



Microsoft Dynamics 365 Field Service - Technical customer service at the highest level

„With the Field Service solution of Microsoft Dynamics 365, customers put the digital transformation in the service business into practice in a very hands-on way.“



Christian Schipp

Business Development CRM &
Group CMO at Ambit Group AG

Customers have increasingly high expectations of suppliers in the field service sector. Using the example of a fitter for maintenance or repairs on site, a customer makes the following demands:

- Quick and on-time completion
- Transparency in terms of costs and performance
- Competent contact persons in the office and in the field
- Field service staff are technically capable of completing the planned work
- The planned work is completed on time
- All the necessary materials (spare parts, tools, documents) are available
- Service/maintenance contracts or price agreements are integrated

Do you want to meet these demands of your customers? Do you think that the field service business, which is profitable for your business model, could make the leap into digital transformation by means of a CRM solution tailored to your processes? Ambit Group offers you the necessary tool with the Field Service solution from Microsoft Dynamics 365. In concrete terms, this means, among other things:

- A modern planning tool for the office service (dispatcher)
- Effective deployment planning
- A case management tool geared to your processes
- Mobile support for successful work in the field
- Integration of all your service modules and service contracts
- Performance control for all involved

Our business partner:





The technology - Microsoft Dynamics 365

Microsoft Dynamics 365 is an intelligent business solution that sets you on a course for growth and development. Seamlessly compatible apps are designed for real-world business needs, each offering comprehensive, powerful functionality.

Turn service cases into strategic advantage with the Field Service app for intelligent on-site customer care. The solution offers everything your teams need - from optimised scheduling to preventive maintenance capabilities.

With the Field Service solution integrated into the CRM, you win:

- Increased customer satisfaction - opportunities for follow-up orders
- Best possible utilisation of your field service staff
- Cost optimisation thanks to route optimisation, optimised logistics and improved success rate
- Increased margins thanks to more efficient processing and by increasing the number of completed service cases with existing staff and resources.
- Improved cash flow management thanks to timely chargeability of services rendered
- Additional arguments when participating in tenders (process and quality security, performance control, cost leadership)



Effective scheduling

Give your team the right tools to plan appointments and dispatch the right resources. Industrial Business Solutions includes tools for your office and field staff as well as a module for automated deployment, tour and appointment planning. So you can fit more appointments into one day.

Service agreements

Simplify the management of service agreements, including recurring service cases and contracts, installed products and warranties, for all customers and at all locations. Industrial Business Solutions helps you deliver services and can show you potential for new revenue streams.

Inventory management

Give your team everything they need to manage inventory across multiple locations - whether in the warehouse itself, in depots or on service vehicles. Real-time updates keep your stock data up to date. So you can better manage your spare parts inventory, reduce write-offs and make more accurate forecasts for replenishment.

Mobile productivity

Increase the productivity of your technicians by providing real-time and offline data for native mobile apps. All relevant (customer) information is immediately available, regardless of the device used. And administrators can centrally manage and secure all users and devices.

Networked devices

Reduce costs by only sending technicians to a customer when it is really necessary. With Industrial Business Solutions, your team can identify, analyse and fix problems remotely. And with networked devices and assets that automatically send information back to your service organisation, problems can be identified and resolved before customers even notice.

Customer communication

Put your customers at the centre of every interaction. Through the customer portal and interoperability with Glympse and Twilio APIs, you can provide them with a complete overview of their service cases, a live map, a photo of the assigned technician, and updates via SMS and phone call.

