Microsoft Dynamics 365 Field Service

Capabilities

Drive operational efficiency with IoT

Gain insight and intelligence

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

Automate work order creation

Automatically create work orders, and schedule and dispatch technicians with relevant customer information on their devices.

Transform service with predictive maintenance

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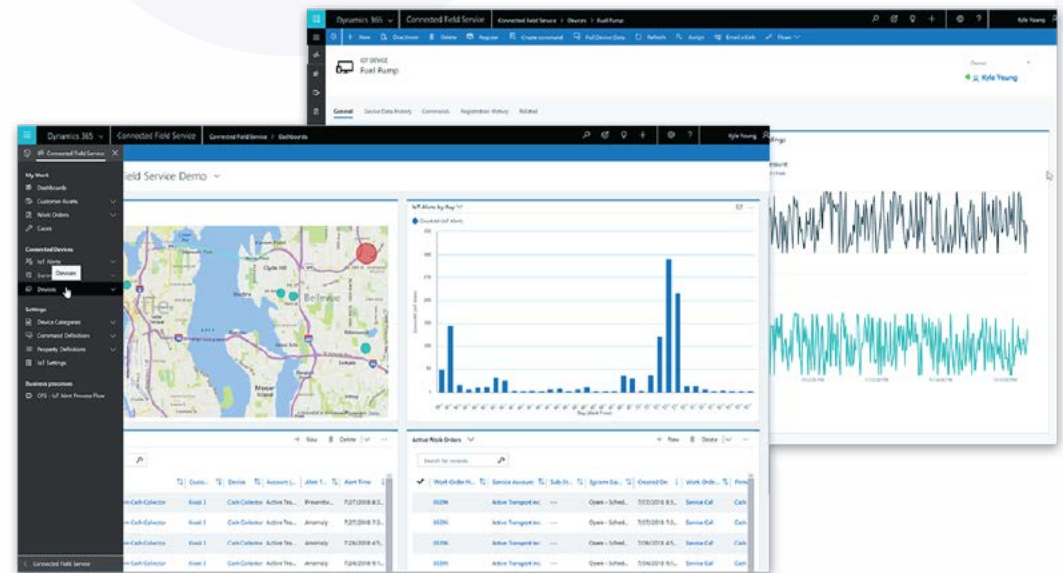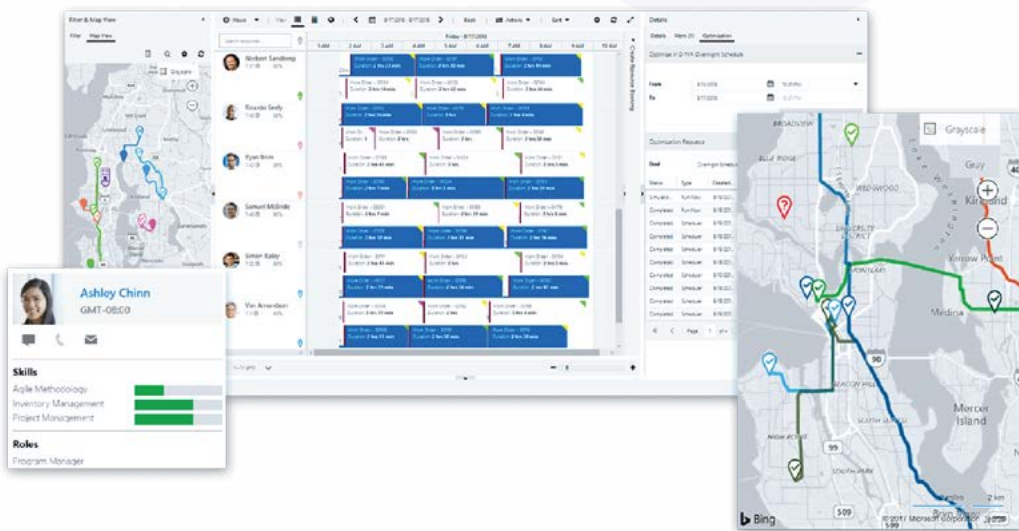
Optimise your resources

Automate scheduling

Improve profitability by automatically scheduling the technician with the right job skills and best location to fit in more appointments per day.

Empower dispatchers

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

Streamline stock management

Synchronise and track stock down to the truck level with real-time visibility to increase first-time fix rates.

