



# Build your Field Service Operations Roadmap

## 3-day Microsoft Catalyst Workshop includes

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- Interviews to understand current state, business challenges, and opportunities
  - Exploration of technology possibilities and identification of high value initiatives
  - Workshop with key stakeholders to synthesize vision and prioritize initiatives
  - Delivery and review of Field Service Roadmap
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**This workshop may be eligible for Microsoft funding up to 100% of the value of the offer.**

## Dynamics 365 Field Service

Dynamics 365 Field Service is a connected field service solution that uses IoT technology, mixed reality, and machine learning to drive technician productivity and customer satisfaction. Predict issues before they occur and rapidly solve them when they do with IoT sensors and advanced remote assistance when on-site.

## Microsoft Catalyst

Microsoft Catalyst is a proven and powerful methodology to value identification. As part of a Catalyst engagement, meet with our team of field service specialists, integration engineers and analytics consultants for a roadmap workshop.

The scope of the engagement starts with a review of your business objectives, followed by mutual discovery and visualization of solutions, ending with a clear, actionable blueprint of how you can reach your business goals.

## How Rand Group can help

Our team of industry specialists, computer scientists, process improvement experts, and data scientists have been driving real business results since 2003. With over 500 clients and 2,500+ successful engagements we are committed to helping people use technology for business success.



*Field Service Roadmap Workshop*

# What is Microsoft Catalyst?

Build, plan, and execute business transformation strategies with a proven, innovative approach from Microsoft Catalyst—an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud. Your business transformation starts with an I.D.E.A.

Start by finding the transformation strategy that's right for you. Define and prioritize your strategy using development activities, then foster ideation and drive decision making with an envisioning workshop.



## Inspire

Imagine a future state solution for your business

## Design

Discover what's possible by aligning technology investments to business goals

## Empower

Empower others in your organization to see the value

## Achieve

Achieve business outcomes and improved customer experiences

➤ Envisioning Workshop

➤ Business Value & Solution Assessment

➤ Solution Demonstration

➤ Transformation Plan

For more information visit: <https://dynamics.microsoft.com/en-us/microsoft-catalyst/>

## Field Service Roadmap Workshop

Our roadmap workshop facilitators will use design thinking concepts to help business decision makers establish primary goals and vision using an approach that encourages thinking beyond simply making existing processes more efficient. We will guide you through prioritizing high-value transformation scenarios to help you achieve ongoing innovation. At the end of the engagement we will deliver a roadmap to success and blueprints of high-priority transformation scenarios which will be the foundation to making your new vision a reality.

**Get Started**

**Request a Field Service Roadmap Workshop today!**  
Contact Rand Group at [info@randgroup.com](mailto:info@randgroup.com)

