

# 7 Innovative Ways Microsoft's Connected Field Service Drives Profitability

Empower your team to proactively resolve issues, maximize technician productivity, reduce administrative overhead, and increase customer satisfaction using the built-in intelligence and cutting-edge digital tools of Microsoft's Connected Field Service.

## 1 Automate work order scheduling and dispatch

Increase revenue and customer satisfaction by assigning the technician with the right skills. Automated resource scheduling and dispatch optimizes assignments based on complex computations. Increased first-call fix rates means service technicians can handle more calls.



## 2 Guide technicians with mixed reality

Help technicians make repairs faster by delivering schematics and diagrams with step-by-step guides to their mobile device. In addition, techs can share video in real time to collaborate with experts in other locations.



## 3 Support preventive maintenance with IoT (Internet of Things)

Move from an expensive, reactive break-fix model to a proactive, predictive service model. Applying analytics and machine learning to data from IoT sensors allows for predictive maintenance to avoid critical problems and reduce costly emergency service calls.

Increase revenue

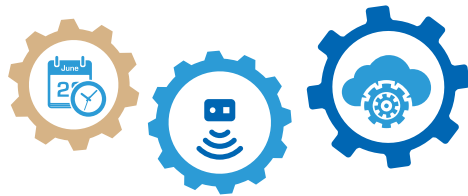
Reduce costs

74%

of the best-in-class service providers use IoT technology to track serviceable assets and equipment.

## 4 Resolve issues remotely with IoT

IoT provides the data to detect, troubleshoot, and resolve issues remotely before customers know there's a problem. Through machine-to-machine diagnosis and self-healing, fewer service calls are required to keep equipment running at peak performance.



68%

of business leaders believe mixed reality is important to achieving their companies' strategic goals in the next 18 months.

20%

minimum reduction in the number of service calls required for organizations using Microsoft's Connected Field Service.

## 5 Use data analytics to optimize profitability

Increase profits by analyzing data to improve field service operations. Determine the profit points of warranties and service contracts, identify upsell and cross-sell opportunities, compare the profitability and growth for each service line, and more.

## Digital Twin

A Digital Twin is a virtual model of a process, product, or service enabled by IoT data. Pairing the virtual and physical worlds allows data analysis and proactive monitoring of systems.

## 6 Reduce costs with Digital Twin

Through the digital twin of an asset or group of assets, field service teams can correctly identify problems remotely. Improve first-time fix rates and reduce costly, unexpected service calls by scheduling maintenance before equipment fails.

75%

of organizations currently using IoT are implementing Digital Twins now or plan to within a year.

## 7 Build service insights with Digital Twin

Use Digital Twin analysis and simulation to prevent downtime, optimize overall operations, and develop new services for the future. Predictive analytics and advanced visualization support exploration of new opportunities and business model testing.

40%

reduction of reactive maintenance realized by organizations using a Digital Twin.

Sources: Aberdeen, Using the Internet of Things to Better Serve Customers, 2017; <https://hbr.org/sponsored/2018/06/mixed-reality-a-new-dimension-of-work>; Forrester The Total Economic Impact™ Of Microsoft Dynamics 365 For Field Service, 2019; <https://www.gartner.com/en/newsroom/press-releases/2019-02-20>; <https://www.oilandgasmiddleeast.com/products-services/35833-the-digital-twin-a-virtual-revolution-for-oil-and-gas>



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## Fuel Your Business with Connected Field Service

Connected Field Service enables preventive maintenance, thereby allowing your organization to proactively respond to issues in the field. With Dynamics 365 and field service management solutions from PowerObjects, you can create a customer service story that spans multiple channels, maximizes your employees' efficiency, and exceeds customer expectations.

Connect with a field service expert today!

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