



Microsoft Dynamics 365 for Field Service is an end to end service solution that empowers companies to deliver predictive and proactive service to improve customer satisfaction, first time fix rates, optimised scheduling & dispatching, mobile enablement capabilities, managing assets and processing orders & invoices.

Whether your organisation services customer products or equipment, manufactures products and operate 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, HVAC, Plant Machinery, Healthcare to name but a few.

Do you recognise any of the following challenges?

Managing Resources

Do you have a real-time view of current & future resources and jobs?

Optimising Schedules

Do you have an optimal way of booking the right people to onsite visits?

Tracking Time

Do you have an effective, accurate, and quick way to record time spent on field service visits?

Service History

Do your field technicians have easy access to all customer and equipment history on site?

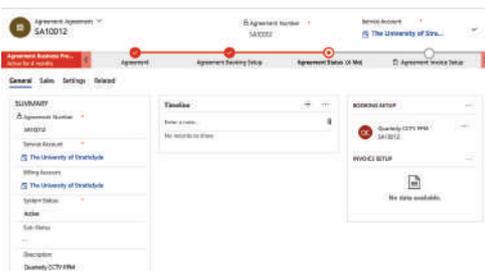
Preventative Maintenance

Do you have a smart method of automatically scheduling maintenance?

Capturing Information

Do you have an efficient way of capturing the information gathered by field service technicians?

Key Features:

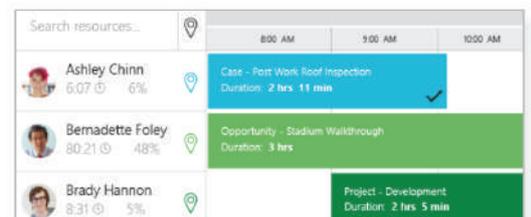


CONTRACT MANAGEMENT:

Improve customer satisfaction with reliable service through predictable service delivery. Maintain accuracy of service contracts, and installed products across customers, geographies, and locations. Easily meet service expectations and create customer loyalty.

SCHEDULE & DISPATCH OPTIMISATION:

Help your team schedule appointments and dispatch the right resources. Use manual, assisted, or fully automated, optimised scheduling to create the best schedule. Drag and drop and map-enabled scheduling simplifies the time consuming and complex task. It's easy to fit more appointments into each day and ensure the best person is always scheduled.



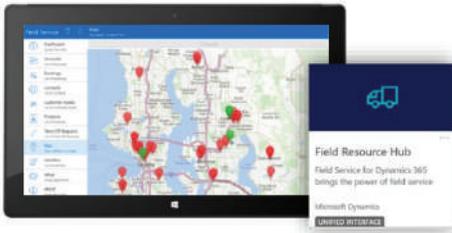
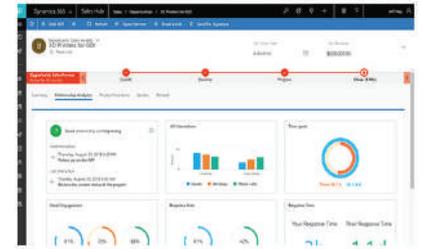
Warehouse	Product	Quantity A	Quantity C	Quantity D	Quantity E	Quantity F
Van 2007	Head Oil	8.00	0.00	0.00	1.00	10.00
Van 2007	Power Supply 305	20.00	24.00	0.00	4.00	16.00

INVENTORY MANAGEMENT:

Synchronise inventory, set re-order points and track inventory even down to the vehicle level to drive efficiency and productivity. Manage your inventory across locations, including warehouses, depots, and vehicles. Accurate inventory ensures you can better track your service stock for fewer write-offs, create better forecasts, and improve first time fix rates.

CONNECTED FIELD SERVICE:

Detect, troubleshoot, and resolve issues remotely so a technician is dispatched only when necessary. Know about problems and solve them at minimal cost before customers are aware of the issues. Remote trouble-shooting and proactive problem solving help improve customer satisfaction and resource productivity.



MOBILE:

Enable technician productivity with real time and offline information about the customer, case, and even resolution instructions. Work orders are linked to case history, parts information, product configurations, pricing, and more to ensure technicians can solve the problem and keep customers happy.

CUSTOMER-CENTRIC EXPERIENCE:

Give customers a complete view of upcoming and past cases through a customer portal, share a photo and live map of their technician en-route, and send updates via SMS and phone call. Keep your customers informed by putting them at the centre of all service interactions.



Key Benefits:



Improve first time fix rates

Ensuring technician has tools, information, and skillset to perform job improves first time fix rate metric



Improve customer satisfaction

Effectively dealing with schedules changes helps accurately predict arrival times and improves customer satisfaction



Access Anywhere, Anytime

Empower field technicians with all customer and equipment history on demand, and updates between field technicians and back office



Gain intelligent insights

Harness the power of IoT to detect and diagnose problems before customers become aware of an issue



Increase Profitability

By scheduling the best resource and optimising around travel time, more appointments can be fit in per day



Enhance Productivity

Technicians gain a 360-degree view of the customer, real-time guidance and mobile access, saving time and increasing productivity