



The perfect tool for mobile workers to coordinate your field maintenance operations.



If you are a field service company trying to maximize productivity and efficiency, you are likely to encounter these challenges:

“We need a simple and easy-to-use application for our field workers.”

“Finding an application that is cost effective is a key consideration for our company.”

“I want my field workers to be able to always keep, both online and offline, their work.”

**Easy Field Service solution is the answer: a powerful mobile application that works with Microsoft Dynamics 365 Field Service. It helps field workers better organize their daily work, optimizing valuable time with customers, increasing productivity and profitably affecting your bottom line.**

### Why choose Easy Field Service from Prodware to support your service technicians in the field?

We understand that those workers who spend their day travelling from customer to customer have different needs to back office workers. The constant flow of data and information between the two provides better control, collaboration and accuracy.

With thousands of customers that we have helped in service and manufacturing industries, Prodware’s global experience in customer engagement technologies means that we can use our Microsoft Dynamics expertise to develop innovative apps to further boost your productivity strategies.

### Easy Field Service provides a simplified, low-cost, mobile-friendly access to Dynamics 365 Field Service:

- Technician’s data is always synchronized with Dynamics 365 Field Service, so information is exchanged in real-time between teams and users, wherever they are
- The engineer’s schedule of work can be easily viewed across multiple devices, giving you further flexibility
- Productivity is improved because the engineer regains autonomy whilst benefiting from a clear and prioritized schedule
- Uses the Common Data Service (CDS) for Apps, so you know that your data is stored and managed your data securely
- Works offline, so even if the engineer is working in an area with poor coverage; their results can be uploaded and synced when back online



### Security

Share the application with your technicians and control data visibility through the use of security roles.



### Updated data

Your engineer's work is saved, both online and offline, and synchronized with Microsoft Dynamics 365 Field Service.



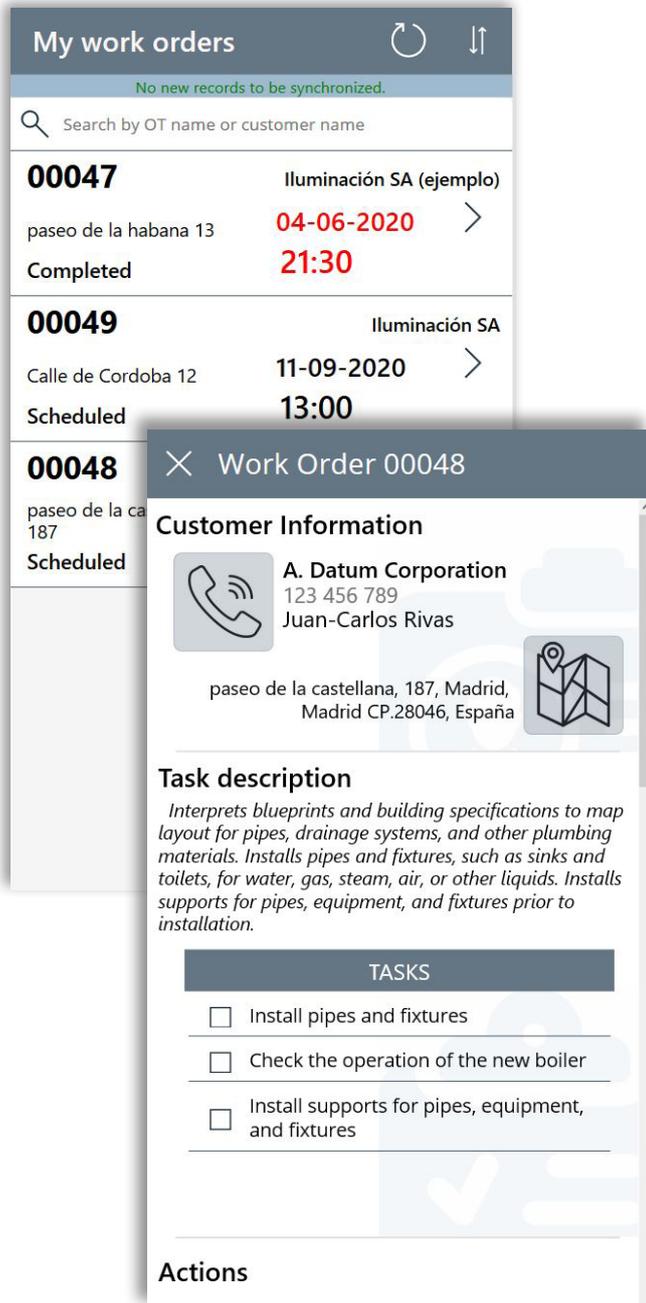
### Responsive

Can be used on any device with Windows, Android or iOS, thanks to PowerApps application.



### Cost effective

No need to compromise if you have multiple field engineers but cannot invest in providing them access to Dynamics 365.



- After synchronizing, the technician can see all their work orders
- Once the data is synchronized, the technician can start editing and saving them, both online and offline
- The application allows users to attach notes, photos, videos, etc. to the work order
- The client can sign the work order with the technician
- The technician can update the start date, the end date and the status
- Displays the geographical route to the work order
- Closes the completed tasks with a single click

Contact Prodware to explore the best way to take advantage of our mobile technology to synchronize all your back-office work generated in Microsoft Dynamics 365 Field Service.



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