



SEIDOR



Incident Management add-on for SAP Business ByDesign

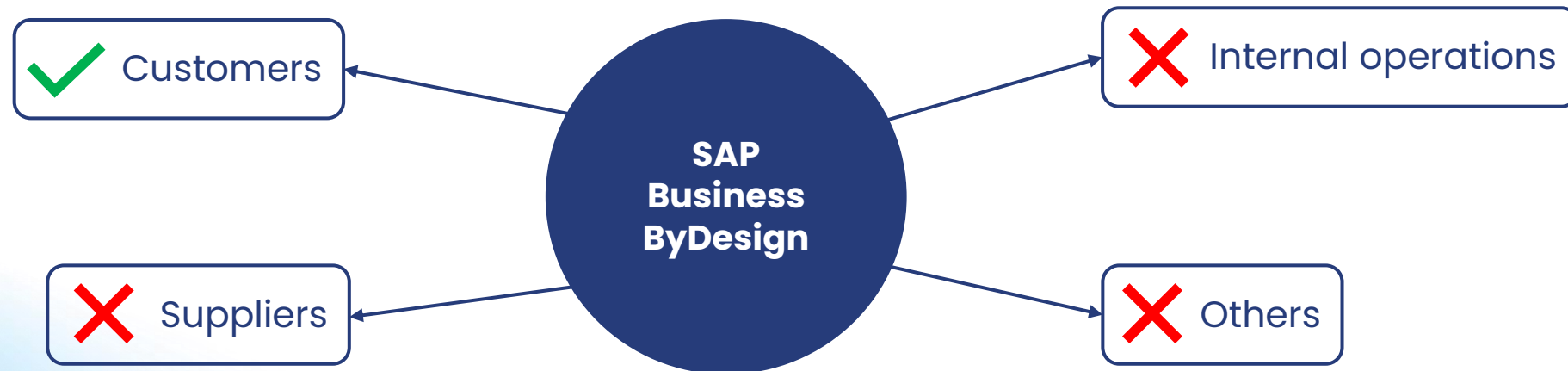
Create, track and analyse incidents





Introduction

SAP Business ByDesign manages customer-related incidents through its Customer Service module, but it doesn't cover incidents involving suppliers, internal operations or other generic issues.





Introduction

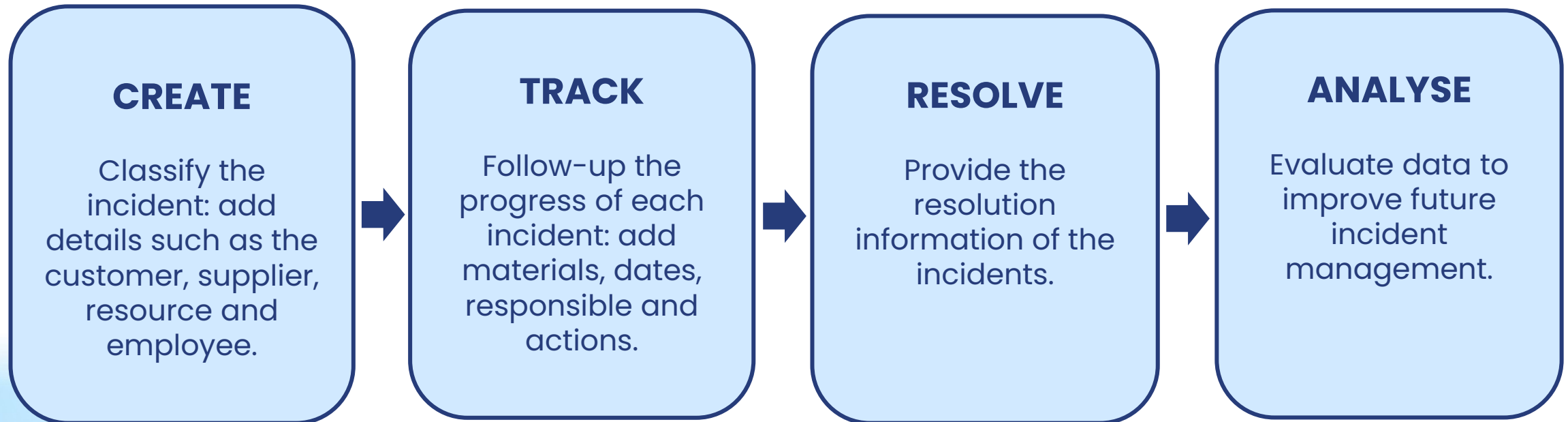
With Seidor's incident management add-on, you will be able to easily manage all types of incidents in a unified way, whether they involve customers, suppliers, internal operations or other issues.

