

# How Patterson Transformed its Technical Service Performance with Fiori

**MINDSET**



**PATTERSON<sup>®</sup>**  
COMPANIES, INC.

Patterson Companies, Inc. is a value-added distributor focused on providing best-in-class products, services, technology, and experiences.



Founded in 1877



St. Paul, MN  
Headquarters



7,000+ Employees  
in North America &  
United Kingdom



150+ Locations  
Local Sales Branches  
Call Centers  
Distribution Centers

## The Opportunity

Patterson wanted to transform how it was completing their service orders. The existing system involved the Service Team logging in to their CRM after meetings to replicate the data for their SAP ECC system. This process was:

- Time and click-intensive
- Lacked business logic to prevent errors
- Not intuitive
- Employee frustration could spill over to the customer experience
- Orders not being completed / billed

## The Solution

Patterson partnered with Mindset to create a new service order system using SAP Fiori.

Why Fiori?

- Seamless integration into SAP
- Aligns with SAP's long-term UX strategy
- UI gave us a platform to streamline complex processes
- Linear process flow
- Sales and warehouse user groups already utilized Fiori
- Good relationship with the implementation partner
- Both sides already familiar with design process and the platform

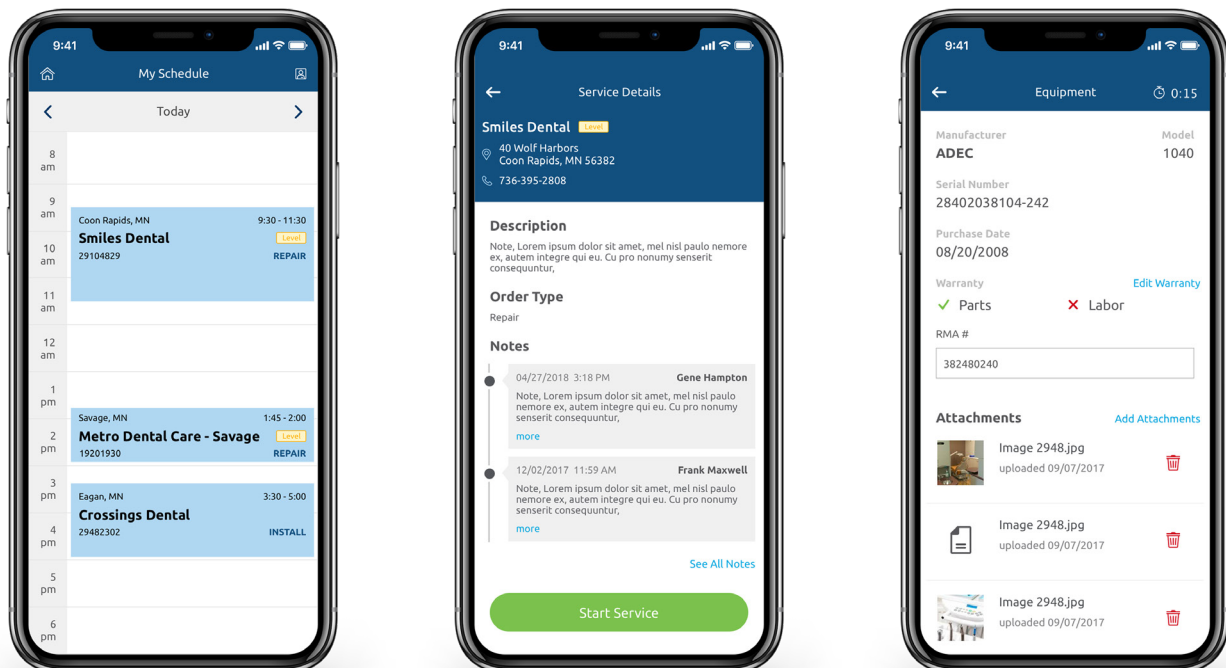
## The Process

### Step 1. Design Thinking

Patterson involved service personnel and other users in a Design Thinking process that focused on the how the users interface with their customers and how the systems could better support the needs of the Patterson representatives.

### Step 2. Prototyping

A series of prototypes were developed that allowed the team to better visualize how the new solution would work. Feedback gathered at each step of the prototyping process helped the design improve to ensure the final version allowed the information needed to be gathered in a way that was fast, efficient. and intuitive.



### Step 3. Design and Build

Insights from design thinking and the high res prototype combined with the input from the product owner define the initial user story backlog

The hi res prototype combined with an initial backlog allowing the dev team to build a tangible product within two weeks which allows the product owners to begin providing feedback immediately.

