

This 1-week Proof of Concept is a full review of business needs and provides a comprehensive plan with a solution trial.

If you run a field service operation, you will recognize these challenges and the need to discover what options are open to you in order to improve productivity, customer experience and empower teams:

"I feel the productivity of my field engineers could be improved but I cannot track this and I cannot solve it."

"The scheduling team are frustrated because they are always in reactive mode; we need to connect up our customer needs, resource planning and inventory better."

"We are using multiple tools to run our field service operation. We need to improve our service delivery so we can compete and provide a better customer experience. We're not sure what our options are."

## Why choose Prodware to support your field service needs in Microsoft Dynamics 365?

As a Microsoft Gold partner, Prodware has developed and implemented Dynamics projects across Europe for field service organizations.

Our experienced field service teams work closely with our clients to deliver Dynamics 365 for Field Service implementations that fit their needs.

No obligation! Following the Proof of Concept consultancy, you receive a trial instance of Dynamics 365 for Field Service with your sample data and customizations. This includes Accounts, Customer Asset's, Territories, Resources, Calendars, Skills, Work Orders, Schedule Boards, Products, Services, Agreements, Warehouses and Mobility. In addition, the solution will have a Dashboard with graphics and pre-filtered lists to monitor the service.

## The comprehensive agenda of 1 week Proof of Concept consultancy covers:

- Kickoff meeting to review the goals, objectives, plan and teams of the POC. Finishing with an overview of Dynamics 365 Field Service Functionality
- Review of Customer Business Processes, Organization and Requirements
- Discussion on Organization, Roles and licenses
- Dynamics 365 Field Service trial provisioning
- Basic parametrization and customer sample data import
- Workshop covering the Dynamics 365 Field Service standard processes to discuss and include customizations for back office solution and mobility
- Review of Reporting/Data Analysis requirements
- Creation of Dashboard and Dynamics 365 Field Service graphics/lists
- Final parametrization and configuration
- 2-hr training
- POC closure meeting and next steps



Improve client satisfaction

73% of consumers say valuing their time is the most important thing a company can do to provide good service. Field Service helps you maintain the accuracy of service contracts, warranties, and installed products across customers, geographies, and locations.



Better employee productivity

65% of incoming service requests require field visits and of those service visits. 26% require secondary or follow-up visits. Improve first-time fix rates and remotely connect your inventory & parts management.



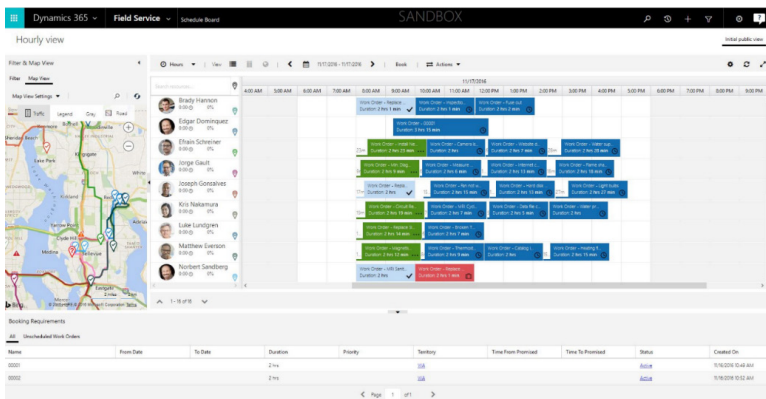
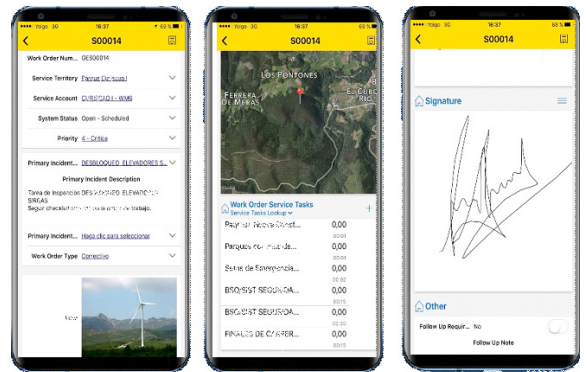
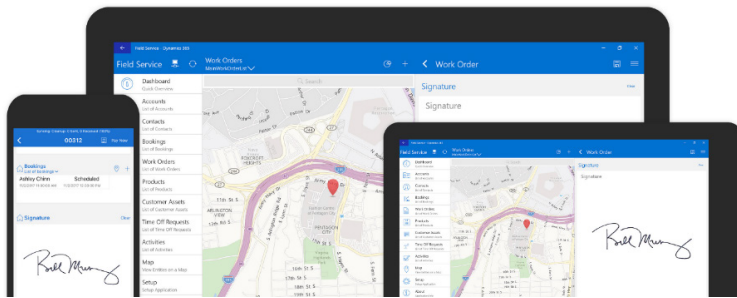
Balance workloads and optimize schedules

Organize and find available resources by any number of categories, including skill sets, geography, or even by customer preference.



Empower your engineers with mobility

Ensure technicians are on time with their best schedule and turn-by-turn driving directions. Get 360-degree customer preferences and history. Boost work order completion, technicians can take photos of completed work, get customer sign-off, and collect payment on site.



## What is Microsoft Dynamics 365 for Field Service?

The app, part of the future-proof Microsoft Dynamics 365 business platform; empowers companies to deliver predictive and proactive service to improve customer satisfaction, first time fix rates, and resource productivity through advanced scheduling, resource optimization, and mobile enablement.

Speak to Prodware to organize your own no-obligation field service Proof of Concept today; direct or via Microsoft AppSource.



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