



Jump Start

Get your team up and running with a leading field service management app in the cloud quickly



In today's competitive and complex service landscape, customers demand more. The modern field service team faces multiple challenges:

"Our technicians do not have visibility of service history before they go onto a customer site."

"Our scheduling team do not have a clear idea of the skill sets of the engineers or how long they take on a call."

"Our first-time fix rate is very low, our productivity levels and overheads are not sustainable."



Achieve a quick implementation of Microsoft Dynamics 365 Field Service for a fast way to achieve modern field service provision:

- Give customers an accurate time window of service
- Structure resolutions with escalation to on-site if no fix achieved over phone/email/ knowledgebase
- Improve first time fix rate with right knowledge, right person, right inventory
- Streamline inventory management and track to truck level from any device
- Automate scheduling to fit in more daily appointments, matching skills with customer demand
- Move to a connected field service operation and be proactive about issues with more uptime

THE 4 PILLARS OF THE FIELD SERVICE JUMP START APPROACH



WORKSHOP

In a joint session, your objectives and processes are discussed that apply for your business model. Immediately after this session, our consultant configures the solution in Microsoft Dynamics 365 Field Service. Within the standard Jump Start scope:

- Master data (accounts (service, billing) and contacts)
- Workorder settings
- Incident type settings
- Resource settings (skills, certifications)
- Schedule board settings
- Customer assets
- Approval settings
- Pro-forma Invoicing settings (no ERP integration)
- Inventory settings (no ERP integration)
- Dashboards (Dispatch and Field Service administrator)



CONFIGURATION

The consultant carries out the planned configuration and evaluates it in consultation with you. This serves also as an approval to start your data migration in accordance with the Prodware template.

This is your opportunity to ensure the data you hold is cleansed and de-duplicated. Fit for purpose for your best practice sales processes.



DATA IMPORT

As part of this project, Prodware will handle your accounts (companies) and contacts import.

You provide Prodware with two data files for a one-time import of accounts and related contacts.



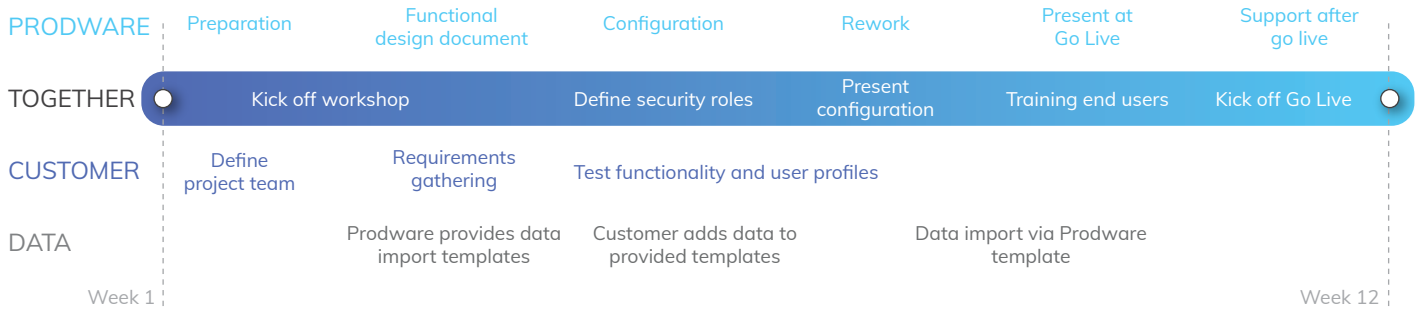
TRAINING

In an end-user or train-the-trainer session you and your employees learn how to get started using your Dynamics 365 Field Service solution.

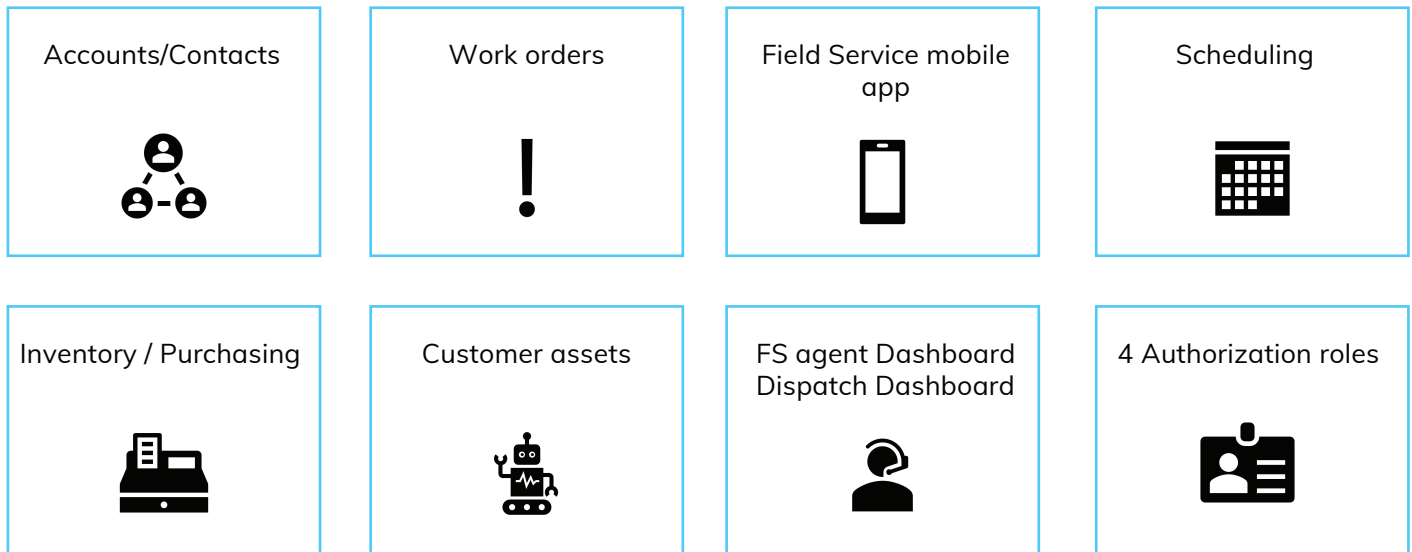
This session also provides an opportunity for the key users to answer all questions regarding their configuration, additional instructions on configuration and workflow, as well as how to set up users and general data administration.

What does the Jump Start plan look like?

Dynamics 365 Field Service | Jump Start Planning



Key focus areas of Field Service Jump Start implementation



Speak to Prodware about how you can speed-up your access to market leading service technology to boost productivity, customer satisfaction and best practice in your field service operation.



Head Office: 45, quai de la Seine - 75019 Paris
+33 979 999 799 | www.prodwaregroup.com | letsinnovate@prodwaregroup.com

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