

# MICROSOFT DYNAMICS 365 FIELD SERVICE: 8-WK IMPLEMENTATION

## ABOUT DYN365 FIELD SERVICE IMPLEMENTATION:

8-Wk implementation of Microsoft Dynamics 365 Field Service, Microsoft's technical service software to optimize the scheduling of resources, prepare field technicians and meet the expectations and needs of your customers



*See what customers are saying:*

*"Arce Clima is now able to monitor and anticipate all technical activities thanks to Dynamics 365 Field Service"*

*-Carlos López, CEO, Arce Clima*

## WHAT WE OFFER:

Dynamics 365 Field Service is a powerful, modular and flexible solution, capable of solving the needs of any field service from end to end.

Based on IoT, machine learning, augmented reality and mixed reality technologies, this platform for technical assistance and gmao has intelligent processes that help resolve incidents before they occur, thus reducing operating costs and providing highly satisfactory experiences both customers as well as employees. Some of the benefits that Field Service brings to companies are:

- Provide proactive maintenance, identifying and diagnosing problems
- Track end-to-end
- Offer a connected and transparent customer service
- Optimize resource scheduling

# Why Dynamics 365?

## Modern applications

Modern applications that deliver new experiences and connect with a business' existing systems to allow organizations to digitally transform their way.

Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices, and micro-applications to drive intelligence and inform a more effective business process.

## Unified data and processes

Unified data and processes that enable business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data to a single network.

## Intelligence that delivers

Intelligence that delivers actionable insight. Data in the new world includes social, relationship, and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

## An extensible environment

An extensible environment that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.



Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.

[WWW.MICROSOFT.COM/DYNAMICS365](http://WWW.MICROSOFT.COM/DYNAMICS365)

## Key use cases



### Sales

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.



### Service

Understand your customers better and respond more quickly by accessing internal and external relationship data.



### Finance and operations

Increase your return on investment with Microsoft's agile and efficient cloud solution.



### Talent

Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.



### Marketing

Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.