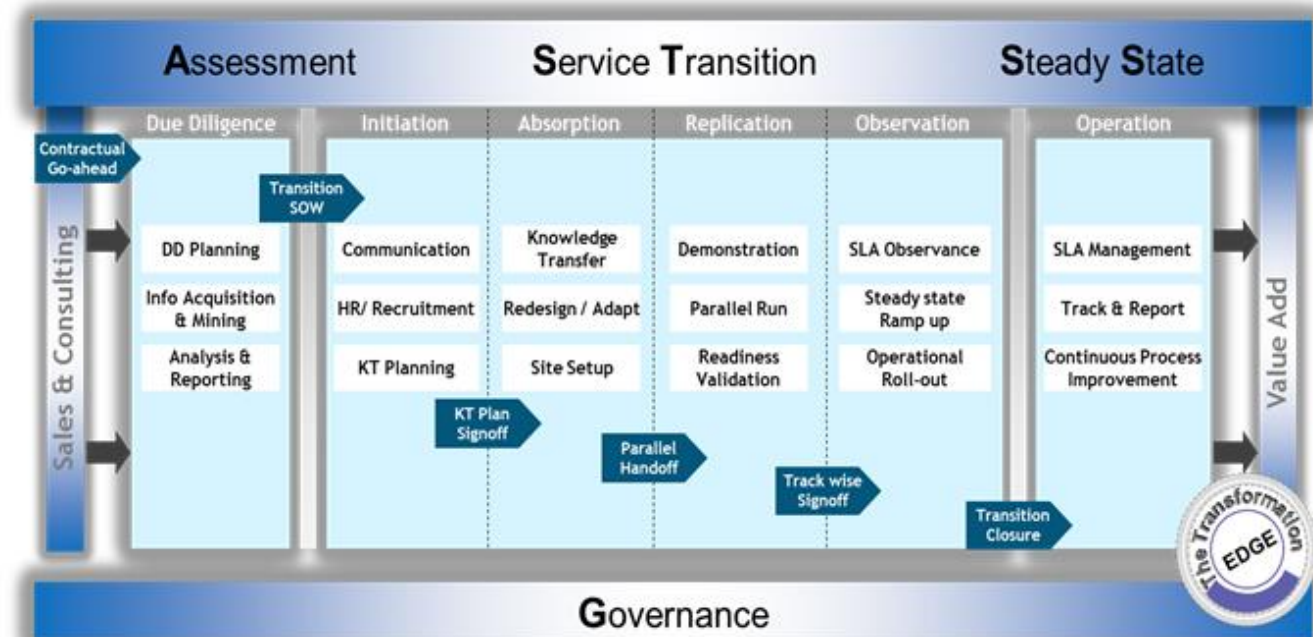


Figure: HCLTech's ASSET Transition Enablement Framework

The Transition method involves three stages namely:

1. Assessment
2. Service Transition
3. Steady state

In the assessment stage, due diligence is performed by transition team. In this phase, the nature of transition required is identified.

The Service transition phase has four sub phases as follows:

#### Initiation

In the initiation phase, all preparatory work for the transition is done. This involves identifying resources for the transition, defining a transition management plan, setting up connectivity to the customer's application.

#### Absorption

It is in this phase that the actual Knowledge Transfer (KT) is performed. Knowledge transfer sessions are conducted via workshops.

#### Replication

In the replication phase, a reverse KT would be performed by the support team.

#### Observation

In the observation phase, the support consultants would work on tickets under supervision from the existing support team.

The acceptance criteria for starting support are evaluated and on successfully meeting the acceptance criteria, the account goes into standard support mode (under an SLA observation period).

### Implementation

On the commencement of our relationship with a customer, HCLTech would work within a Transition framework during the On Boarding and Knowledge Transfer stages, making sure the transition from the existing project/ support supplier to its in-house team is effective and executed in a planned and controlled manner, with a shadowing period and a set of acceptance criteria to be agreed and signed off prior to the service go live.

