



## Enable Always-On Service with Dynamics 365 Field Service

### Our experts are here to help you grow your business by:

- Reducing maintenance costs
- Minimizing downtime
- Ensuring first-time fix
- Enabling cross-sell and upsell
- Transforming your products and services
- Gaining visibility via remote monitoring

### Build a better future

Field service management is rapidly changing as technology and business conditions have evolved. Predictive maintenance, process standardization, and the ability to provide contactless and remote services have become increasingly important. These changes are pushing service companies to create new business models and rethink the way they do business.

In this new reality, how do you envision the future state of your organization? Build your transformation strategy with Microsoft Catalyst, a proven and powerful approach to innovation.

### Let's ideate together

As part of Catalyst, meet with our experts for a personalized pilot, where we can ideate together using design led thinking concepts and jointly define how to enable the digital transformation of your organization.

This pilot starts with a review of your business objectives, followed by creation of a personalized pilot using your data so you can visualize the solution, ending with a clear, actionable picture of how we can help you 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.



*Dynamics 365 Field Service Pilot*

# 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 Pilot

Join us for a personalized pilot of Microsoft Dynamics 365 Field Service so you can visualize how you can transform your business. We will begin with discovery of your current field service processes and challenges, focusing on understanding your unique business challenges and needs. Next, we will create a personalized pilot environment including data, transactions, and processes relevant to your business. We will then run a live pilot simulation to demonstrate to key stakeholders how Field Service can help mitigate your current business challenges.

# Get Started

## Request a Field Service Pilot today!

Contact Rand Group at [info@randgroup.com](mailto:info@randgroup.com)