This add-on is designed to streamline the process of creating, tracking and analysing incidents for all sectors and areas of the business.





Operational workflow





Incident creation

The details to inform depend on the origin of the incident:

- In case it is an external incident related to a customer or a supplier, the information to provide is the customer or supplier and the originating document.

Header	
Origin:	External - Customer
Incident Classification:	Defective component
Description:	Broken component in order
Type:	Incident
Code:	C001
Creation Date:	06.08.2024
Customer Panel	
Customer:	P131
Customer Document:	982673

- In case it is an internal incident, the information to provide is the resource related to the incident and the employee in charge.

Header	
Origin:	Internal
Incident Classification:	Incorrect configuration
Description:	Problem with resource in production
Type:	Incident
Code:	P015
Creation Date:	19.06.2024
Internal Panel	
Resource:	LI02
Employee:	E0002



Incident tracking and resolution

Users can add the materials involved and maintain a tracing of the incident in the observations table by informing dates, responsables and actions. They can also indicate the resolution of the incident and add notes.

Item
Delete Row

ID	Quantity	Note
3479	3	ea - Each Broken Item

Observations Table
Remove Add Row

Observation ID	Date	Responsible	Observation	Actions
1	02.09.2024	E0016	Registration of a new incident	Investigate incident
2	05.09.2024	E0011	All broken items belong to same box	Request additional information
3	10.09.2024	E0007		Tests

Resolution
Closing Date: 12.09.2024
Conformity: Conformant
Resolution: Refund

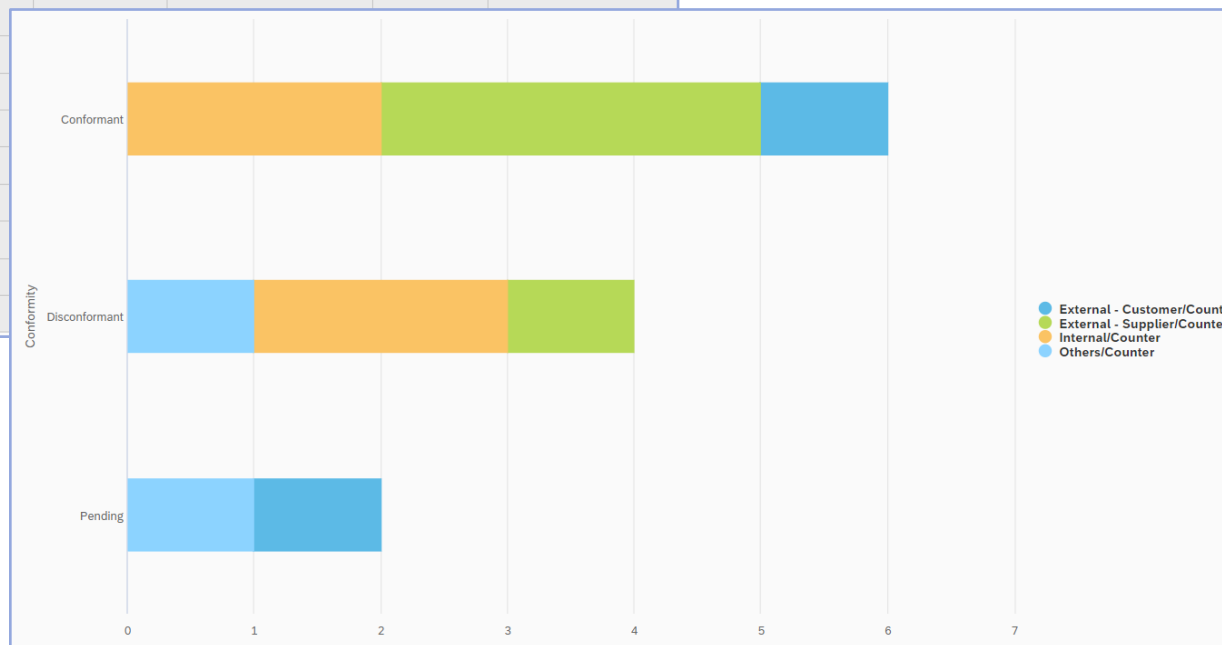
Notes
Observations:
Conclusions: Incident resolved successfully



Incident analysis

Review incidents to minimize future issues and improve operational efficiency.

