ENHANCEMENTS

PRODUCTIVITY

Total Mobile Experience
Complete Time Tracking
Service Reports
Inspection Reports
Certification Management
Enhanced SLA Processing
Technician Notifications
Usability Enhancements

PERFORMANCE

Equipment Digital Twin
Serialization
Component Installation History
Customer Satisfaction Surveys
Insightful Dashboards
Automated Case Escalations

BUSINESS DEVELOPMENT

Mobile Opportunity & Quote Creation
Competitor Component Visibility

2016-2020
INNERCIRCLE
for Microsoft Dynamics

Microsoft
Partner
■ Microsoft

Gold Cloud Customer Relationship Management
Gold Enterprise Resource Planning
Gold Cloud Business Applications
Gold Application Development
Gold Cloud Productivity
Gold Cloud Platform
Gold Data Analytics
Gold Data Platform

equipment 360™
powered by eLogic

ACCELERATE YOUR BUSINESS

The Complete Field Service Solution that Accelerates Dynamics 365 Field Service Activation in a Third of the Time and Cost

Designed with manufacturers in mind, equipment360™ is a complete, easily deployable, enhanced version of Microsoft Dynamics 365 Field Service. By leveraging preconfigured and enhanced features, equipment360™ delivers improved workforce productivity, equipment and technician performance, and identifies revenue generation opportunities.

Proprietary enhancements include equipment digital twin, workforce management, a total mobile experience with offline sync, a centralized view of customer & equipment activity, all of which will facilitate first time fixes & productivity, creating efficient and positive customer experiences.

"By putting linked mobile devices in our mechanic's hands and optimizing our systems for intelligent and predictive maintenance updates, our aircraft mechanics have greater visibility and have extended the service life of our aircraft by over 30% saving us millions." -

Director of Maintenance Operations
National Aircraft Center, West Coast

eLogic | Intelligent Business Solutions For Manufacturers

STAKEHOLDER BENEFITS

Field Technicians	- Serialization - Mobile Experience/Offline Sync - Work Notifications - Digital Reports	- Feeds Digital Twin and supports service call prep - Convenient and efficient, no waiting for signal to be productive - Time management efficiency for field and customer service - Automated reports improve efficiency and customer experience
Field Service Management	- Equipment Digital Twin - Scheduling - Benchmarking/Training - Power BI Dashboards - P&L	- Enables visibility to maintenance planning, warranty eligibility, sales opportunities - Central view of territories, work assignments and pending work - Identify resource strengths and training needs - Actionable insights and KPI monitoring - Data to reduce costs and increase profitability
Sales	- Opportunity Creation - Equipment Digital Twin - Warranty Tracking	- Using Opportunity Management to find untapped revenue - Identifying opps for equipment replacement/Identify competitive parts - Monitor warranty & service contract expiration for upsell opportunities
Customer Service	- Warranty Monitoring - Automated Case Escalations - SLA Process Enhancements - Equipment Digital Twin	- Quickly identify warranty coverage by component - Escalates tickets based on lack of activity - Auto applies Service Level Agreement to cases and work orders - Improves service call troubleshooting and identifies sales opportunities
Customer	- Equipment Digital Twin - Automated Reports	- Retention through service improvements and first-time fix - Fast delivery and improved customer satisfaction

QUICK START GUIDE

Get Started with equipment360™ Today

1. Contact us at eLogic.com/equipment360
2. Our Field Service experts will arrange a personalized demonstration with your team
3. Together we'll launch your equipment360™ solution
4. You'll be well on your way to high value, high performance Field Service!

Available on

AppSource

Microsoft

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ABOUT eLogic

With a 20-year history of delivering transformative digital solutions for manufacturers, eLogic remains at the forefront of applied technologies that are reshaping the industry for the future. eLogic is distinguished as a full-service business solutions provider with a 100% focus on Manufacturing.

Core vertical markets served include Industrial Manufacturing, Health & Science Technology, Aerospace & Defense Technology, High Tech, and Process Manufacturing. By combining decades of industry expertise and leadership with the most powerful technologies, eLogic accelerates their customers' advances in Sales, Marketing, & Service enablement, IoT, Artificial Intelligence, Mixed Reality, Integration, and Analytics.