MICROSOFT DYNAMICS 365 FIELD SERVICE

Field Service scheduling fundamentals to increase customer satisfaction and resource productivity

For all Installation, Maintenance & Break / Fix Jobs

- Right Person
- Right Place
- Right Time
- Right Skills
- Right Equipment

73% of consumers say valuing their time is the most important thing a company can do to provide good service 1

26% of field service jobs require a secondary or follow-up visit 2

65% of incoming service requests require a field service visit 3

1 Forester Research’s Trends 2016: The Future Of Customer Service
2 Source: Field service automation trends - Best-In-Class - Aberdeen Group, Dec 2015
3 Source: Field service automation trends - Best-In-Class - Aberdeen Group, Dec 2015

How Dynamics 365 Field Service Digitally Transforms Companies

- Time Bound Scheduled Maintenance > Just-in-Time Consumption Based
- Time & Material Contracts > Managed & Bundle Support
- Reactive Support > Proactive Support
- Break-Fix > Never Fail
- SLA Response Time > SLA Resolution Time
- In-House Expertise > Outsourced Partnering
- Incident Based Engineers > Trusted Advisers to Expand Selling
- Standalone Department > Aligned with Sales, Marketing & Product Development

Why Choose Dynamics 365 Field Service

- Purpose Built
- Productive
- Intelligent
- Adaptive

Scales to your business size and maturity
Get the most out of your time spent working
Move from being reactive to proactive and predictive
Explore new lines through profitable service offerings

Learn more at www.preact.co.uk

Preact is now part of Microsoft's Gold Customer Relationship Management and Gold Cloud Customer Relationship Management competencies.