Origin ▲	Incident Classif ▲	Code ▲	Type ▲	Description ▲	Creation Date ▲	Customer ▲	Customer Docume ▲	Supplier ▲	Supplier Docume ▲
External - Customer	EXT CUST 1	Code 1	Type 1	Ext customer 1 descr	25.06.2024	4567890	9062	#	#
External - Customer	Human error custom	C001	Type 1	Error	25.06.2024	4567890	2983	#	#
Internal	INTERNAL 2	Code 2	Type 1	Int	02.09.2024	#	#	#	#
Internal	ID5	ID1	ID1	Description internal 1	26.06.2024				
External - Supplier	ID5	C001	Type 1	Error supplier	26.06.2024				
Others	Security error	Code 2	Type 1	Issue with security	25.06.2024				
Others	OTHERS 1	C001	Type 1	Description error othe	11.07.2024				
External - Supplier	Human error supplie	C001	Type 1	Error supplier 38493	11.07.2024				
External - Customer	EXT CUST 1	Code 1	Type 1	Description 1	12.07.2024				
External - Supplier	EXT SUPP 2	Code 1	Type 2	Description 2	12.07.2024				
Internal	Resource error	Code 1	Type 1	Description error inte	12.07.2024				
External - Supplier	EXT SUPP 2	Code 1	Type 2	Description 2	12.07.2024				





Benefits 1/2

Full incident management across all areas.

It supports incidents not only of customers but also of suppliers, internal operations or generic issues, providing a more flexible and complete solution.

Complete suite-in-a-box solution with SAP Business ByDesign.

Manage incidents within the ByDesign environment, providing a unified solution without the need for a separate system.



Benefits 2/2

Improve company decision-making through efficient analysis of incidents.

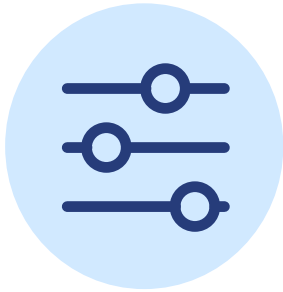
Users can detect common patterns, root causes and recurring issues, which helps them implement measures to avoid incidents in the future.

Increase control offering users full access to incidents.

Users can access to the information of each incident, providing them with a comprehensive view of real-time data.



Features



Integrated with project management module. (*)



Customizable fields by functional users.



Includes databases and reports for analysis.

(*) Can work also without project module.



Capabilities 1/3

-  Classify incidents based on their origin for being more effective.
-  User friendly, fully integrated and with the same UX of standard SAP Business ByDesign.
-  Consume detailed reports for analysis and quicker decision-making.
-  Benefit from the functionalities of the project management module such as cost planning and time management.



Capabilities 2/3



Personalize your own values in the following fields:

- **Incident classification:** *defective component, incorrect configuration, data inconsistency, delayed project, budget overrun, vendor delay,...*
- **Type:** *incident, non-conformity, observation,...*
- **Code:** *quality, design, fabrication, communication,...*
- **Action:** *investigate incident, request additional information, tests, documentation,...*
- **Conformity:** *conformant, disconformant, pending,...*
- **Resolution:** *return, refund, repair, no further actions,...*

Type list parameterization

[Add Row](#) | [Copy](#) | [Delete](#)

ID	Description
Z01	Incident
Z02	Non-conformity
Z03	Observation

Type:

Incident
Non-conformity
Observation



Capabilities 3/3



Upload data of already open incidents massively.

	D	E	F	G	H	I	J	K
1	Incidents creation							
2								
3								
4						Execute		
5								
6								
7	Project ID	Project Task ID	Origin	Incident Classification	Description	Type	Code	Supplier (External)
8	DCP2	DCP2-36	Z1	Z01	Description 1	Z01	Z01	P145
9	DCP2	DCP2-37	Z2	Z04	Description 2	Z02	Z01	
10	NC01	NC01-11	Z3	Z05	Description 3	Z01	Z02	
11	NC01	NC01-12	Z9	Z08	Description 4	Z02	Z02	
12								
13								
14								
15								
16								
17								
18								
19								

Instrucciones

Datos

Materiales

Observaciones

Log

Auxiliar

+



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