



Speed up resolution time on-site, boost engineer productivity and increase customer satisfaction with this mobile app.

Microsoft | Dynamics 365

If you are responsible for field service technicians and their scheduling, you will know about these common challenges:

When out on-site, engineers lose too much time locating the part they need to complete their intervention.

There are sometimes too many teams involved in locating the part needed, including Service schedulers, customer service and warehouse teams. Productivity is impacted across the business.

The customer needs to know when their fix will be completed, often when the technician is still on-site.

What is the Spare Part Finder by Prodware?

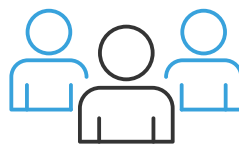
It is a mobile app that works with Android and Apple IOS tablets and smartphones for Microsoft Dynamics 365 for Field Service, that uses leading artificial intelligence (AI) technology to recognize and locate product items and their variants in the catalog whilst out in the field. Because it works with Microsoft Dynamics 365, technicians can update and connect the related work orders and spare parts.

Why choose Spare Part Finder for your field service engineers?

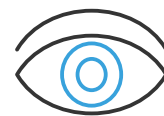
- Using their mobile device, the engineer can scan the product for recognition of its part number, which then locates the part, either in the van, in stock at HQ or needing to be ordered
- The customer can be notified on-site and expectations managed
- First fix rates are improved with less needless involvement from other colleagues



Shorten intervention processes



Empower technicians in the field



Provide transparency to customers

Speak to Prodware about adding functionality to your field service management processes to further improve your service provision.



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