Missed Mobile Opportunities Among SAP EAM and Supply Chain Customers

According to ASUG research, only a minority of asset management and supply chain customers are currently making full use of mobile technology to complete daily tasks, leading to missed opportunities for making data accessible.

SAP customers largely have not taken the opportunity to improve their supply chain functions, such as inventory management, with the help of mobile technology. For example, ASUG research revealed that 75% of SAP supply chain customers are not using mobile devices to monitor current inventory, and only 25% have access to inventory levels via a mobile device. Among EAM professionals, only 35% are using mobile devices to complete one or more daily tasks.

Figure 1: Supply Chain Customers Lack the Mobile Tools They Need to Lead

Only 32% of supply chain professionals use mobile devices for their job

Only 25% have access to current inventory via mobile devices (e.g., tablet)

Have access to current inventory via mobile device

🏆 **50%** Industry leaders   👥 **19%** Industry followers   🐢 **0%** Industry laggards

Source: ASUG Research, May 2019 and August 2019

Building mobile solutions, however, is easier said than done. These projects typically require specialized coding talent, time to understand user needs, and money to make them happen. Customers looking to get the benefits of enhanced analytics in SAP S/4HANA into the hands of their business users might find the top barrier is how to deliver that data quickly in the most accessible form. Those who have migrated to SAP S/4HANA report that the top three hurdles they faced were unanticipated complexity (47%), integrations with third-party systems (38%), and a lack of skilled staff (33%).

> "I've got 1,000 field techs who have varying levels of experience. They became mechanics because they didn't want to work with a computer. Give them a phone."
>
> — SAP EAM customer

Implications: Preconfigured Apps Give Your Users a Mobile Jumpstart

The good news is that you can build, test, iterate on, and release new mobile apps to your users without requiring heavy coding or significant IT team time to maintain them. Look for a third-party provider that offers pretested and preconfigured apps built on supply chain best practices that you can efficiently implement, even if you have limited coding skills in-house. The right provider will offer mobile solutions that you can use now in SAP ECC and transition through a move to SAP S/4HANA, without disrupting your critical supply chain processes.

➡ **Learn how RFgen software helps you quickly deliver mobile solutions to your workforce.**

ASUG is the world's largest SAP user group. Originally founded by a group of visionary SAP customers in 1991, its mission is to help people and organizations get the most value from their investment in SAP technology. ASUG currently serves thousands of businesses via companywide memberships, connecting more than 130,000 professionals with networking and educational resources to help them master new challenges. Through in-person and virtual events, on-demand digital resources, and ongoing advocacy for its membership, ASUG helps SAP customers make more possible.

RFgen is market-leading barcoding software with mobile-first supply chain applications fully integrated with SAP ECC and SAP S/4HANA for immediate benefits to support all SAP workflows using the more than 50,000 remotely enabled SAP business functions. Enable immediate benefits to your supply chain processes for inventory, warehouse, production, and/or other supply chain activities to the point of work using barcoding workflows using online or offline modes. Read more online.