

Microsoft Dynamics 365 for Field Service: delivered by Columbus



54% of Field Service Leaders consider Service Innovation to be their #1 focus over the next 5 years...

Deliver inspired field service with a solution designed to take your service offering from reactive to proactive all while empowering your field technicians with a modern intuitive interface.

Field service organisations face a myriad of challenges today driven by disrupting market forces and the rise of the connected customer. According to The Service Council, 60%

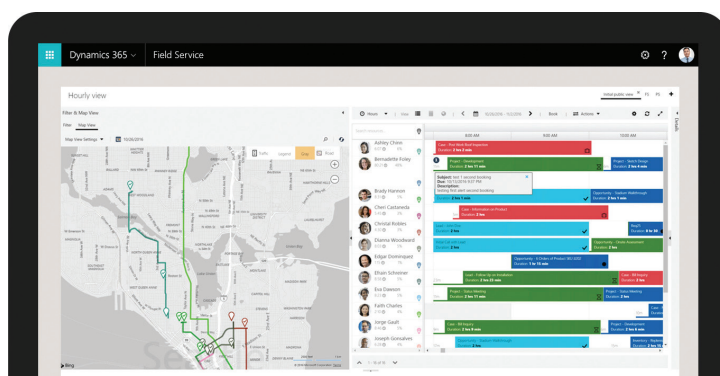
of field service leaders internationally consider changing customer expectations to be the biggest challenge facing field service organisations. Other challenges include the aging workforce, remaining competitive, and ensuring that their field workforce is operating at optimal efficiency and productivity.

Microsoft Dynamics 365 for Field Service provides advanced scheduling, resource optimisation and mobile enablement capabilities that set organizations apart by ensuring the customer is at the centre of your business. As part of a larger unified suite of business applications, the solution is designed to remove the complexities of siloed departments, a disconnected CRM and poorly managed processes across departments and into the field. The sleek modern interface creates an effortless user experience similar to the Microsoft Office products your employees know and love and its intelligent design gives you visibility into your entire field service operation from first point of contact to out in the field.

Transform your field service with a seamless, connected end-to-end experience for your technicians and customers alike and benefit from:

Improved frontline productivity

- ✓ Improve field service technician efficiency with resource scheduling optimisation that uses machine learning to balance your business KPIs and SLAs against organisational constraints.
- ✓ Empower your technicians with an easily adoptable mobile experience, native apps for improved onsite care and execution; complete with offline capabilities.
- ✓ Ensure technicians have the right tools at the right time with robust inventory management, truck stock, accessible schematics on their mobile devices and more.



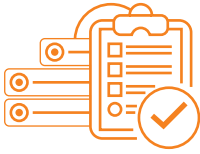





More intelligent operations

- ✓ Gain key insights into your field operations including first time fix rate, technician utilisation and more with best-in-class analytics and machine learning.
- ✓ Make data driven decisions with demand forecasting, intelligent scheduling, predictive maintenance and customer feedback.
- ✓ Use the most comprehensive portfolio of IoT solutions in the industry to move from a reactive to predictive service model.

Competitive business innovation

- ✓ Generate new revenue streams or move your field service operations from a cost centre to a profit centre with self-service, omni-channel customer service, and project service capabilities.
- ✓ Leverage industry first mixed reality capabilities for improved service thanks to collaboration and remote help.
- ✓ Accelerate time to value with cloud deployment and pay for only what you need with subscription pricing.

Features and Functionality:

 <p>Automated Scheduling Microsoft Dynamics 365 for Field Service identifies and organises available resources by several categories to intelligently balance workloads and resources and matches the skill sets of technicians to the requirements of work orders ensuring that the right technician with the right skill set arrives to the right place at the right time with the right inventory to do the job right the first time.</p>	 <p>Inventory Management Inventory management manages updates to stock and history for any type of location; warehouses, depots or trucks. Real-time updates ensure that your inventory is accurate and replenishment and purchasing can be done within the system or through the integration of Microsoft Dynamics 365 for Operations. Truck stock is managed as part of the scheduling process, ensuring technicians have the right parts for every call.</p>
 <p>Customer Satisfaction and Personalisation Customers can see upcoming service appointments and view completed and open cases through a portal. The solution also allows you to provide your customers with real-time technician location tracking and automated voice and text appointment reminders so they know when to expect service.</p>	 <p>Advanced Mobility Technicians are empowered with device agnostic, native mobile applications that provide real-time and offline data and gain visibility into customer information to improve field processes and increase technician productivity.</p>
 <p>Data Analytics and Business Intelligence Operational business intelligence enables field agents to deliver the best possible customer experience with real-time visibility into KPIs and key service details. Field service organisations can use these analytics to provide valuable real-time, predictive and proactive information that can help drive continuous service quality improvements and revenue optimisation.</p>	 <p>Connected Field Service Connected Field Service enables a field service organisation to detect, troubleshoot and resolve issues remotely so a technician is dispatched only when necessary by combining the power of Field Service with Internet of Things connected devices. This means that devices report anomalies that can then be resolved before customers know there is a problem.</p>

The Columbus difference

What We Do	How We Do It
Columbus helps you provide a customer-centric service with a focus on personalisation, key touch points and interactions.	By leveraging key functionality in Microsoft Dynamics 365 for Field Service and our expertise in PowerBI, Azure Services, IoT Hub and Mobility, we tailor a solution to fit the inspired service offering you want to provide your end customer.
Columbus helps you optimise the entire service supply chain for increased automation, greater efficiencies, reduced costs and improved satisfaction.	Our business process led approach ensures Microsoft Dynamics 365 for Field Service will give you a rapid return on investment by aligning frontline productivity features with your organisations processes and procedures. Our out-of-the-box integration to Microsoft Dynamics Finance and Operations gives you holistic view of your organisation with a single source of the truth.
Columbus helps you leverage field service as a profit centre within your larger organisation for additional revenue streams and growth.	As a partner on your servitisation journey, Columbus will consult on your service vision and execute it from proof of concept to delivery.
Columbus helps you connect the dots between you and your end customer and everything in-between, closing the feedback loop.	Columbus uses its deep industry knowledge in manufacturing and distribution to ensure your field service solution becomes an effective extension to your organisation. With proven expertise in the Dynamics 365 applications we ensure you maintain single source of truth, whilst adopting and leveraging new technologies. Our end to end solutions enable you to action your insights to close the loop between your design, production, distribution, end service, and the customer.

About Columbus

Columbus have done the legwork to test and develop Industry X.0 technologies to ensure they are applicable and implementable based on industry environments and standards. Columbus helps organisations realise the benefits digitalisation brings to the industry today, for a future-proof tomorrow.

Columbus is an international IT services company serving customers worldwide. We are experts in developing and providing digital business applications that help our customers in the digital transformation of their business. We are specialist within the industries retail, distribution, food and manufacturing. We've proved this through more than 28 years of experience with more than 8,000 successful business cases. Columbus has offices and partners all around the world.

To find out how Columbus can partner with you on your digital transformation please contact marketinguk@columbusglobal.com or visit www.columbusglobal.com