POWER OBJECTS

An HCL Technologies Company

Dynamics 365 Field Service Platform

Inspections and Recall

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PowerObjects is the Microsoft Business Applications COE in HCL. Supporting every workload on D365 and the Power Platform.

- Founded in 1993, acquired by HCL Technologies in 2015

- Largest dedicated, global practice of over 1300+ employees

- One of Top 5 Microsoft Global SIs for Microsoft

- 1 Million+ Active Dynamics Users, 1500 companies use our PowerPacks

- Over 1000 active customer globally

- We implement Dynamics for Microsoft

Service   **Support**   **Education**   **Add-Ons**

CANADA
Locations:
Toronto, ON
CRM & ERP
Onshore
Resources: 30+

UNITED KINGDOM
Locations:
London, UK
CRM & ERP
Onshore
Resources: 200+

UNITED STATES
Locations:
Minneapolis, MN
Dallas, TX
CRM & ERP
Onshore
Resources: 420 +

INDIA
Locations:
Hyderabad, India
Madurai, India
CRM & ERP
Onshore
Resources: 650 +

SINGAPORE
Locations:
Singapore
CRM & ERP
Onshore
Resources: 80+

AUSTRALIA
CRM & ERP
Onshore
Resources: 20+

Multi-award winner

◆ 2020 Customer Service Global Partner of the Year

◆ 2019 Customer Service Global Partner of the Year

◆ 2019 Financial Services Global Partner of the Year

◆ 2019 Power Platform North America Partner of the Year

PowerObjects Contributions

**Education Offerings**

Course Catalog

CRM Book

Daily Blog

Customer Stories
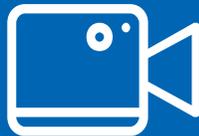
PO TV

PowerPlus

PowerPack Add-Ons

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PowerObjects
Centers of Excellence
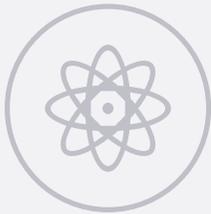
Data

Developer

Field Service

Education

PMO

Call Center

Program Mgmt.

Solution Architect

Business Analysis

Quality Assurance

Finance & Operations

PowerPack Add-Ons
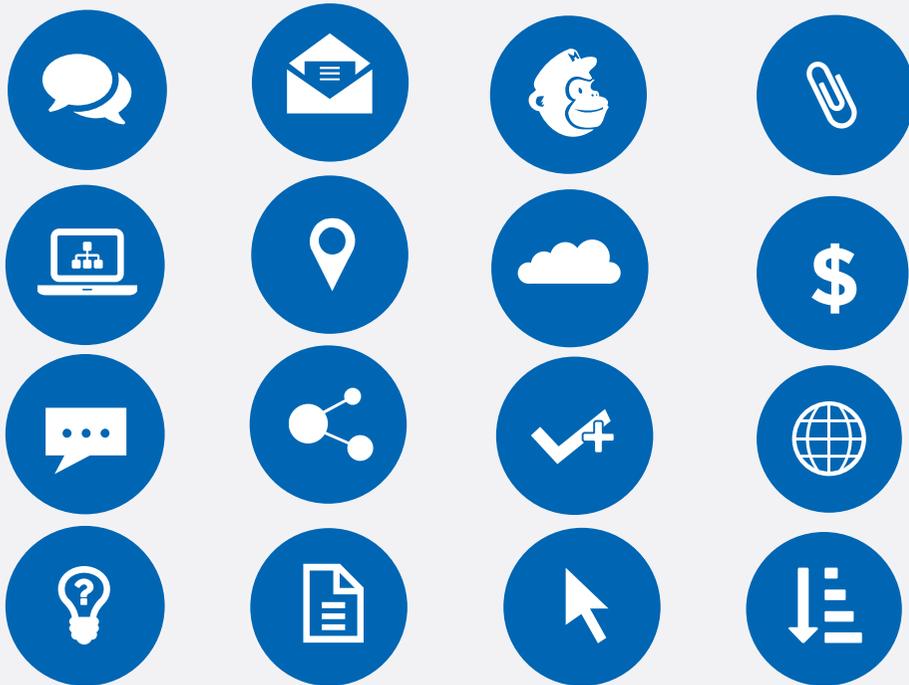
- Over 30 Managed solutions designed and built by PowerObjects