## Design and Implementation

- Field users involved from the start
- Mobile-optimized design
- Biweekly sprints/demos to gather user insight
- Pilots

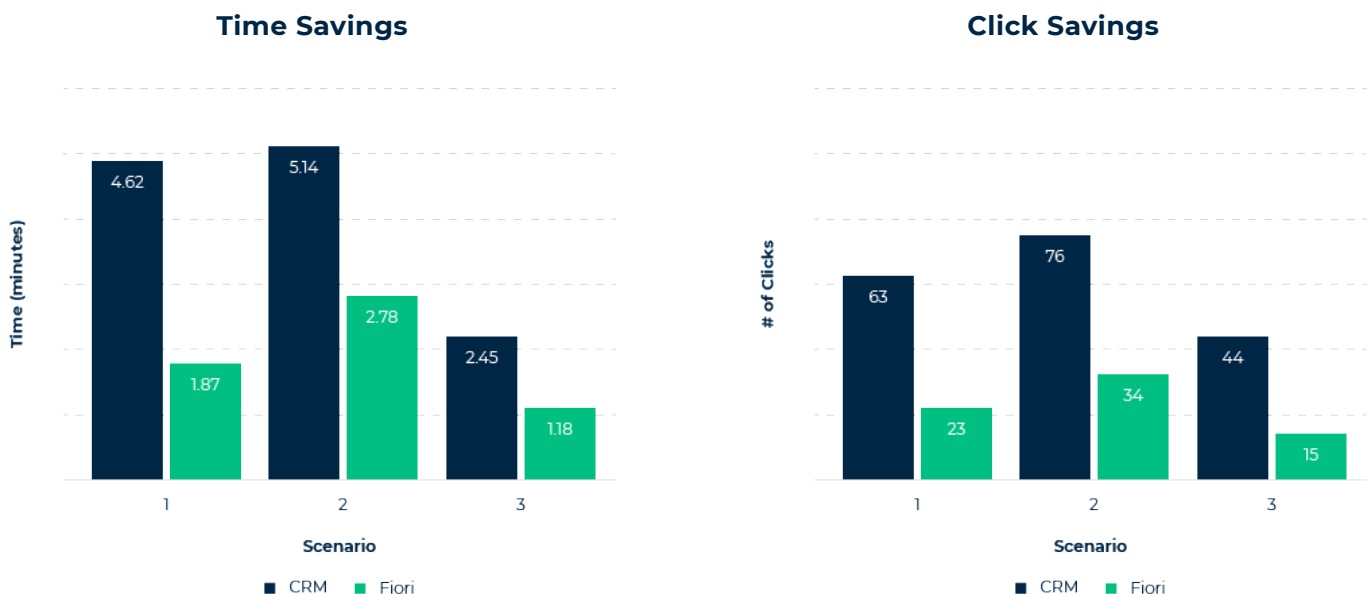
The MVP was pilot tested with 17 Technicians in 17 unique locations. In Pilot 1, these 17 Technicians acted as Super Users. After the pilot with this first group, mass implementation followed.

## The Result

The Patterson Service team was given the choice to continue to use the old solution or to switch to the Fiori based solution. Within 16 weeks of rollout over 85.9% of the Service Team had opted to adopt the new platform.

### Metrics Improve when Techs use Fiori

The new Fiori based system resulted in significant time savings and reduction in the number of clicks for each team member.



Patterson found that that the time savings of a minute per day across their Tech workforce is worth \$100,000 annually.

### Same Day Confirmations Accelerate the Sale

With Fiori, Patterson eliminated the option for Techs to save open confirmations. Now when they click the Complete Visit button, the confirmation is created and completed all in one click.

Doctors get more timely communication and our open orders that were over 60 days went from 13,000 to less than 4,000, which translates into \$1.3M in revenue captured annually.

### The Service Team is Happy

The feedback from the service team was incredibly positive, and highlighted the impacts to them in both time savings and in improved process.

“

WOW! Friday was awesome using Fiori. I was able to do my service orders in record time.

”

“

Fiori is an awesome tool for us in time savings and ease of use.

”

“

Fiori is so ridiculously easy compared to the multiple path/multiple steps that CRM has been I wasn't worried about going live. The linear approach to Fiori is a huge advantage over CRM in my opinion.

”

“

This will revolutionize the way we do service!

”

“

I had four techs in my office earlier who literally did a little happy “jig” that they had no idea what to do with themselves when they got home at 5/5:30PM yesterday and were officially DONE with their day!

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