



Connected Field Service

Columbus helps organisations to deliver a fully connected field service experience using Dynamics 365 Field Service for intelligent planning, empowering agents and technicians and keeping customers informed by connecting and integrating people, processes, machines and data across Dynamics 365.

What is Dynamics 365 Field Service?

D365 Field Service is part of a suite of integrated Customer Engagement applications from Microsoft. These aim to unify disparate data, be it from transactional, observational or behavioral sources to give organisations a single view of their customer data and derive insights that can drive key business processes.



Why customers use Dynamics 365 Field Service

- Effectively plan and manage customer demands across all channels
- Efficiently manage service agreements and preventive maintenance
- Empower agents and technicians with tools to manage and solve cases
- Integrate and unify data, systems and apps to automate and manage complex business processes

Intelligent planning

- Multichannel customer engagement
- Service agreements and preventive maintenance
- Predictive maintenance enabled by IoT
- Proactive field service driven by machine learning

Empowered agents and technicians

- Right people at the right time
- Effective asset and inventory management
- Active remote support of field technicians
- Expert guidance and technician training plus enablement

Technology Unification

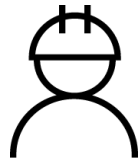
- Enhance productivity with unified data, advanced reporting, custom analytics, and data visualization
- Optimize current solutions with the power of integration and automation
- Support clients on their terms with channel integration

Dynamics 365 Customer Service provides out-of-the-box capabilities for customer experience optimisation and agent empowerment. It can automate and integrate the right processes using a unified technology stack that makes the right information accessible at every step - earning customers for life with personalized experiences and world-class service.



Intelligent planning

Field Service provides advanced, intelligent planning out of the box, connecting and engaging your customer on their channels. Service agreements and preventive maintenance can automatically schedule work orders and invoices. Integrating IoT delivers preventative and proactive maintenance and machine learning optimizes resources management and predictive forecasting to create proactive field service.



Empowered agents and technicians

Having complete customer insight, real-time guidance, and cross-team collaboration empowers technicians. Optimize resources by automatically dispatching the right technicians to the right jobs at the right times. Keep track of customer equipment and service history through asset management. Mixed reality video calling, annotations, and file sharing can enable active remote support of field technicians.



Technology Unification

Technology unification is an important aspect of meeting today's diverse business needs and requirement. By unifying data, along with required automation and integration capabilities across apps, process and systems, you can help to drive better business growth and future innovation.

Columbus

Our promise to you

We will challenge your traditional way of thinking by using technology to meet your business goals.

D365 CE expertise

Our experts know how to apply D365 to your business and improve your Customer Engagement experience.

Columbus experts have the industry knowledge and the methodology to ensure your project success.

Speak with the experts today.

And learn how you can follow businesses like Orangebox and achieve their Field Service success story.

Click on the LOGO and watch the video now.

Click on the logo to watch the video: **orangebox**

Connected Field Service

- With the advent of advanced analytics, machine learning, and augmented reality capabilities, organisations are moving towards a connected field service model.
- Using a proactive support model allows technicians to proactively monitor and maintain equipment and devices.
- Real-time insights and augmented reality capabilities deliver next-generation field services capabilities to technicians with the right information at the right time for the right people.
- Data analytics ensure proactive, connected, and omni-channel engagement.
- Predictive maintenance is driven by data analytics, ensuring proactive customer engagement.

Why Columbus?

Columbus are widely recognized as a global leader in maximizing efficiency and business performance. We develop and implement our offerings using innovative platforms to accelerate digital adoption and ROI. We have a deep understanding of industry and we build targeted industry specific solutions on top of the Microsoft Dynamics platform, transforming your business and harnessing technology as a competitive advantage.