

Field Services

Field Services for Microsoft Dynamics AX

BENEFITS:

- **Integrate people and information to empower your work force.** Enhance the flow of business and technical information while connecting dispersed employees by means of convenient Windows Mobile® devices. Automate manual processes, share best practices and procedural checklists, and track service inventory in real time.
- **Speed and optimize scheduling and dispatch.** Quickly understand service urgency and resource status, and easily match the best resources for each task using best-fit assignment.
- **Streamline the work order life cycle.** Enable rapid-response call taking, and speed work order creation, assignment, dispatch, closure, and billing. Integrated information and automated processes eliminate manual tasks, redundant data entry, and unnecessary paperwork.
- **Manage contracts, warranties, and assets more efficiently.** Track asset histories; manage terms, rates, and timeframes; and automate work order generation and billing.
- **Gain real-time insight for improvement.** Access operational and resource information at a glance to track trends, understand costs, manage performance, and make better decisions for enhanced profitability.

Enhance management efficacy and increase the productivity of field operations with targeted automation and integrated information flow.

Connect your office and field staff with the information and processes they need to satisfy customers more efficiently. Field Services for Microsoft Dynamics™ AX can help reduce response times, lower costs, improve first-time fix ratios, and increase customer satisfaction to build a competitive advantage.



Help streamline dispatch decisions by quickly comparing needs and the resources that can most effectively meet them. Flexible data views, intuitive alerts, and powerful optimization tools empower you to achieve maximum operational efficiency with minimum effort.

Built on proven Microsoft products and technologies, this solution is familiar, easy to use, and compatible with your existing infrastructure so you can take advantage of existing IT investments, deploy with minimal training, offer your people familiar timesaving tools, and achieve a rapid return on investment and a low total cost of ownership.

FEATURES:

Call center, scheduling, and dispatch management	Quickly capture service needs and access customer, site, and equipment information to shorten the time between call receipt and job assignment. Track resource commitments, match tasks to the best available resources, and generate work orders. Create daily or weekly schedules automatically or using drag-and-drop tools.
Work order life-cycle management	View and manage work orders by customer, location, schedule, or assigned resources, with color coding and visual icons providing at-a-glance insight into urgency and status.
Contract and SLA management	Manage terms, apply different billing rates for various types of work and materials, manage SLAs, maintain hierarchical relationships among customers and locations, and automate escalations and invoicing.
Asset and warranty management	Classify assets with barcodes or serial numbers, then track asset location, maintenance needs, and repair history while capturing costs, revenues, and time spent on each asset. Track warranties against assets, provide field staff with visibility into terms and expiration dates, and help ensure that service and billing conform to warranty stipulations.
Resource tracking and performance management	Integrate information about personnel qualifications, certifications, and experience into work assignments, automate crew calendars and timekeeping, and generate individual performance scorecards.
Customer visibility	Provide customers with self-service capabilities, including work order status and new work requests, through integration with Microsoft® Windows® SharePoint® Services and standard Web services.
Inventory management	Track service stock accurately at mobile and fixed locations to reduce write-offs. Adjust inventory records automatically based on field use or en route purchasing, effectively forecast materials requirements, and take advantage of bulk and just-in-time ordering.
MapPoint integration	Take advantage of Microsoft MapPoint® integration to provide field staff with dynamic, street-level maps and directions. Use GPS tracking to quickly locate resources geographically from the office.
Mobile device interface	Support a variety of Windows Mobile platforms and devices including Pocket PC, Pocket PC Phone Edition, Tablet PC, and Smartphone, or tailor the solution for complex devices and multiple carriers.

For more information about Field Services for Microsoft Dynamics AX, visit www.microsoft.com/dynamics/ax/product/industrysolutions.mspx.

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