



the results company



Envisioning Workshop
Field Service

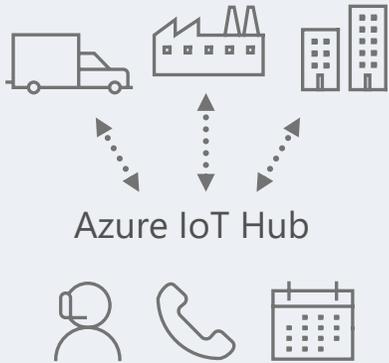
Field Service, where to start?

The right service at the right time in the right place that's what Dynamics 365 Field Service stands for. Due to the increasing complexity of installations, field service is becoming increasingly important and relevant. It's all about the perfect coordination of contract agreements, stock and available capacity.

Service has a huge impact on **customer satisfaction**. A properly resolved service notification increases loyalty and can also generate significant additional revenue. Conversely, an unresolved or poorly resolved service call can cost you your reputation or customer relationship. It is therefore very important to have your field service processes in order within your organization.



02 *Service*, support the entire journey with standard solutions



Manage demand

- Cases
- Work orders
- Call centers
- Agreements
- Azure IoT



Plan work

- Schedule & dispatch
- Intelligent scheduling optimization



Enable technicians

- Mobility
- Mixed reality
- Remote assistance
- Bots



Engage customers

- Customer portals
- Live technician tracking
- Text notifications
- Customer history



Analyze & integrate

- Power BI dashboards
- Azure IoT data streams
- ERP integration

03

Service, forces driving change in the industry

35% of the customer service workload will be done through some form of **remote work** by 2023

66% of the service organizations have **budgets** for **pro-active support technologies** (TSIA report on field service spending)

75% of Field Service organizations provide technicians with **mobile apps**

85% of customer service interactions will start with **self-service** in 2022, up from 48% in 2019

25% average productivity increase through connected field service (Gartner Field service survey)

Organizations and customers are more concerned about **employee health and safety** as a result of the pandemic

Customer **expectations** continue to rise



Field Service, questions you are asking yourself?



Are you able to connect all service processes?



Are the technologies you're using today supporting your business' needs?



How are you using analytics to predict issues and proactively provide solutions?



Do your systems improve technician efficiency and enable monetizing new business models?

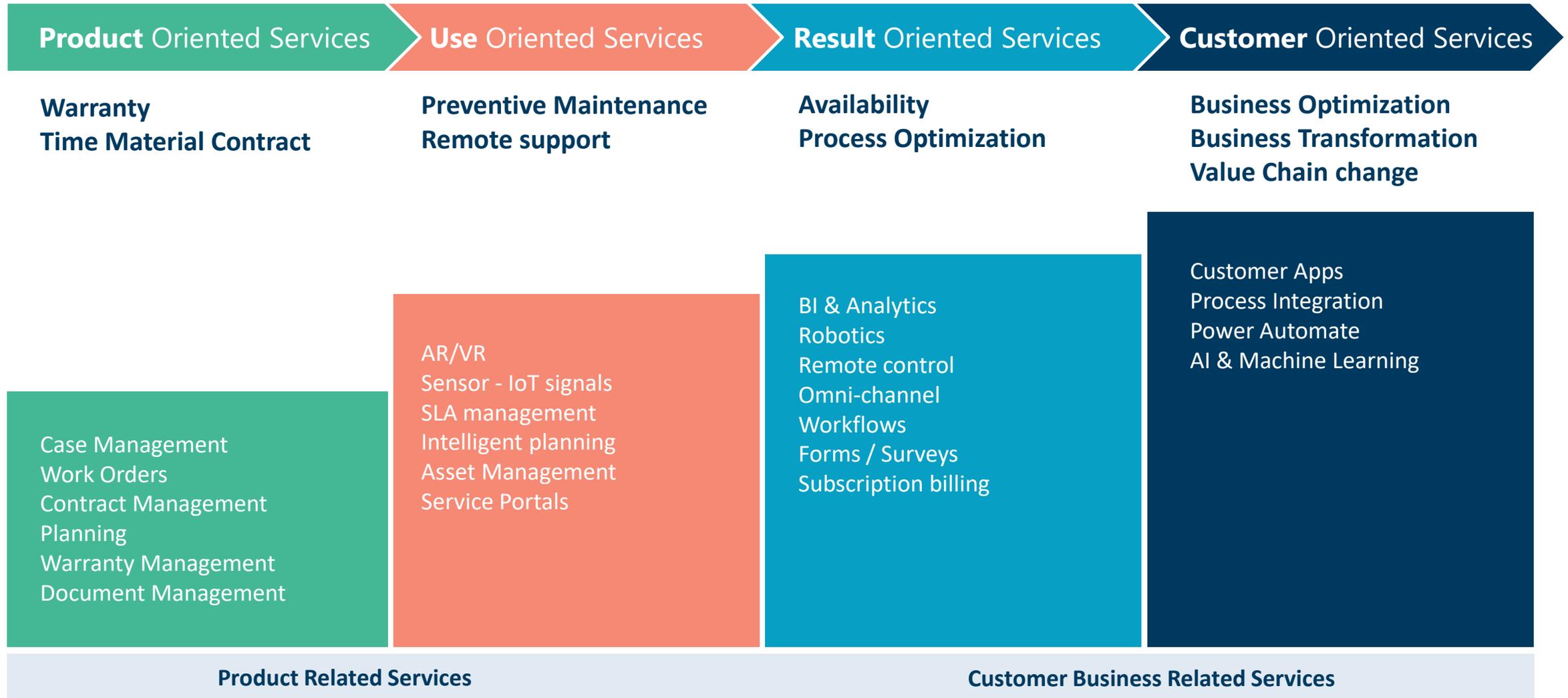


The following questions probably pop-up in your mind while you are thinking of implementing Field Service:

