If you want to develop your revenue streams, protect customer loyalty and offer a competitive USP through innovative after-sales service, you are likely to encounter these challenges:

“All this talk of the Internet of Things and Industry 4.0; as an OEM I can see the after-market potential but fear the costs to manufacture connected products would be too high.”

“Our manufacturing operations and existing skill sets are not set up to embrace the long development cycle needed to create smart products. What about my existing products, how can my current customers benefit from my new maintenance offering?”

“My field service operation is purely reactive; we need to respond to the needs of our customers who expect us to be more proactive and responsive with maintenance planning and execution.”

The DeviceTone™ Connector from Prodware is the answer: it brings together open-source “smart” device technology with Dynamics 365 for Field Service, to set up and run your connected maintenance operations.

Why choose DeviceTone™ Connector from Prodware to support your after-market strategies?

DeviceTone™ is an innovative open-standards technology that transforms existing products into “smart” devices that can send alerts and ongoing performance data to be used for predictive maintenance scenarios. The Internet of Things (IoT) has been a much-discussed tech trend, but now with DeviceTone™, coupled with the business process familiarity of Microsoft Dynamics 365; IoT and smart tech is within reach.

With thousands of manufacturing and field service customers, Prodware’s global experience means that we can match our Microsoft Dynamics expertise with innovative technology such as DeviceTone™ to modernize service management.

Prodware’s Dynamics 365 for Field Service connector to DeviceTone™ helps manufacturers (OEMs), distributors and service companies respond to triggers from “smart devices”:

- Alerts generated by devices based on performance and behaviors are sent to Dynamics 365 for Field Service to generate workflows and activities

- Service planners and schedulers can seamlessly manage work orders and jobs for technicians in a proactive manner

- Because the device is “talking” directly to Dynamics 365, the client is notified of an issue to be resolved before it becomes a problem for them once a technician is scheduled
Fast end to end IoT enablement

1. CONFIGURE

2. DEPLOY

3. OPERATE

Speak to Prodware about connecting your Dynamics 365 for Field Service app with smart device technology, and start to revolutionise the way you look after your customers post-installation.