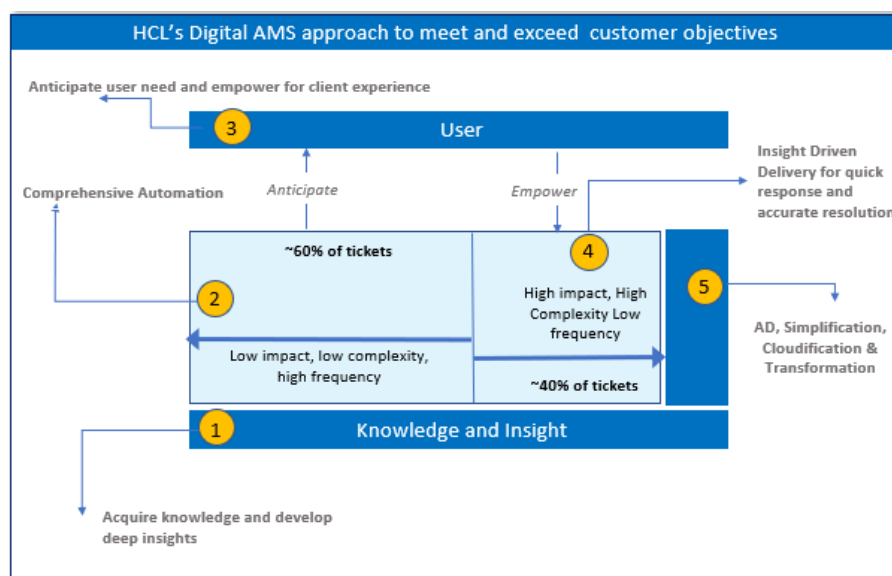
In a similar manner, in any service exit event, HCLTech aims to maintain the contracted levels of service and the commercial terms of service exit are agreed with our customer, including a planned strategy for exit arrangements and the new supplier's transition timescales to ensure a seamless transfer of services. The on/ off boarding approach is shown in the diagram below:

### Support Arrangements

HCLTech's support arrangements are based on the following:

- Anticipate User Need
- Empower User
- Automate Low Impact/ High Frequency Incidents
- Faster/ Accurate Response to High Impact
- High Complexity Incidents.

Also, the HCLTech approach to meeting and exceeding customer objectives is shown in the diagram below:



HCLTech's improvement arrangements are:

- 1 Relevant Knowledge at the Right Time**  
Automated NLP, ML driven knowledge extraction and Insight development  
**Lower Risk – Anticipate User Need – Faster Response**
- 2 Comprehensive Automation**  
Integrated E2E, Ready to Deploy automation  
**High Productivity Gain – Empowered Users – Team Up-skilling**

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### Improve User Experience

- 3 User activity, event monitoring and correlation. Business / IT KPI monitoring and analysis. Persona based reporting – Digital experience

*Proactively Address User Needs – Empower Users to Meet Own Needs*

### Resolve Faster and Accurately

- 4 Cutting Edge Visualization and Autonomics enable faster and more accurate resolutions  
*Faster Diagnosis – Better Collaboration across Teams - Accurate Resolution*

### Core Flexi Model – Application Development

- 5 Tool driven assessment, Service Catalogue driven estimation, Factory model development, Knowledge Retention, HOTS  
*Faster Analysis – Industrialized Approach*

## Support Hours

Our standard support hours are 0800 – 1800 HRS for all Priority 2, 3 and 4 incidents.

Support on Priority 1 incidents are provided 24/7.

## IT Service Management

Requests can be raised in HCLTech's IT Service Management (ITSM) tool (Service Now) and - where required - we could arrange for a Service Desk for callers to speak to someone to have requests raised. Where the customer has their own ITSM tools, we would be happy to use them for all ITSM requirements. There are a variety of modules which can be configured in the ITSM tool for the customer, such as:

- Incident Management
- Change request management
- Service Request Management
- Problem Management.

## Business Continuity/ Disaster Recovery

We provide Business Continuity/ Disaster Recovery/ High Availability solutions for many of our public sector customers. Based on the requirement, we will be able to provide a bespoke solution.

HCLTech has the delivery location model with focus on key objectives listed below:

- **Right Shoring:** The right shore delivery model has been drafted to drive maximum benefit in terms of cost of operations, scalability and access to skills. The added advantage of tapping talent pools in varied locations is on the business continuity side, as leveraging different locations for support has an inherent people disaster recovery built into the delivery structure.
- **Business Continuity:** To ensure minimal impact on day-to-day operations in an emergency.

HCLTech recommends dual node converged/ hyper converged solution which will enable full redundancy in terms of failover and avoid a single point of failure. In the event of a node failure, the clustered node would take over thereby ensuring business continuity with negligible downtime.

## Data Backup/ Restore

We can offer a range of options for back up and Disaster Recovery solutions. The solution can be designed to meet customer specific requirements on a case-by-case basis.

## G-Cloud 15 - Lot 3 Support - Field Service Management (FSM) - Service Description

HCLTech will provide a dedicated Storage & Backup Management team depending on requirement. The L2/L3 specialist team for storage and backup consists of Subject Matter Experts (SMEs) for different storage and backup technologies. The Business Cockpit will provide the 24x7 monitoring and the first level of support to the Storage and Backup infrastructure.

Any issue that does not get resolved at the cockpit will be transferred to the respective specialist of the Storage and Backup Management team. For example, a Storage performance issue gets triaged to the L3 Storage Analyst. The L2/L3 storage and backup team will perform key activities, such as incident resolution, storage tiering, configure and manage data replication, backup and recovery, problem management and Root Cause Analysis (RCA).

