



# Extended Field Service



## Purpose Built Solutions to Take Microsoft Dynamics 365 Even Further, Improve Business Operations, and Capitalize on Data Insights.

Hitachi Solutions Extended Field Service takes Microsoft Dynamics 365 for Field Service to a whole new level. It offers pre-built functionality that allows you to quickly and easily streamline service operations, connect field service to your ERP finance and operations processes, and leverage digital transformation technology.

The solution includes extensions that simplify the development and implementation of time cards, warranty management, depot repair, serialized asset tracking, and an ERP integration. It also provides an easy path to new and exciting technologies such as IoT and augmented reality.

Hitachi Solutions Extended Field Service helps your field service organization:

- Move from a cost center to a profit center
- Increase efficiency and customer service
- Transform your service model from a traditional reactive model to a predictive and proactive model
- Improve visibility into operations and personnel activities

## Hitachi Solutions Extended Field Service Features

Hitachi Solutions Extended Field Service offers the full capabilities of Dynamics 365 for Field Service with an extended solution set built specifically for the unique needs of field service organizations. Available capabilities include:

### ☐☐☐ Warranty Management

The warranty management solution gives you full visibility into warranty coverage, letting you see complete details on associated products, customers, length of warranty, etc. You can:

- Capture and manage warranty activities and terms and conditions
- Capture equipment details and serviceable components in warranty agreements
- Manage product registrations, claims, RMAs, and approval workflows
- Access specific entities for installed equipment/serviceable components

### ☐☐☐ Time Cards

The time card module gives you the ability to manage workflows and track time across all devices—including mobile. This allows you to automatically track time spent on work orders and eliminate double time entry. You can also:

- Automatically capture, track, and manage work or non-work-related time
- Provide a complete mobile experience with offline capabilities
- Manage approval workflows
- Easily integrate to payroll and HR systems

## Depot Repair and Asset Serialization Tracking

When serialized assets need to be serviced—whether in the field or when returned to the manufacturer or dealer for service—our expanded features make it easy to:

- Get immediate warranty information to understand whether the asset will be covered or charged to the customer
- Repair assignments based on product type and location
- Streamline maintenance and repair operations with enhanced “Return to Vendor” capabilities
- Track and denote equipment and serviceable components throughout the repair and maintenance lifecycle with serialization capabilities

## Integrate Field Service and ERP with the Scribe Connector

The Scribe Connector makes it simple to link your field service solution with your ERP platform. Built on Microsoft technologies, the connector is familiar, easy to use, and compatible with your current infrastructure so you can take advantage of your existing ERP investment.

The Scribe Connector creates one integrated system that allows you to drill-down into your company’s financial and operational data to automate and optimize invoicing and inventory. You can:

- Adjust inventory records automatically based on field use
- Take advantage of bulk and just-in-time ordering to reduce inventory costs
- Track service stock accurately at mobile and fixed locations to reduce loss and write-offs
- Automate invoicing in your ERP financial system

## The Next Step: Digital Transformation

Additionally, Hitachi Solutions Extended Field Service helps pave the way for you to capitalize on exciting digital transformation technologies such as IoT and augmented reality. We offer solutions built on these technologies that deliver even more operational efficiencies, productivity, and cost savings; enhanced insights and communications; and provide your field service organization with a clear strategic advantage.

## ARRA for Field Service: Remote Support via Augmented Reality

Hitachi Solutions’ Augmented Reality Remote Assistance (ARRA) for Field Service empowers technicians to use augmented reality to interact with in-office experts via live video using smart glasses, a phone, or tablet.

### ARRA for Field Service enables you to:

- Improve technician effectiveness via remote assistance that provides knowledge transfer and technician mentoring
- Increase first-time fix rates
- Reduce accident rates and improve worker safety
- Improve workforce retention
- Reduce travel expenses by allowing experienced technicians to provide remote expertise
- Utilize information within Dynamics 365 as well as from a live video feed to solve issues quickly and effectively

## IoT Service Hub: Improve Operational Efficiencies

The Hitachi Solutions IoT Service Hub enables field service organizations to connect and monitor devices allowing them to analyze the data in real time, creating predictive maintenance capabilities that can dramatically improve operational efficiencies. Your organization’s maintenance optimization process will transform from react and replace to predict and prevent.

### The IoT Service Hub allows you to:

- Predicts failures before they occur, initiates corrective actions and facilitates the repair process to prevent the failure
- Increase productive uptime by predictively identifying problems so repairs can be performed during scheduled production downtime rather than during peak periods
- Reduce routine maintenance costs by performing condition-based maintenance that addresses high-probability issues rather than performing costlier ad-hoc maintenance
- Increase asset lifespan by performing predictive maintenance within the warranty period before costly failures occur
- Improve worker safety by monitoring equipment conditions and faults that can produce an alert or issue countermeasures before an injury is sustained
- Create new revenue streams by enabling performance-based service agreements or equipment-as-a-service offerings