

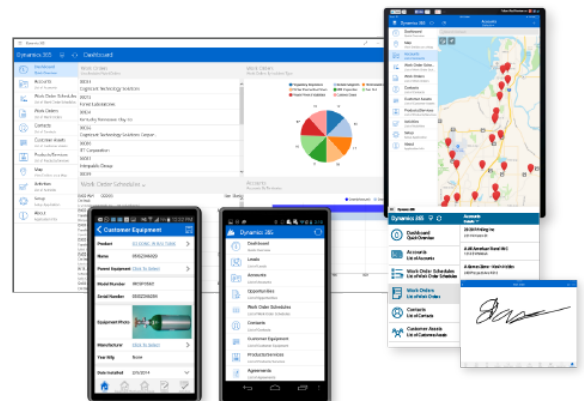


Improve customer satisfaction and resource productivity with Microsoft Dynamics 365 for Field Service

Microsoft Dynamics 365

Service management and maintenance hasn't traditionally been seen as an area where vast profit can easily be made, but this trend is changing particularly for manufacturers and distributors due to the evolution from simply selling products to offering additional services.

For many service organisations customer care is often the area where you can set yourself apart from your competition. **Dynamics 365** is a single platform from **Microsoft** that combines ERP and CRM functionality bringing together your business apps (sales, customer service, field service, operations, marketing, project service automation and finance) helping you run your business in a unified and intuitive way, improving employee productivity and driving customer satisfaction.



Microsoft Dynamics 365 for Field Service

Microsoft Dynamics 365 for Field Service delivers intelligent, world class field service, including scheduling, mobility and resource optimisation while maximising efficiency and minimising costs. Companies can move from a costly break-fix model to a proactive and predictive service model. With the inclusion of IoT and machine learning capabilities customer service can truly be placed at the heart of the business.

Meet objectives, achieve goals and continue to improve business operations. Field Service capabilities extend **Microsoft Dynamics 365** to provide a complete Field Service management solution, including service locations, customer assets, preventative maintenance, work order management, resource management, product inventory, scheduling and dispatch, mobility, collaboration, customer billing, and analytics.

What's top of mind for service leaders?



Empowering your employees by providing intelligent productivity tools



Connecting interactions & providing consistent customer experiences

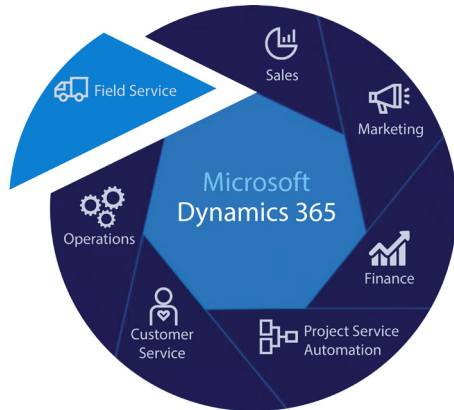


Placing the customer at the heart of the business

Schedule Optimisation and Dispatch

Manage individuals, teams and assets with flexible drag and drop scheduling options which accommodate both customer service and dispatcher work-flows – with precise appointment scheduling. Automatically schedule work to the most appropriate resources to reduce manual intervention whilst optimising calendars to fit in the most appointments per day. Go from a traditional break-fix repair model to a more profitable, never-fail service model with built-in data collection, analysis, and alerts.

Schedule individuals, teams, or equipment for any type of appointment including in-house, onsite, or remote. View the types of appointments a resource can complete and simplify scheduling.



Empowered Maps

Dispatchers can view technician's daily turn-by-turn routes to easily add nearby appointments, minimise driving time and understand upcoming traffic constraints, while organisations can choose any back-end GIS provider.

Asset Management

Synchronize inventory, set re-order points and track inventory down to the truck level helping drive efficiency and productivity. Manage and control customer asset information with the ability to view history and easily update the asset information in the field with pictures, barcodes and other data input methods which over time increases service consistency and decreases costs.

Resource Management

Providing a strong customer experience is one of the most important things an organisation can do. Especially in the current expansion of the service economy. Ensuring your field team is adequately trained to undertake work either remotely or in-house is crucial. Ensure the right person with the right resources is scheduled for the job to increase first time fix rates.

Service Agreements

Make it easy to manage all service agreements, including recurring service calls and contracts, installed products, and warranties—across customers and locations. Field service management tools help improve your service delivery and see ways to increase revenue.

Mobility and Connected Field Service

Using native applications gives real time and offline data on-site to technicians, no matter what device they use. Having visibility into customer information at their fingertips and a tool that is highly configurable to your field processes increases technician productivity.

Mobile technology has fundamentally shifted the way field service technicians can perform their role. With **Dynamics 365 for Field Service** operators can detect, troubleshoot, and resolve issues remotely so a technician is dispatched only when necessary.

The Internet of Things now allows field service operatives to recognise and trace a problem before the customer does by linking a device with a data-reaching sensor. Allowing operatives to carry out preventative maintenance and in turn increasing customer satisfaction.

Benefits of remote monitoring and self-healing include:

- > Decrease number of repair appointments
- > Identify and fix problems before customers are aware
- > Identify under performing products
- > Perform “just-in-time” preventative maintenance

Customer Communications

Field service teams are invaluable for the business because they can offer an excellent customer experience.

Outbound text and phone capabilities provide automated reminders and updates to customers while an online portal allows customers full visibility into all service interactions.

Business Intelligence

Microsoft Dynamics 365 for Field Service delivers insight and analytics to provide real time and historical as well as predictive and proactive information.

Since being founded in 1989, Prodware has developed, deployed, integrated and hosted IT solutions for businesses.

An international leader and the largest Microsoft Dynamics partner in the EMEA region, Prodware has 1,275 employees and 19,000 clients, with Prodware offices in 15 countries.

With experience in both the SMB and Enterprise sectors and a Microsoft Tier 1 Cloud Solution Provider, Prodware can help you with your initial Dynamics 365 deployment, easy billing and ongoing application support.

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