

Consulting Offer

FSM Mobility

Workshop and Implementation

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LTIMindtree's FSM Mobility Solution, built on Microsoft Dynamics 365 Field Service Mobile Application, is a modular service offering designed to boost field technicians' productivity to deliver significant improvements.

FSM Mobility Application incorporates online as well as offline mobile application configuration and usage, and data sync solutions, all through Dataverse and thus, eliminating the need of integrating Microsoft CRM with 3rd party mobility systems. You can cover the entire journey of the field technicians and workforce from work order creation to work order completion with immediate data sync across devices. With FSM Mobility, you can make significant improvements to your technicians and workforce's productivity and keep track of their activities with real time and regular tracking.

LTIMindtree provides a free workshop involving a mutual assessment of your field service workforce productivity to arrive at a strategic plan and modernization roadmap.

Workshop Approach:

- Identification of key stakeholder touchpoints (technicians, dispatchers, service managers, customers) and their journeys across products, services, and locations.
- Understanding of field service processes' current positioning on various performance metrics.
- Analysis of gaps (as-is vs to-be state) and what can be done to minimize them.
- Identification of opportunity areas, and potential benefits (cost savings and ROI) from technology-led-transformation.
- Prioritization of opportunities and finalization of strategic roadmap.

The Field Service Mobile Application can serve as a complement to the Field Service Module and can be customized and configured as per the business requirement.

Reimagine your field service processes through a new lens. Reach out to us today to know more.

Microsoft Dynamics 365 for Field Service





Let's get to the future, faster. Together.

