



## ENABLING WORK MANAGEMENT PROCESS

PLAN\*EXECUTE\*MONITOR\*OPTIMIZE TASKS & PROJECTS\*  GOALS

The work management process is a methodical approach, beginning with comprehensive planning, identifying goals, allocating resources (people/materials), and establishing timelines. It entails breaking down objectives into manageable tasks, assigning roles and deadlines, and overseeing its progress.

Integral 360 has advance experience knowing and understanding effective communication remains pivotal throughout the alignment of the work management process. Ensuring clarity and promoting collaboration among team members we support proactive solutions with monitoring tools, when employed, track performance metrics and identify any deviations from the plan. This enables timely adjustments to address any challenges identified while post-project evaluation offers valuable insights for any future enhancements.

Overall, by emphasizing effective communication, proactive solutions, collaboration, monitoring, post-project evaluation, and a structured work management process, Integral 360 aims to elevate productivity and achieve greater alignment with organizational goals.

The Work Management component within industries relies on a blend of functions sourced from various standard S/4HANA components to streamline business processes. These functions are specifically tailored and augmented with industry-specific features to meet the unique demands of each industry sector. In this system, two distinct types of work orders are recognized and modeled differently. External work orders are structured using service orders

from the Customer Service (CS) component, while internal work orders are modeled utilizing maintenance orders from the Maintenance Order Management (PM-WOC) component.

## **Integration Across Different Modules is Key to Ensuring Seamless Operations**

Components such as Customer Service, Plant Maintenance, Sales and Distribution, Project System, Contract Accounts Receivable and Payable, and Asset Accounting each play crucial roles in supporting various aspects of work management within industries. This integration facilitates efficient service delivery, maintenance, sales support, project coordination, financial management, and asset monitoring, all essential for the smooth functioning of industry operations.

These functionalities are amplified with industry-specific features. The two types of work orders are structured as follows:

- **External work orders** are structured utilizing service orders within the Customer Service (CS) component.
- **Internal work orders** are structured utilizing maintenance orders within the Maintenance Order Management (PM-WOC) component.

## **INTEGRATION**

Standard components employed and their associated tasks:

### **Customer Service (CS)**

- Service Processing

### **Plant Maintenance (PM)**

- Technical Objects (structuring installations)
- Preventive maintenance utilizing Maintenance Task Lists and Maintenance Planning
- Maintenance processing utilizing Maintenance Orders

- Completion Confirmations
- Maintenance History

### **Sales and Distribution (SD)**

- Sales support involving pricing and conditions, sales, and shipping
- Direct linkage to outcome analysis

### **Project System (PS)**

- Coordination and controlling of all project phases (from quotations through planning and approval to resource management and billing), in conjunction with purchasing and controlling

### **Contract Accounts Receivable and Payable (FI-CA)**

- Subledger accounting for the management of numerous customer accounts
- Periodic transfer of posting transactions to the general ledger

### **Asset Accounting (FI-AA)**

- Integrated system encompassing planning, controlling and monitoring instruments for internal processes and investment measures