- How do I get the ability to constantly adapt and scale resources to meet customer demand?
- How can I get a 360 view over all channels?
- How do I get a consistent view of the various interactions?
- How can I aggregate service data in a centralized location?
- How can I ensure the health and safety of my employees and customers?
- How are we able to work remotely with legacy systems?
- How can we connect into the primary customer data source?
- How do I get up-to-date information?
- How to make the shift from preventive to predictive maintenance?
- How to define the value of data?
- How to connect assets with IOT?
- Should we invest in new IT platform?
- What are the first steps for Servitization?
- How to define a business case?

Increase First time fix - Use available technology and data – Increase customer retention rate – Decrease employee turnover

Servitization Roadmap, what's the next level?



Field Service, how to start?

You see the potential and have probably already intended to start with Field Service but so far you haven't defined the roadmap yet, the situation is complex and changing. Your opco's and departments work different and have their own beloved siloed tools.

Our answer:

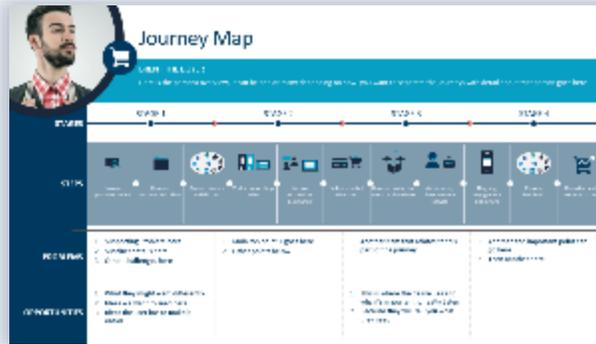
- Start with initiatives that can be concretely named and can be approached pragmatically
- Involve domain experts & stakeholders
- User adoption is key
- Apply an agile way of working
- Grow on your platform

HSO can guide you to define the next steps with our *Field Service envisioning workshop*.

Envisioning Workshop, a conceptual overview

HSO has a concrete approach to *create the roadmap for the implementation* of the most value-adding service initiatives

Document the current situation



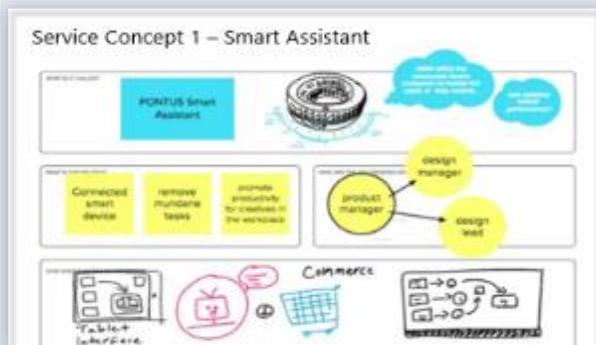
Understand the business needs



Art of the Possible – find opportunities



Create use case concepts



Assess concepts – impact & feasibility



Use case Candidate prioritized



Workshop Agenda: 4 sessions, 8 hours

Time	Discussion Point	Led by
Session 1 Duration: 150 mins	Introduction and Background <ul style="list-style-type: none"> Facilitating Team Workshop objectives Desired outcome 	HSO
	Customer Current Situation <ul style="list-style-type: none"> Vision Statement or Value Hypothesis Existing Initiatives and Deployments Review Observations and Discovery Challenges & Opportunities 	Customer
	Inspiration session <ul style="list-style-type: none"> Use case Inspiration & Business understanding 	HSO
Session 2 Duration: 150 mins	Business needs Ideation (Design Thinking) <ul style="list-style-type: none"> Review the homework submissions Leverage whiteboard to collate new ideas, benefits and pain points Concept Cards and initial use case definitions 	HSO
	Value needs Ideation <ul style="list-style-type: none"> Use case visualization and value understanding 	HSO

Homework – Concept Cards & Use cases scoping		
Session 3 Duration: 120 mins	Concept Prioritization <ul style="list-style-type: none"> Review concepts and define use case KPI's Identify top priorities & define approach 	HSO
Feedback survey		
Session 4 Duration: 60 mins	Reporting <ul style="list-style-type: none"> Aspirational timeline Field Service Initiatives Next Steps, Actions and Owners 	HSO



contactus@hso.com

***Would you like to know more
about this workshop?***

Our experts are ready to help you.
Feel free to contact us.



the results company

www.hso.com | contactus@hso.com

HSO has been active as a Microsoft Solution Integrator since 1989 and has grown into a successful ICT company with more than 1200 employees and offices in Europe, North America and Asia. HSO supports local and international companies in retail, wholesale, industry and (technical) services to make a difference with digital technology. The foundation for this is Microsoft Dynamics 365 (CRM & ERP), Microsoft 365 and Data & AI. HSO takes care of the implementation, optimisation and 24/7 management of these cloud solutions, worldwide. HSO belongs to the Microsoft Dynamics Inner Circle and is proud to have been awarded the title 'Microsoft's most customer-oriented partner'. You can find more information on HSO at www.hso.com/nl