DeviceTone®

Transform your products into "smart" devices with easy and fast IoT technology that connects with Microsoft Dynamics 365 for modern maintenance

If you want to develop your revenue streams, protect customer loyalty and offer a competitive USP through innovative after-sales service, you are likely to encounter these challenges:

"All this talk of the Internet of Things and Industry 4.0; as an OEM I can see the after-market potential but fear the costs to manufacture connected products would be too high."

"Our manufacturing operations and existing skill sets are not set up to embrace the long development cycle needed to create smart products. What about my existing products, how can my current customers benefit from my new maintenance offering?"

"My field service operation is purely reactive; we need to respond to the needs of our customers who expect us to be more proactive and responsive with maintenance planning and execution."

The DeviceTone™ Connector from Prodware is the answer: it brings together open-source "smart" device technology with Dynamics 365 for Field Service, to set up and run your connected maintenance operations.

Why choose DeviceTone™ Connector from Prodware to support your after-market strategies?

DeviceTone™ is an innovative open-standards technology that transforms existing products into "smart" devices that can send alerts and ongoing performance data to be used for predictive maintenance scenarios.

The Internet of Things (IoT) has been a much-discussed tech trend, but now with DeviceTone™, coupled with the business process familiarity of Microsoft Dynamics 365; IoT and smart tech is within reach.

With thousands of manufacturing and field service customers, Prodware's global experience means that we can match our Microsoft Dynamics expertise with innovative technology such as DeviceTone™ to modernize service management.

Prodware's **Dynamics 365 for Field Service** connector to **DeviceTone**™ helps manufacturers (OEMs), distributors and service companies respond to triggers from "smart devices":

- Alerts generated by devices based on performance and behaviors are sent to Dynamics 365 for Field Service to generate workflows and activities

- Service planners and schedulers can seamlessly manage work orders and jobs for technicians in a proactive manner

- Because the device is "talking" directly to Dynamics 365, the client is notified of an issue to be resolved before it becomes a problem for them once a technician is scheduled

Boost customer benefits

Increase customer traceability with improved visibility of the performance of their installed products, provide more after-sales offerings in a shorter time-to-market.

Increase profitability

Increase your market share and customer loyalty with new service models. Plus, with proactive and planned maintenance there are fewer on-site service calls (average saving of €120 per call).
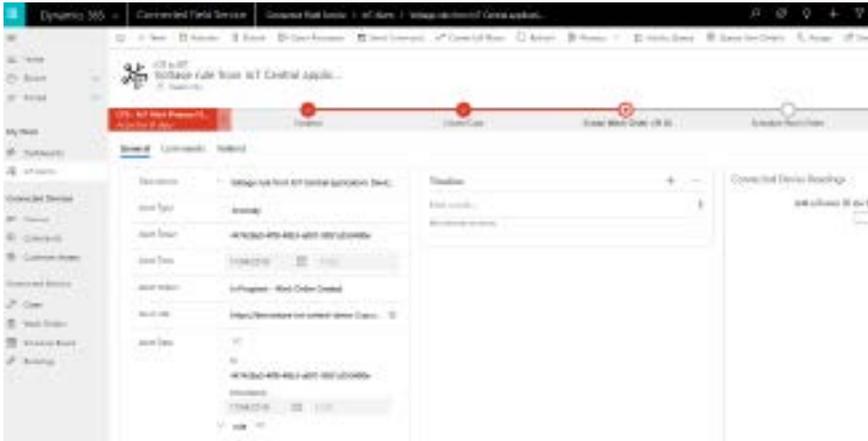
Flexible

DeviceTone turns "low-tech" products into smart connected devices. Your market potential is increased across your entire product range, quickly and easily.

Integrated

All devices are managed from within Dynamics 365 with an easy to use dashboard. Familiar workflows and activities in Dynamics 365 perform seamlessly based on device behaviors.
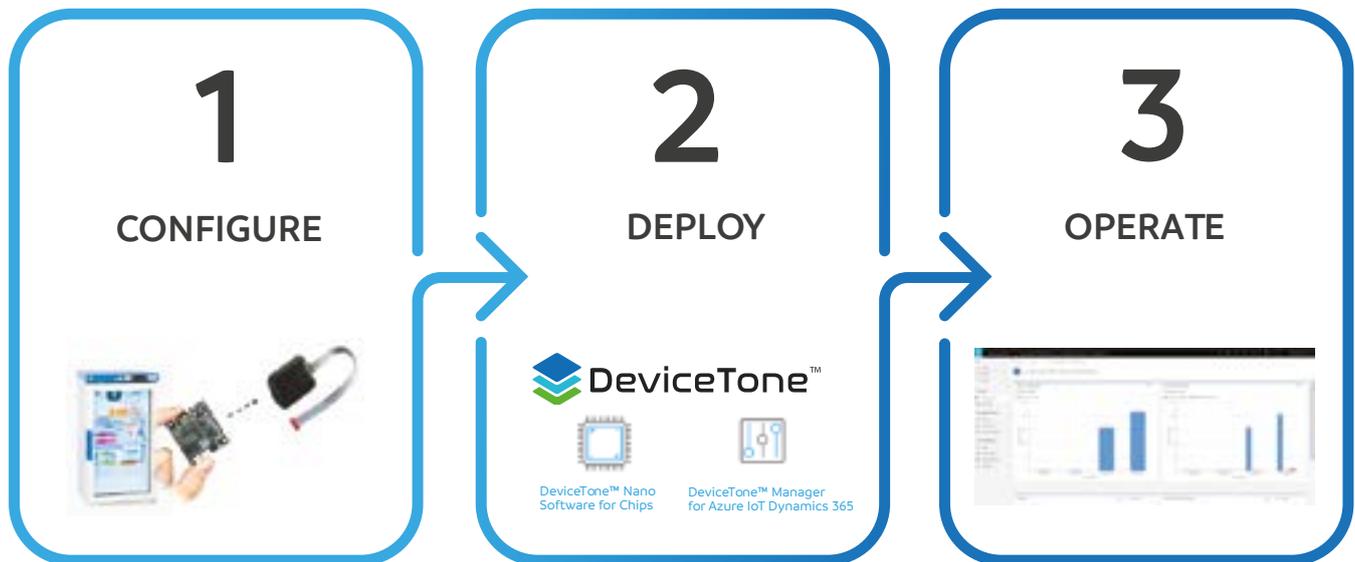

Incoming alerts from Azure IoT Central can be viewed in Dynamics 365 for Field Service by scheduling teams and technicians.

Alerts are selected to see more detail; including device information, threshold, and the violated rules.

Once verified, a technician is scheduled from Dynamics 365 for an intervention in the field.

Fast end to end IoT enablement

1
CONFIGURE

2
DEPLOY

DeviceTone™

DeviceTone™ Nano Software for Chips

DeviceTone™ Manager for Azure IoT Dynamics 365

3
OPERATE

Speak to Prodware about connecting your Dynamics 365 for Field Service app with smart device technology, and start to revolutionise the way you look after your customers post-installation.

prodware

Gold
Microsoft
Partner
■ Microsoft

FRANCE | GERMANY | AUSTRIA | UK | BELGIUM | LUXEMBOURG | NETHERLANDS | SPAIN | ISRAEL | MOROCCO | GEORGIA | CZECH REPUBLIC | US