

Case Study: Real-Time Service Order Automation for Global Field

Service Operations

THE CHALLENGE

A global specialty chemicals enterprise faced growing pressure to modernize service delivery for large multinational customers across Europe.

Service operations were fragmented across multiple systems, including SAP, Salesforce, and regional vendor platforms, resulting in slow billing cycles, data inconsistencies, and limited visibility into vendor performance.

The manual service request to billing process created compliance risks and operational inefficiencies across multiple European regions.

To remain competitive and meet stringent SLA and tender requirements, the organization required a unified, automated process that delivered real-time updates and end-to-end transparency across all regions.

THE SOLUTION

Cogent designed and implemented a cross-platform integration framework connecting SAP, Salesforce (SFDC), and Service Channel.

The solution automated the full service order lifecycle, from request creation to invoice posting, through real-time APIs, SAP extensions, and Boomi integrations.

Custom exception-handling tools and real-time dashboards were developed to eliminate manual oversight, ensure billing accuracy, and provide end-to-end visibility into service and vendor performance.

KEY CAPABILITIES

- **Integrated Platforms:** Real-time API and Boomi connections between SAP, Salesforce, and Service Channel.
- **Process Automation:** Automated workflows for service orders and invoices with exception handling tools.
- **Dashboards:** Real-time visibility into service status, SLAs, and vendor performance.
- **Stable Core:** SAP extensions built without altering the core system.

BUSINESS IMPACT

- **Faster Delivery:** Completed in under two months, far quicker than standard enterprise projects.
- **Efficiency Gains:** Saved over 700 hours annually through automation.
- **Accuracy & Compliance:** Reduced billing errors and strengthened audit readiness.
- **Scalable Framework:** Built a reusable model for future integrations.

WHY IT MATTERS

This project redefined field service operations by transforming manual, disconnected workflows into a single, automated digital ecosystem.

Through seamless integration, automation, and data transparency, the organization gained real-time visibility, faster billing, and measurable efficiency gains, establishing a scalable benchmark for integrated service management.