Driving growth, efficiency, and service improvements

Transform Field Service with Microsoft Dynamics 365

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Shifting customer demands and disruptive technologies are transforming Field Service. Today, issues such as SAAS, ESG, workforce changes, and increased customer expectations are all connected.

Each activity is a distinct step in a long chain, from sale-of-service and call center operations to planning, inventory management, contracts, and service delivery. The challenge for manufacturers is to transform what is often a piecemeal series of independent operations into an integrated system.

Connected, digitally enabled field services

KPMG LLP (KPMG) has a long history of developing and implementing connected enterprise models for manufacturers that link manufacturing, installation, and service. Leveraging Microsoft Dynamics 365 and the Microsoft Azure platform, KPMG can help you transform your business and operating models into connected and digitally enabled services.

KPMG and Microsoft can help you drive productivity by proactively monitoring equipment, pipes, valves, transmission lines, and more to identify needed repairs before they become problems. We provide AI-optimized scheduling enabling workers to do more with their time. You can access real-time, remote support with mixed-reality annotations, including Microsoft HoloLens. You can also enable many repairs to be made remotely, machine to machine, with no human interaction, through the Internet of Things (IoT).

A digitally enabled field service can help:

- **Increase attach rates and lifetime value**
  You can drive cross-sell and annuity-based services with better data and superior analytics on customers, assets, and install bases.

- **Improve customer experience and loyalty**
  Orchestrate each interaction in the lifecycle with a more customer-centric approach.

- **Reduce technology complexity and spend**
  Lower your costs and simplify operations—from quote through install, maintenance, and renewal—through improved integration across platforms and processes.

- **Improve operational and sourcing efficiency**
  Direct efforts to your most profitable priorities with advanced data collection and analysis, greater automation, and intelligent forecasting. Manage inventory with real-time data, add information to work orders, and enhance learning with mixed reality.

- **Improve field employee productivity**
  Make more of your time through schedule optimization technologies, inventory management, a dynamic work force model, and remote diagnostic monitoring and repair.

- **Maintain business continuity by connecting assets**
  Enable predictive maintenance using sensor data and AI, and automate mundane tasks with robotic process automation (RPA).
With the power of digital transformation, you can improve every area of Field Services.

<table>
<thead>
<tr>
<th>Field service area</th>
<th>KPMG delivers:</th>
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<tbody>
<tr>
<td>Outcome as a service</td>
<td>Focus on renewals, the attach rate, and recurring revenue.</td>
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<tr>
<td>Connected service</td>
<td>Remote diagnosis and repair solutions with predictive, real-time self-healing;</td>
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<td></td>
<td>ecosystem controlled.</td>
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<td>Connected enterprise</td>
<td>Integrated model offering a synchronized supply chain and streamlined interactions.</td>
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<td>Digital field platform</td>
<td>Fit-for-purpose field service platform with digital customer and partner integration, robust data and MDM, and standardized ERP at the core.</td>
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<td>Insights and analytics</td>
<td>Founded on connected data and a customer-outcome focus, a digital solution offers predictive and proactive sales and service and has AI/ML embedded throughout.</td>
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<td>ESG-embedded</td>
<td>Field service delivery drives sustainable manufacturing with connected factories using IoT and AI.</td>
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<td>Future field workforce</td>
<td>Hybrid delivery using dynamic dispatch and subcontractor augmentation.</td>
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<td>Scalable operating model</td>
<td>Organized and efficient Field Services solution with standardized processes, digital COEs and services, optimized for hybrid delivery.</td>
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<td>Business continuity</td>
<td>Maintain continuity by connecting assets. Sensor data and AI enable predictive maintenance and automate mundane tasks with robotic process automation (RPA).</td>
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<td>Agile supply chain</td>
<td>Support for discrete, process, lean, and mixed-mode manufacturing; edge computing strengthens resilience; intelligent order and warehouse management increase efficiency.</td>
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<td>Planning and sourcing</td>
<td>Plan production and distribution with in-memory services; use AI-enriched demand forecasting; consolidate data from disparate systems with low-code connectors.</td>
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<td>Process improvements</td>
<td>Simplify and automate manual processes with low-code applications.</td>
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**KPMG and Microsoft: Business led. Technology enabled.**

At KPMG, our strategic alliance with Microsoft is central to our goal of helping clients achieve sustainable competitive advantage. Whether customer-based or asset-based, modern Field Services operations can be an ongoing source of revenue. We can help you transform and standardize your operating model and boost profitability. The right technology solution allows you to increase the amount of business you do each day, while automation keeps costs down as your business expands.
Contact us

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