Make technicians more effective

Ensure on-time appointments

Keep technicians on time with the best route, turn-by-turn directions, and work order details that can be updated in real-time on any device.
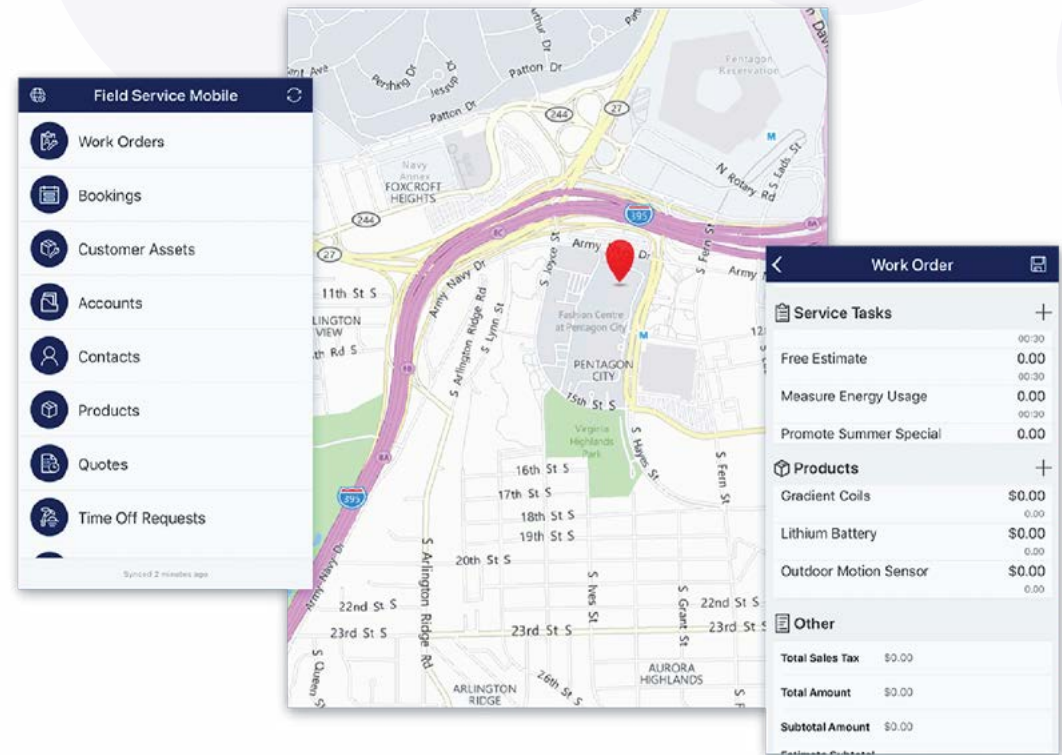
Share customer information

Get a 360-degree view of customer preferences and history with personalised step-by-step instructions to reliably track and complete the task at hand.

Boost on-site efficiency

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

Create new levels of productivity

Improve outcomes with access to leading-edge technologies such as mixed reality headsets to offer technicians hands-free guidance.

Engage with your customers

Build customer trust

Engage customers proactively to increase transparency and trust by seamlessly sharing quote, contract, and scheduling information.

Create 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 service.

Innovate with an adaptable platform

Adapt quickly

Accelerate time to market and adapt the application to your needs with no-code visual editors and tools that make it easy to build and deploy web and mobile apps.

### Unify your service environment

Automate processes across Dynamics 365 applications and third-party systems for better engagement experiences.

