SAP Service and Asset Manager (SSAM) Training

COURSE CONTENT

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

SAP Service and Asset Manager (SSAM) training by Multisoft Systems is designed to help maintenance and field service teams execute work efficiently using a powerful mobile experience integrated with SAP S/4HANA. SSAM enables technicians to access assigned work orders, view equipment and functional location details, check task lists and safety notes, and capture all execution data directly from the job site.

Module 1: Introduction to SAP SSAM

- ✓ Overview of SAP SSAM
- ✓ Purpose and business value of SAP SSAM
- ✓ Evolution from SAP Work Manager to SAP SSAM
- ✓ Key features and capabilities
- ✓ SSAM in SAP Intelligent Asset Management portfolio
- ✓ Supported platforms (Android, iOS, Windows)
- ✓ Typical business scenarios and industries

Module 2: Solution Architecture and Integration

- ✓ SSAM system landscape overview
- ✓ Backend integration with SAP S/4HANA and ECC
- ✓ Role of SAP Mobile Services (SMP/BTP Mobile Services)
- ✓ Offline data architecture (metadata, delta sync, transactions)
- ✓ High-level data flow between backend and mobile app

Module 3: User Personas – Standard and Custom

- ✓ Standard user personas (Technician, Supervisor, Inventory Clerk)
- ✓ Role-based functionalities and Fiori UX roles
- ✓ Defining custom personas in SSAM
- ✓ Personalization and access control in the app

Module 4: Core Functionalities

- ✓ Work Order Management
- ✓ Viewing and updating work orders
- ✓ Confirmation and time entry
- ✓ Notification Management
- ✓ Create and manage notifications
- ✓ Attachments, photos, and notes

- ✓ Equipment and Functional Location Management
- ✓ Hierarchy and structure display
- ✓ Equipment details and BOM
- ✓ Measurement Documents
- ✓ Recording readings
- ✓ Managing measurement points
- ✓ Time Sheets and Labor Confirmation
- ✓ Work Approval and Sign-off process

Module 5: Configuration and Master Data

- ✓ Master data synchronization (Equipment, Functional Locations, etc.)
- ✓ Configuring Work Orders, Notifications, and Operations in backend
- ✓ Work centers and planning plants set up
- ✓ OData configuration and synchronization profiles
- ✓ Master data filters and data subsets
- ✓ Backend customizing in SAP S/4HANA for SSAM

Module 6: Mobility Features

- ✓ Online and offline mode functionality
- ✓ Data synchronization (initial load, delta sync)
- ✓ Push notifications and background sync
- ✓ GPS and Map integration- GIS/GEF
- ✓ Camera, signature, and file attachments
- ✓ Mobile security (MDM/Intune integration)

Module 7: User Experience (UX) and UI

- ✓ Navigation patterns and screens
- ✓ Customizing themes and colors
- ✓ Language and Localization support
- ✓ Accessibility and UI best practices

✓ SSAM launchpad and home screen layout

Module 8: Deployment and Administration (Functional Perspective)

✓ Installation and configuration overview (Admin view)
✓ SAP BTP Mobile Services setup
✓ Application registration and onboarding users
✓ Managing users and roles
✓ Performance monitoring and troubleshooting
✓ Version management and upgrades
✓ Managing app logs and sync issues

Module 9: Advanced Features

✓ Integration with GIS (Geographical Information Systems)
✓ Integration with SAP Field Service Management (FSM)
✓ Asset Insights and Predictive Maintenance integration
✓ IoT sensor data integration
✓ Push-based sync and background jobs
✓ Analytics and reporting capabilities

Module 10: Inventory Management – Usage and Configuration

✓ Overview of Inventory Management in SSAM & Material and stock visibility

Module 11: Customizing SSAM (High-Level)

✓ Extending OData Services (SAP Gateway / BTP)
✓ Custom UI extension (Object Tables, Pages, Actions)
✓ Branding and theme customization
✓ Deployment of customizations (MDK Extensions)