

# A guided, intelligent way to provide service and support



## ABOUT TRUE CONNECTED FIELD SERVICE BY HCL TECHNOLOGIES

With the right solution, the right strategy, and the right partner you can get on the right track to increasing employee productivity, increasing profitability

### WHAT WE OFFER



Simplified, automated and integrated triaging and scheduling, which reduces travel time and gives employees (both technicians and back-office) the power to do more in less time.



On-demand product, customer and service knowledge and expertise, using mobile, user-friendly and offline-capable devices, giving technicians in the field the information they need, when they need it.



Deep subject matter expertise combined with Microsoft's innovative technologies allow our customers to implement a true connected field service solution, leading to increased employee productivity and increased services revenue.



A proactive approach to service, helping to identify problems before customers know about them, and improving the product innovation lifecycle.

### WHAT OUR CUSTOMERS ARE SAYING

*"The largest benefit of having the field service functionality is our ability to be able to work inside of our business groups. Not only can our commercial and sales teams have the same data that's being exchanged with our service and aftermarket group, we can collaborate together and focus on customer solutions."*

**– Chris Rossman, Director of Service and Aftermarket Operations, NOV**

### LEARN MORE

**HCL Technologies**

[powerobjects.com/services/field-service-management/](https://powerobjects.com/services/field-service-management/)

866.770.3355

The HCL logo, consisting of the letters "HCL" in a bold, blue, sans-serif font.

# Microsoft Dynamics 365

Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.

## KEY USE CASES



### SALES

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.



### SERVICE

Understand your customers better and respond more quickly by accessing internal and external relationship data.



### FINANCE AND OPERATIONS

Increase your return on investment with our agile and efficient Microsoft cloud solution.



### TALENT

Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.



### MARKETING

Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.

## WHY MICROSOFT DYNAMICS 365?

**Modern applications** that deliver new experiences and connect with businesses' existing systems to allow organization to digitally transform their own way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of users, that guides them through a business process like never before. Connect to information from social networks, mobile devices and micro-applications to drive intelligence and inform a more effective business process.

**Unified data and processes** that enables business without silos. Centralized data enables disparate groups to work together effectively via a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data into a single network.

**Intelligence** that delivers actionable insight. Data in the new world includes social, relationship, and productivity information, in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real time with expanded analytics, predictive algorithms, and automated artificial intelligence.

**An extensible environment** that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.

Learn more: [www.microsoft.com/dynamics365](http://www.microsoft.com/dynamics365)

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Microsoft  
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