

Dynamics 365 Field Service: 4 week proof of concept

Customized Field Service Proof of Concept begins with an in-depth discovery phase to understand your current processes and unique business challenges. Get a tailored pilot environment incorporated in your data, transactions, and workflows. During the live pilot simulation, a detailed demonstration will be provided to key stakeholders on how Dynamics 365 Field Service can help reduce maintenance costs, minimize downtime, and ensure first-time fix rates.



Benefits:

- **Reduced maintenance costs:** Optimize your field service operations to lower expenses.
- **Minimized downtime:** Ensure your systems are up and running smoothly with minimal interruptions.
- **Improved first-time fix rates:** Enhance efficiency by resolving issues correctly on the first visit.

Proof of concept agenda:

Week 1: Discovery and analysis

- Kickoff meeting with stakeholders
- Detailed discovery of current field service processes
- Identify business challenges and requirements

Week 2: Environment setup

- Create a personalized pilot environment
- Import relevant data, transactions, and processes

Week 3: Pilot execution

- Conduct live pilot simulations
- Demonstrate key features and benefits to stakeholders

Week 4: Review and recommendations

- Analyze pilot results
- Provide recommendations for improvements
- Discuss next steps and high-level implementation estimate

This pilot leverages the Microsoft Catalyst methodology, an innovative approach that uses design-led thinking to drive digital transformation and business innovation.

Target audience

Business owners and IT managers

Decision-makers responsible for the urgent adoption/implementation process and ensuring alignment with business objectives.