- App like experience – click, try, subscribe

- Enhance CRM capabilities and provide greater functionality and efficiency

- Provide functionality without additional development cost to clients

- Marketing and Productivity focused

- Over **1 Million** PowerPack users worldwide

PowerObjects
Dynamics 365 End-to-End

Service agreements

Schedule & dispatch

Customer-centric experience

Connected field service

SALES

PROJECT SERVICE AUTOMATION

CUSTOMER SERVICE

FINANCE & OPERATIONS

Inventory management

Mobile

DEVICES & SENSORS

CUSTOMER INSIGHTS
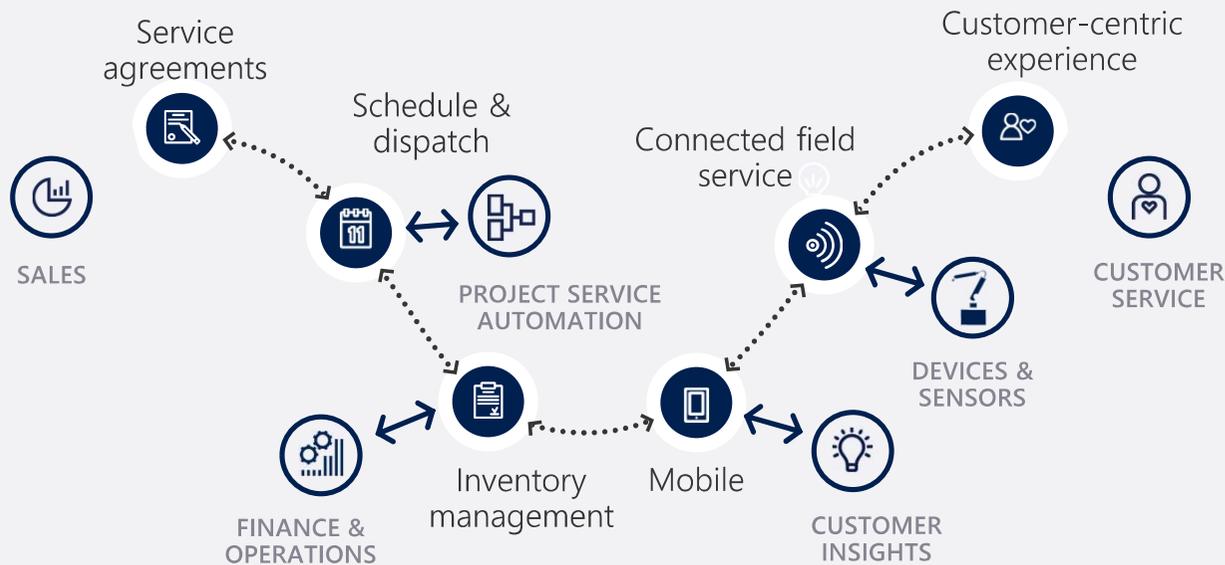
Better Together

Sales: Technicians can identify and create opportunities in the field for sales teams.

Project Service Automation: Use the same resource pool for short or long-term projects.

Customer Service: Accept customer concern calls through phone, email, social, or chat.

Finance and Operations: Automate warehouse processes and streamline customer billing.

Marketing: Technicians can update customer information to deliver more personalized content.

Talent: Identify and engage right people with right skills

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Field Service
Value Proposition

Field Service by PowerObjects allows organizations a guided, intelligent way to provide service and support while leveraging existing systems. Benefits include:

- **Increased Service Revenue** - Prevent warranty leakage, enter new markets, maximize technician productivity, increase upsell/cross-sell opportunities, and speed up cash flow.

- **Increased Employee Productivity and Satisfaction** - Automate your field service operations to increase field utilization, eliminate duplicate data, and increase employee satisfaction.

- **Increased Customer and Partner Satisfaction** - Keep your customers and partners happy by opening up multi-channel communication lines, meeting or exceeding SLAs, and providing proactive vs. reactive service.

- **Reduced Costs** - Reduce overstocking costs; improve parts visibility and workforce utilization; reduce administrative overhead; and increase efficiencies.

PowerApps

Our PowerApps experts are actively working with clients to build out a wide range of functionality from scanning business cards for lead capture in Dynamics 365, to providing your field agents with mobile capabilities from route optimization, to calling and texting customers, to tracking inspections with photos and checklists.

Field Service benefits:
- Build "last mile" line-of-business applications directly via web, tablet, or mobile
- Use skills you already have to build apps (think PowerPoint + Excel skills)
- Share apps across your organization
- Rapidly and cost-effectively improve and scale your application as your business requires
- Connect to a large selection of applications

Learning Tools:

Offerings:

PowerPack Add-ons

Live chat and track conversations from visitors on your website within Microsoft Dynamics 365. Create a case in CRM from the chat window.

PowerChat

PowerMap

Choose an entity, choose a view and plot all of the individual records from that view on one map in CRM for Dynamics 365.

Drag, drop, and upload images onto any record within Microsoft Dynamics 365.

PowerPhoto

PowerSMS

Connect the third-party text messaging platforms with Dynamics 365 to send and text messages. Let your customers know when an agent is on there way for a service repair.

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PowerObjects IP

ServSmart – Connected Field Service

The ServSmart framework is an end-to-end solution that helps organizations view, track and manage all aspects of their field service processes from product to service and repair. ServSmart captures data from a machine, drives that data into Azure IoT, defines the parameters to create an alert within CRM, and provides the analysis to define and refine predictive maintenance.

AssetTrack
Provides a 360 degree view of an asset, optimizes asset management, increases remote service efficiency, and reduces operational expenses.

Azure Data Collection & Machine Learning
Predicts parts and asset failure and automates diagnostics based on fault codes and past service history.

Connected Field Service
Increases customer satisfaction by providing support before a customer knows there is even an issue.

Business Intelligence
Provides base visibility and monitoring, including average time to failure, parts performance, and more.

Demo Accelerators
- Field Service Expertise and Workload Expertise
- Customer Field Service: USD, Data, Reports, CTI Screen Pop
- Field Service for Oil & Gas: Data, Reports, Time Entry (in progress)
- PowerBI Reports for Forecasting (in progress)

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