Invest with confidence

Rely on the Microsoft cloud platform to reduce the cost and complexity of operating a global infrastructure and trust our state-of-the-art datacenters to safeguard your data.
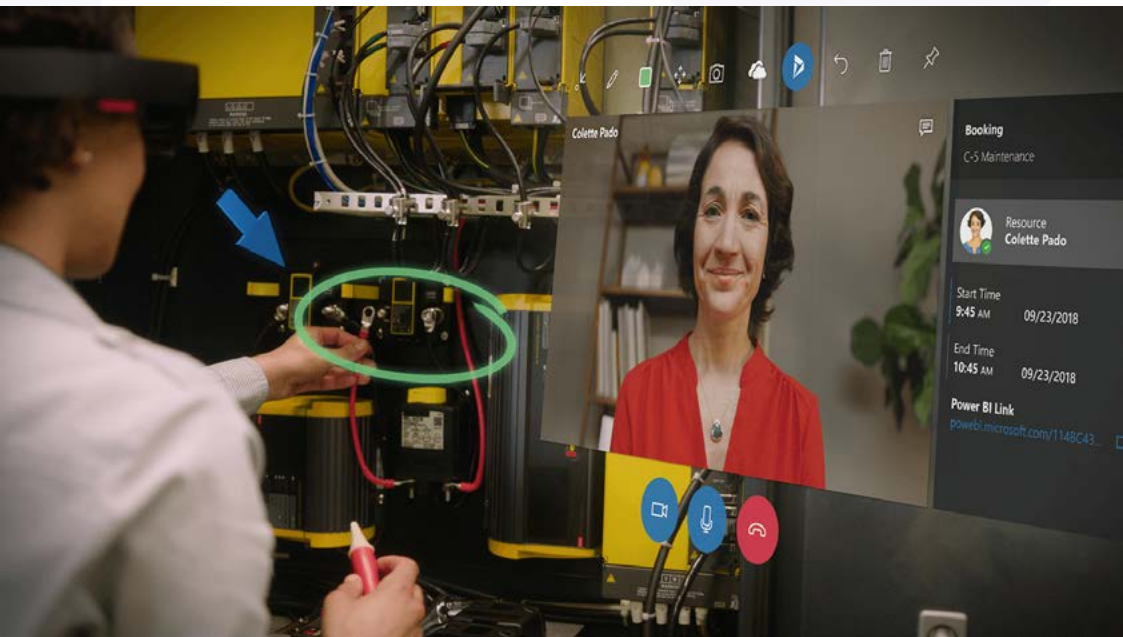
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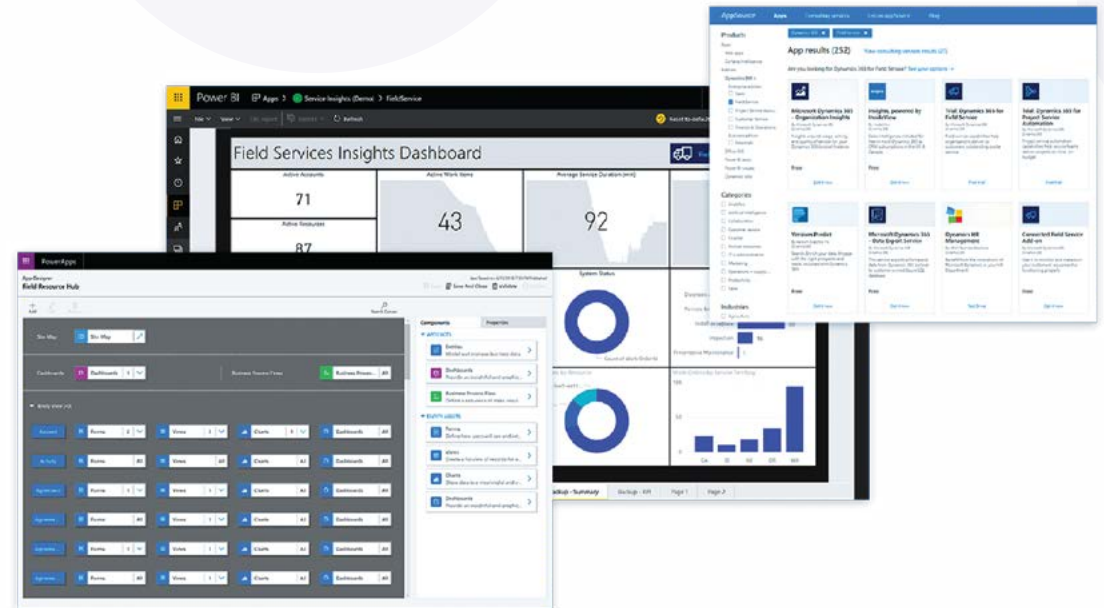
Modernise field service with mixed reality

Empower technicians

Equip technicians with modern tools like mixed reality video calling, annotations, and file sharing, so technicians can get the information they need to solve problems in context.

Solve complex problems faster

Enable on-site technicians to share what they see with remote experts, while staying heads-up, hands-free with Dynamics 365 Remote Assist on Microsoft HoloLens.

Easily access work orders

Integrate seamlessly with Dynamics 365 Field Service so technicians can view assignments and access work order data.

![monpellier logo](Inspired business solutions)

Find out more about Microsoft Dynamics 365

Call: 0191 500 8150
Email: info@monpellier.co.uk
Visit: www.monpellier.co.uk