

# MICROSOFT DYNAMICS 365

# FIELD SERVICE

Field Service scheduling fundamentals to increase customer satisfaction and resource productivity



Right Person



Right Place



Right Time



Right Skills



Right Equipment

For all Installation, Maintenance & Break / Fix Jobs

73%

of consumers say valuing their time is the most important thing a company can do to provide good service <sup>1</sup>

26%

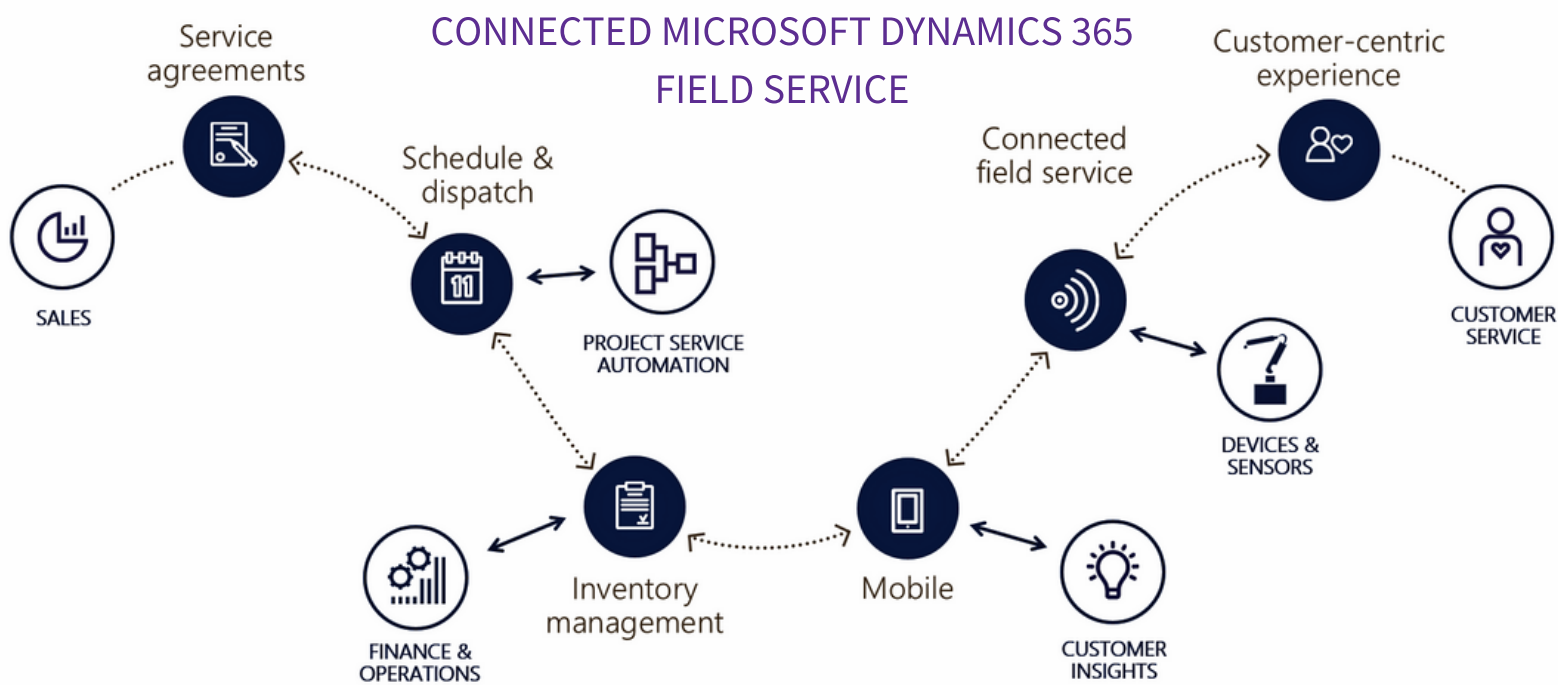
of field service jobs require a secondary or follow-up visit <sup>2</sup>

65%

of incoming service requests require a field service visit <sup>2</sup>

<sup>1</sup> Forrester Research's Trends 2016: The Future Of Customer Service

<sup>2</sup> 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



Scales to your business size and maturity

Productive



Get the most out of your time spent working

Intelligent



Move from being reactive to proactive and predictive

Adaptive



Explore new lines through profitable service offerings