



Microsoft D365 for Field Service is a complete field service software solution that includes service locations and work orders, preventative and predictive maintenance, scheduling optimization, inventory management, asset management, invoicing, billing, time tracking, cutting-edge mobile capabilities, connected field service, collaboration, and analytics.

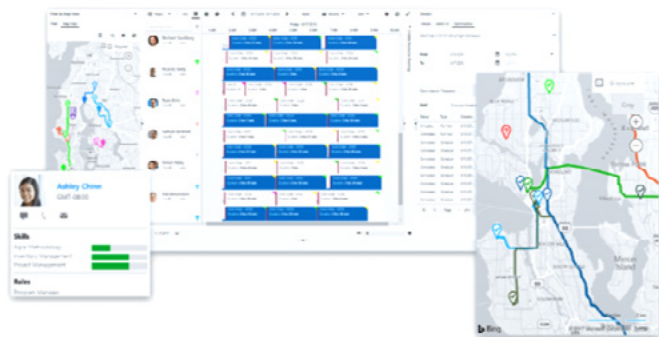
## **Dynamics 365 for Field Service enables companies to:**

- Improve first time fix rate
- Complete more service calls per technician per week
- Manage follow-up work
- Take advantage of upsell and cross-sell opportunities
- Reduce travel time, mileage, and vehicle wear and tear
- Organize and track resolution of customer issues
- Communicate an accurate arrival time to customers
- Provide an accurate account and equipment history to the field technician
- Keep customers updated with the status of their service call and when it is resolved
- Schedule onsite visits when it is convenient for the customer
- Avoid equipment downtime through preventative maintenance

**Dynamics 365 for Field Service allows flexibility to optimize your scheduling to best fit your business and your customers.**

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

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



**Streamline inventory management.**

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

**Get the Big Picture.** Make the best decisions by factoring in geographical location, availability, inventory, skill set, customer preference, and account history.

**Make technicians more effective. Empower technicians with a 360-degree view of your customers and real-time guidance to improve resolution time and earn customer trust.**

**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 personalized 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 for your customers.** Make it easy for customers to keep track of service activities and self-schedule appointments with a customer portal.

**Collaborate and 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.

### Connected Field Service – 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

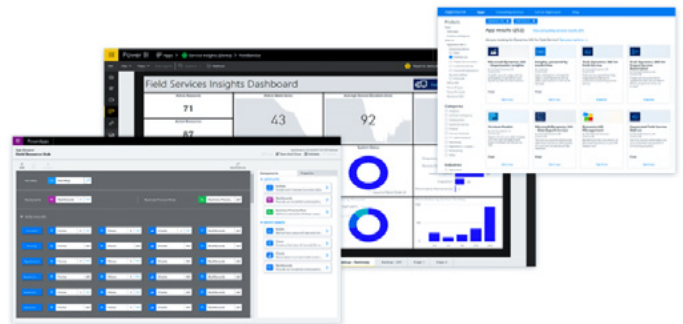
**Automate work order creation.** Automatically create work orders, and schedule and dispatch technicians with relevant customer information on their devices.

**Transform service with predictive and preventative maintenance.** Move from costly scheduled maintenance plans to just-in-time predictive maintenance and repair, clean, or replace parts only when needed.

**Increase service technician efficiencies.** Decrease the number of repair appointments by dispatching fewer field technicians. Reduce the number of received service calls by identifying and resolving issues before they occur.

### 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.

**Drive Innovation.** Transform your customer interactions with deep insights that guide your teams to the right business outcomes.

**Provide enhanced mobile capabilities for field technicians with real-time and offline data.**

**Visibility.** Provide field technicians with a complete 360-degree view of customer and work order history.

**Improved efficiencies.** Step-by-step guidance capabilities for your technicians increase overall first-time fix rates.

**Improved workflows.** Link workflow and business processes together: case history, contracts, service level agreements, product configuration installations, inventory, parts, pricing and more.

**Modernize 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



**Solve complex problems faster.** Enable on-site technicians to share what they see with remote experts while staying “heads up and hands free” with Dynamics 365 remote assist on Microsoft HoloLens.

**Walk the site without being on location.** Reduce costs by bringing employees in multiple locations together with a real-time view of a problem to troubleshoot efficiently.

**Bring critical information into view.** Pull in work order information from Dynamics 365 for Field Service and schematics and diagrams from applications you already use.

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