

Field Service

Let us enhance your service operations by elevating customer experiences through efficient management of field operations, seamless appointment scheduling, and real-time resource tracking.



Customer

Did you know that **80% of customers** are more inclined to do business with a company if they were to personalise the service experience?

Deliver exceptional Customer Experiences

Our versatile system is crafted to boost the efficiency and effectiveness of field service operations, particularly those involving multiple site visits and strategic scheduling.

The features provided within the system help businesses deliver exceptional service experiences, streamline operations, and ultimately foster customer loyalty.

Better scheduling, reduced downtime for clients, and improved resource management.

Our versatile system is crafted to boost the efficiency and effectiveness of field service operations, particularly those involving multiple site visits and strategic scheduling.

For example, but not limited to, Oil and Gas, Healthcare, Manufacturing, IT Services, Retail, Facilities Management, HVAC (heating, ventilation and air conditioning), Telecommunications, Insurance and Solar.



We aim to integrate Field Service roles and ensure a smooth customer journey from beginning to end



Dispatcher

85% of Dispatchers would like digital tools to be more agile to automate tasks and make information accessible.

Optimise Resources

Schedule jobs to the most suitable people, equipment, and facilities, ensuring optimal job completion, handling high-volume job scheduling, maximising resource utilisation and minimising travel time. By leveraging historical data, the system improves efficiency and ensures predictable arrival and completion times. It will also automatically assign alternate technicians for urgent situations, ensuring timely responses.

Efficiently manage schedules

Using the schedule board, work orders are identified that require booking / rebooking, whilst seamlessly scheduling multi-day tasks amidst existing bookings, and monitoring the status of frontline workers to detect and address any disruptions impacting schedules.

Collaborate in real-time

Seamlessly integrated within the work order, the system enables users to quickly get answers and resolve issues on the first attempt. It allows initiating chats directly from a work order, automatically linking them to the relevant case and work order. This ensures that all conversations are assigned to the work order, making it easy for team members to view and follow up.



Frontline Technician

Frontline Technicians saw a 50% reduction in their travel time to their client's locations.

Boost productivity

Receive summarised key points in a work order without navigating through multiple tabs and make swift progress updates by speaking to Copilot in natural language to describe the completed task. Accelerate data entry with Copilot in Dynamics 365 Field Service mobile, which provides suggestions to check off service tasks, add notes, and update product quantities and statuses.

Collaborate using mixed reality apps

Enhance first-time fix rates with mixed reality apps at no additional cost. Share a real-time view from anywhere on iOS or Android devices with remote experts using Dynamics 365 Remote Assist.

Remain in the flow of work

Access key work order information by asking Copilot questions within Microsoft Teams. Technicians can use natural language to receive status updates, parts needed, or instructions to complete their tasks, as well as editing work orders directly within Teams.



Field Service Manager

Field Service Managers show an 18% increase in service profits and 42% better customer retention.

Streamline work order management

Create and schedule work orders with assistance from Copilot directly within Outlook, whilst receiving scheduling suggestions in Microsoft Teams based on factors such as travel time, availability, and skillset. Work order data can also automatically be synced between Dynamics 365 and Microsoft 365.

Improve web experience

Centralising essential information such as status, priority, and booked resources for each work order, managers can quickly make updates inline or open a side panel without losing context. Dynamic cards facilitate taking action and moving work orders through the process efficiently. Additionally, intelligent recaps ensure managers stay up-to-date.

Leveraging IoT devices

Leveraging IoT devices to monitor equipment in real-time, Field Services enables proactive maintenance and reduces downtime. When an issue is detected, an IoT alert is generated and can be converted into a work order within the Field Service application. This work order is scheduled and dispatched to the appropriate technician, ensuring timely and efficient resolution of potential problems. Enhancing the reliability of equipment and streamlining the service process.



Let's get you started! Book a discovery call to get in touch with one of our experts.