Microsoft

Microsoft Dynamics 365 for Field Service

Connected field service

Detect, troubleshoot, and resolve issues remotely so a technician is dispatched only when necessary.

Combine Field Service and Azure IoT to automate remote troubleshooting and fixes so a technician is dispatched only when necessary. Use anomaly detection to automate workflows and resolve issues before customers are aware of any problem. Transition from a break fix repair model to a never fail service model.

Key Benefits

CUSTOMER FIRST
Identify and solve problems before customers know about them.

CONNECTED INTERACTIONS
Send self-healing instructions to devices and equipment through real-time communications between Field Service and devices in the field.

EMPOWER ORGANIZATIONS
Improve profitability by dispatching a technician only when necessary and explore new predictive service revenue models.


Key Capabilities

ANOMALY DETECTION
Automatically get alerts when devices are in destress. Identify trouble areas before the customer knows of an issue, resolve it remotely when possible, and dispatch a technician only when necessary.

JUST-IN-TIME MAINTENANCE
Provide optimal conditions for customer devices when you repair, clean, or replace parts when needed rather than on a preventative maintenance schedule. Schedule this work alongside other existing appointments to improve resource efficiency.

THRESHOLD MONITORING
Set thresholds for devices that, when breached, trigger service alerts and follow up actions that are determined by individual workflow rules. Based on rules, automate actions like a reboot to troubleshoot and resolve issues remotely.
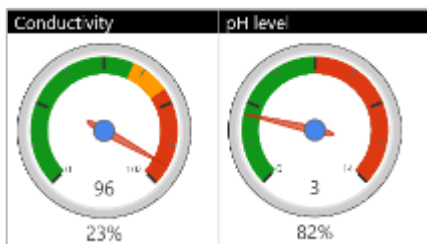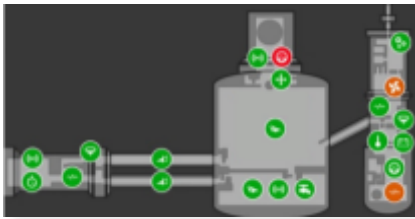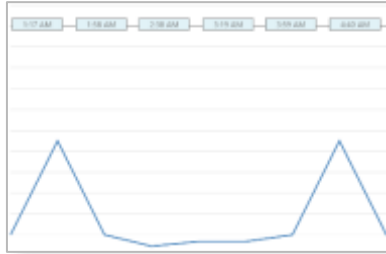
WORK ORDER AUTOMATION

Automatically create a work order, schedule, and dispatch the best technician for the job whenever the self-healing steps can't resolve the problem. Field Service ensures that the technician has the right skills and parts and can even prioritize appointments based on SLA or customer preference.

PREDICTIVE SERVICE

Take advantage of artificial intelligence to look at your aggregate data to predict service opportunities, like when equipment needs attention. This means you can initiate self-healing or maintenance steps *before* a problem occurs.

PRODUCT PERFORMANCE TRACKING

Harness the power of big data to view product information across multiple installations to gain macro level insights about performance. Determine if products are meeting, exceeding, or missing their expectations.

Dynamics 365

Microsoft Dynamics 365 is the next generation of intelligent business applications that enable your organization to grow, evolve and transform.

These applications unify CRM and ERP capabilities with purpose-built applications that work seamlessly together to help manage specific business functions and allow your organization to transform to meet customer needs and capture new opportunities.

Field Service

- **Service agreements:** Maintain the accuracy of service contracts, warranties, and installed products.
- **Schedule & dispatch:** Create and optimize the best schedule while assigning the best technician for the job.
- **Inventory management:** Synchronize inventory, set re-order points, and track even down to the truck level.
- **Mobile:** Ensure technicians have full customer data, the steps to complete the job, and ability to collect payment.
- **Connected field service:** Detect, troubleshoot, and resolve issues remotely so a technician is dispatched only when necessary.
- **Customer-centric experience:** Keep customers informed in multiple ways to help ensure a positive interaction at every step.

For more information, visit: https://www.microsoft.com/en-us/dynamics365/field-service