HCLTech's solution aims at implementing a unified set of backup policies in line with the SLA requirements. HCLTech's proposed solution is aimed at standardising backup policy by providing homogeneous backup and retention policies across the organisation.

### Security

HCLTech has been delivering SAP Security & SAP GRC (Governance, Risk and Compliance) implementation for various customers and ensures that each release meets the goals as defined in the scope activities requested in the Service catalogue. SAP Security Operations are shown in the diagram below.

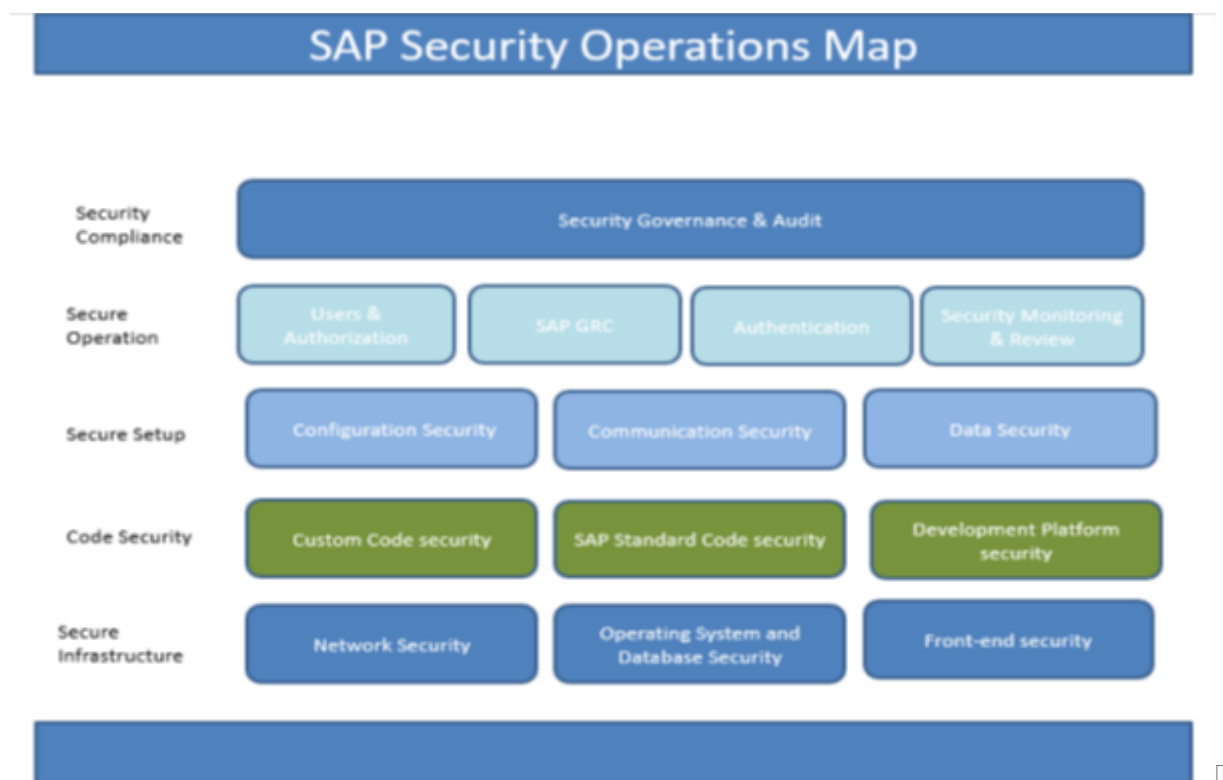


Figure SAP Security Operations

SAP Security Services includes:

- Supporting user authorisations, missing access and maintain roles and responsibility matrix.
- Administer user authentication, Security & Compliance, user profile management, supporting daily incidents, service requests and working with business teams to adhere to guidelines for security recommendations, as per requirements.
- SAP Licensing
- SAP Centralised User Administration (CUA), monitoring and automation.
- SAP Security Design strategy
- Security upgrade management
- Interface compatibility management

## G-Cloud 15 - Lot 3 Support - Field Service Management (FSM) - Service Description

- Role re-design
- Security reporting – monitoring, SOD analysis, compliance and audit, security changes according to EWA, user checks and inactivity, risk mitigations and remediations.

SAP GRC Implementation, includes:

- Emergency Access Management
- SAP GRC management, AC and PC implementation
- SOX compliance
- SAP audit
- Access risk analysis
- Business role management
- Report development for five reports to be defined and complexity agreed upon during the blueprinting phase.

### Exclusions

- Infrastructure and associated infrastructure support
- Remote connectivity to enable shared support
- Load balancer configuration
- Third party software licences
- External system connectivity
- Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.
- Webservice schema for external systems to retrieve details for different business processes.

### Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

The location and extent of their involvement will depend upon the level of the engagement.

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