

NEO Suite

Axians NEO Mobile is part of the NEO Suite, a family of solutions, which also includes NEO Schedule, NEO Optimizer, and NEO Service Portal.

Whether on-site or on the go, NEO Mobile keeps technicians informed with real-time access to customer, order, and machine data. They can instantly send feedback to SAP, order materials on the spot, and handle maintenance tasks as they arise. NEO Mobile is the ultimate mobile solution for technicians, standing out with its intuitive operation and customizable interface.

AI Inside

NEO Mobile's digital assistant provides technical insights for complex issues. Its intelligent search gives instant access to company service knowledge, aggregating customer data like a "ChatGPT for enterprise knowledge."

Unique Selling Points

- ▶ Multi platform and multi device to even support unmanaged devices
- ▶ Extensive Offline Ability with "no-wait-background-sync"
- ▶ State of the art UI/UX for maximum user acceptance
- ▶ Direct integration (no middleware) for realtime information exchange

Business Process Covered

- ▶ Manufacturing
- ▶ Service Management
- ▶ Asset Management
- ▶ Analytics
- ▶ Intelligent Technologies
- ▶ Sustainability
- ▶ Field Service Management

Customer Problems & Challenges

- ▶ Inefficient documentation processes with frequent media disruptions
- ▶ Critical info spread across multiple systems
- ▶ Aging workforce with extensive plant knowledge and lack of skilled workers
- ▶ Need for external expertise to handle capacity peaks

Industries



Manufacturing



Utilities



Industry



Energy Supply



Transportation Infrastructure



Healthcare

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Axians NEO Schedule is part of the NEO Suite, a family of solutions, which also includes NEO Mobile, NEO Optimizer, and NEO Service Portal.

NEO Schedule is our powerful scheduling solution that enables your operations planners in customer service and maintenance to efficiently plan orders, schedules and projects, track progress, and respond quickly to schedule deviations. The solution supports manual drag & drop assignment planning, realtime planning proposals, and automated scheduling of order quotas. NEO Schedule automatically considers key factors in resource planning, such as qualification fulfillment, material availability, available capacity, SLAs and travel times.

Unique Selling Points

- ▶ Best user experience for motivated and efficient planners
- ▶ Standard SAP Integration for reduced implementation time
- ▶ AI Optimization & Planning Proposals for better results in shorter time
- ▶ Automatic Planning based on skills, distance, spare parts & capacity
- ▶ Multi Screen Functionality / Push Updates for better overview and zero wait time

Business Process Covered

- ▶ Sales
- ▶ Manufacturing
- ▶ Supply Chain
- ▶ Service Management
- ▶ Asset Management
- ▶ Analytics
- ▶ Field Service Management
- ▶ Intelligent Technologies
- ▶ Sustainability

Customer Problems & Challenges

- ▶ Plan urgent jobs and long-term tasks while considering SLAs and priorities
- ▶ Optimize resource allocation based on skills, travel time to site, spare parts, and capacity
- ▶ Quick planning suggestions for customers during the ticket-process
- ▶ Handling deviations during execution (more time needed or jobs canceled)
- ▶ Increase efficiency and reduce costs

AI Inside

The Scheduling Optimizer uses a genetic algorithm to generate the most efficient plan by refining factors like travel time, skills and part availability. It evolves potential solutions through selection, recombination, and mutation to deliver optimal results.

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