

# Microsoft Dynamics 365 Field Service •

**Solve technical issues before they happen; field service with end-to-end innovation.**

Customers don't want to hear about things going wrong. They want your service people to know what's up, and fix it before their business is affected.

Today, field service is about providing customers with carefree and cost-effective operations. The Dynamics 365 platform can shift your break-fit service model to a modern "always-on" solution with built-in intelligence capabilities.

Microsoft Dynamics 365 for Field Service alerts you to dispatch the right technician when onsite service is needed. Your technicians will be equipped with a 360-degree view of the customer's history, while arrival times can be tracked accurately online. It's a solution you can tailor to meet your customers' changing needs and demands, as well as a fast-changing industry landscape.

## GET THE RIGHT RESPONSE

### SMART SCHEDULING

Automatically schedule a technician with the right skills, working from the best location. Your technicians can fit in more appointments per day, enabling you to offer a more cost-effective service and improve profitability. Geolocation on mobile devices also allows customers to track an engineer's arrival time.

### MULTI-JOB DESPATCHING

Dispatchers can manage resource assignments across multiple work orders using an interactive, drag-and-drop schedule board.

### STREAMLINE INVENTORY MANAGEMENT

Synchronise and track inventory down to the truck level, with real-time visibility and intelligent forecasting to increase first-time fix rates.

## EQUIP YOUR TECHNICIANS

### ENSURE ON-TIME APPOINTMENTS

Make sure your technicians arrive on time, using the best turn-by-turn directions and with work order details that can be updated in real-time on any device.

### IMPROVE PRODUCTIVITY AND OUTCOMES

Provide a 360-degree view of customer and service history, together with personalised step-by-step instructions and access to leading-edge technologies (such as mixed reality headsets offering hands-free guidance) to reliably track and complete the task.

### BOOST ON-SITE EFFICIENCY

Improve field processes through mobile access to back-office information, enabling technicians to capture and update all work order details effectively.

## CUSTOMER COLLABORATION

### EFFORTLESS SERVICE EXPERIENCES

Make it easy for customers to keep track of service activities and self-schedule appointments with a customer portal.

### COMMUNICATE PROACTIVELY

Provide your customers with real-time technician location tracking and automated voice and text appointment reminders so they know when to expect your service.

## LEVERAGE IOT INTELLIGENCE

### USE INSIGHT TO OFFER A PROACTIVE SERVICE

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

### AUTOMATE WORK ORDERS

Automatically create work orders and schedule and dispatch technicians with relevant customer IoT information.

### TRANSFORM SERVICES WITH PREDICTIVE MAINTENANCE

Move from costly scheduled maintenance plans to just-in-time predictive maintenance to repair, clean, or replace parts only when needed.

## TRANSFORMATIVE PLATFORM

### ADAPT TO NEW BUSINESS

You can adapt the Field Service application to your future needs, with "no-code" visual editors and tools.

### UNIFY YOUR SERVICE ENVIRONMENT

Processes can be automated across Dynamics 365 applications and third-party systems for better service engagement experiences.

### INVEST WITH CONFIDENCE

The Microsoft Cloud platform will help to reduce the cost and complexity of operating a global infrastructure in a secure cloud environment.

### SEAMLESS MICROSOFT INTEGRATION

- You can configure Dynamics 365 for Field Service according to the size of your organisation and your industry. You can also use it with other modules in the Microsoft Dynamics 365 and Office 365 suites.

### PLANNING

- We understand that your organisation has unique skill requirements. Although a potential game-changer, we also recognise that technology is not a panacea for success. The best results demand careful planning, change management, and project management.
- We will work with you to agree and deliver the solutions you need now, with an eye on the future, both technically and to fit your culture, applying our cross-industry experience and deep knowledge of Microsoft applications.

## FIELD SERVICE CAPABILITY BY INDUSTRY SECTOR

Industry	Typical Challenge	Outcomes
Public Sector - Councils	Bin collections, pot holes	Smart routing, better provision of services to public increasing areas of public demand with reduced resourcing.
Housing Associations	Property repairs	Proactive servicing on smart devices, streamline process from tenant reporting incident to fix by service technician.
Utilities	Unit (e.g. boiler) servicing, new residential/commercial installations	Universal resource scheduling (Schedule human and physical resources). Inventory management provides the right person, right place and right equipment.
Logistics	Supply chain management	Route management, stock and inventory management for a streamlined supply chain.
Public Sector – NHS/Council	Adult Social Care, Meals on Wheels, Social Services	Better coverage of constituents in need of services through better resource allocation.
Retail/Wholesale	Delivery returns, non-delivery	Return to vendor, services incorporated.

### Start the conversation.

Speak to us today to understand how your organisation can benefit from Microsoft Dynamics.



To find out how we can support you on your journey, contact us today.

 [hello@cps.co.uk](mailto:hello@cps.co.uk)  
 [cps.co.uk](https://cps.co.uk)