SAP S/4HANA®
Transforming the A&D OEM Aftermarket
Challenge

From entry into service to end-of-life disposition, your customers expect support on demand, 24x7x365. Expendable, consumable, and even rotatable parts need replacement and/or refurbishment thanks to PMA/DER repairs and STC - required improvements.

How can you configure your organization to take advantage of these aftermarket revenue stream opportunities? How do you adapt your supply chain and turn your knowledge of the production build and your captive warranty period into a long-term service relationship, capitalizing on maintaining what customers have already purchased from you in an “as-built” condition?

Are you tapping the potential the aftermarket offers . . . or leaving that revenue for someone else?

Solution

Whether you operate lease pools, Repair by the Hour (RBTH) programs or other parts supply operations, an effective, profitable aftermarket business focuses on Service Lifecycle Management.

By mastering service-based engineering and optimizing reliability, you can extend your company’s reach into serviceable parts management, parts repair and field service engineering, and provide ongoing support to your customer after the sale. But that requires implementing best practices and controls which integrate, connect, and synchronizes multiple sites and vendors while leveraging sourcing strategies in a single solution that turns your diagnostics service approach into an autonomic service machine.

Service lifecycle digital transformation - optimizing people, processes, and systems

The SAP’s S/4HANA® digital transformation platform fuses technologies to capture and process information across the enterprise, bridging functional environments, people, processes, systems, and machines.

Operational partners, engineering, manufacturing, warehouse, distribution, MRO, and supplier network teams are connected remotely all along the Service Lifecycle Parts production, repair and supply value chain.

ThoughtFocus ensures S/4HANA® works to reduce complexity, create smart self-learning systems, and automate processes that increase reliability, drive efficiency, improve operational performance, and deliver the ultimate customer experience.
ThoughtFocus’ IoT connectivity and control components capture data and report events, provide greater overall process awareness, generate rapid alerts, and sustain continuous control.

This transformation relies on efficiency technologies such as RFID smart tags, barcode readers, environmental sensors, access control, visual controls and management, video cameras, wearable devices, Andon lighting, digital call boards, and Wi-Fi.

**Engage in and improve maintenance, repair and overhaul** establish a reliable service parts management function; increase the operational value to your customer . . . and improve financial performance as much as 30%.

**Aligning value delivery with customer need and expectations**

A S/4HANA®-connected environment employs mobile solutions and lean visual tools for quality management, IoT connectivity for process tracking, analytics tools to facilitate self-learning, automation, and transaction knowledge-capture to improve processes.

Thus transformed, an integrated aftermarket service organization is empowered to monitor customer parts requirements; provide customers with quotes and visual online ordering; offer a mix of configurable, made-on-order and engineered-to-order parts and components; seamlessly migrates product upgrades and new features into the channel; and continue to deliver on the promise of customer satisfaction—well beyond the initial sale-assuring that you meet Product Service Agreement requirements for reliability, turnaround time, compliance, and more.

- Create, monitor and manage flight hours and flight cycle programs
- Phase-based service lifecycle monitoring, and advanced service forecasting
- Track serialized production for warranty, recalls, compliance, traceability, and pedigree purposes
- Manage Teardown and used materials; prepare parts for entry into service
- Improve TAKT time performance
- Establish customer parts portals for management, traceability
- Maintain parts genealogy; document failures and repair steps
- Integrate used equipment into your customer management

**ThoughtFocus brings the power of SAP S/4HANA® to A&D**

We leverage business intelligence to capture all transactions and automate change, providing you visual controls and actionable information that enable real-time adjustments to events and incidents which impact the downstream elements of the process flow.

Autonomics empower enterprise business leaders and associates with visibility and transparency to deliver projects on time and on budget.
Run simple, run smart with SAP S/4HANA®

Whether you are employing legacy systems, migrating to S/4HANA® or deploying a new ERP platform, ThoughtFocus' Enterprise Network Innovations team provides in-depth S/4HANA® support as well as custom solutions that integrate equipment and product data throughout the enterprise to dramatically improve efficiency, enhance customer service, and increase revenue.

About us

About ThoughtFocus

ThoughtFocus is a privately held technology and services company serving middle market to large enterprise clients in Professional Services, Manufacturing, Financial Services, Higher Education and Aerospace. Clients look to ThoughtFocus for innovative solutions in product engineering, knowledge process outsourcing, and digital transformation. The company has a global spread and is one of the fastest growing technology services companies. ThoughtFocus is a technology partner and portfolio investment company of Blackstone, a leading private equity firm.

ThoughtFocus has its US offices in New York City, Milwaukee, Atlanta, Dallas and Irvine with delivery centers in India at Bengaluru, Mysuru, Gurgaon, Hyderabad and in the Philippines at Baguio City.