

Microsoft Dynamics 365 for Field Service

Microsoft Dynamics 365 for Field Service is an end-to-end service solution with capabilities that include optimised scheduling & dispatching, equipping mobile technicians, managing assets and processing orders and invoices. Whether your organisation services customer products or equipment, manufactures products and operates with an after sales offering, or manages high value & complex assets, our solution is flexible enough to meet the needs of even the most complex of service organisation. The emphasis is on providing a solution that enables you to exceed your customer expectations by ensuring the right resource is scheduled at the right time and equipping that field service resource with right tools & technology, to get the job done first time. Our solution suits many industries including, HVAC, Plant Machinery and Healthcare to name but a few.

At PragmatiQ Solutions, we understand the challenges that Field Service organisations face:

- Customer demand and high expectations to deliver beyond the traditional break/fix model
- Optimising service delivery - getting the right person to the job, at the right time
- Real-time communication and location of service technicians
- Rising costs of operations due to missing inventory and inaccurate data, reducing first-time fix rates
- Effectively managing large pools of resource to best make use of their time and skills
- Delays in customer invoicing due to waiting for paperwork to return to back-office
- Keeping customers informed throughout the service process

KEY FEATURES:


- Schedule and dispatch optimisation with manual, assisted and automatic capabilities
- Inventory management to track stock across locations, including warehouses, depots and trucks
- Customer portal to raise new service requests and get visibility of upcoming and current service tasks
- Service agreements enabling accuracy of service contracts, warranties and installed products
- Real-time and offline mobile capabilities
- Enhance work orders with inspection and survey functionality
- Rich reporting capabilities to gain an overview of your entire service organisation
- Detect, troubleshoot and resolve issues remotely with connected field service
- Asset Management functionalities to handle the most complex of assets





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BENEFITS:

- Knowledgeable dispatchers - enable your dispatchers to make informed scheduling decisions based on real-time information available regarding resource availability, location, skills and parts for a particular job
- Improve first-time fix rates - find out in advance of arriving at a job what tools and skills are required, how expensive parts will be and time to completion, fully equipping a field engineer to fix the issue first time. Research has shown that 69% of customers consider a quick resolution to their problem, the reason they had experienced good customer service
- Real-time customer information - empower employees with full visibility of the customer and outstanding jobs, resulting in an increase of productivity and value of each mobility worker. 72% of customers believe that explaining their challenges to multiple individuals, was the reason to blame for bad customer service
- Service and contract management - gain rich information about your customers service activities, creating opportunities for up-selling & cross-selling services and upgrading or replacing assets
- Integration and customisation - customise the field service platform to adapt with business changes and easily integrate with other applications including accounting software and productivity suites, like Microsoft Office 365

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