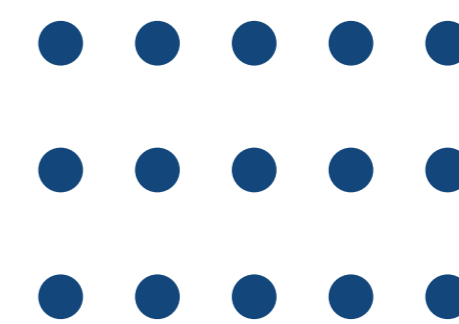


HOW TO USE DYNAMICS 365 FIELD SERVICE TO IMPROVE PROJECT AND RESOURCE COORDINATION

Service companies of all sizes and industries often include a field service element where a resource is sent to install or repair a product at various locations. Such companies often struggle to manage their technicians or resources, and their product inventory needed for these field service jobs.



Because this type of job or assignment is on-the-go, many companies search for a mobile solution that is accessible with or without an internet connection.

Companies providing field services also require a scheduling solution to track preventive maintenance visits to ensure equipment is running smoothly, and to the customer's satisfaction.

The Answer: Dynamics 365 Field Service ▼

With **Dynamics 365 Field Service**, technicians are able to take pictures, receive and follow step-by-step work instructions, and gather signatures while at the job site. Field Service resource planning is also made easier and can be easily coordinated within the same tool. It can operate on-the-go allowing the technician to create and update vital records like customer information and equipment details. The technician can monitor and update work order completion, and track inventory consumption with or without an active internet connection. Records update locally and sync with the online database seamlessly the next time the device connects to the internet.

Dynamics 365 Field Service can keep track of immense amounts of customer and service data and resources at one time, keeping up with the needs of a busy and growing business.



Along with insights into resource scheduling, assigning, and availability, Dynamics 365 Field Service also can inform employees and managers what inventory they have in their warehouse, in their service vehicles, and the inventory used on the job. Managers track technicians' current and historical locations, and the time it takes to complete work orders of various types.

Another feature of Dynamics 365 Field Service is the ability to schedule regular maintenance check-ins with their customers. These jobs are scheduled out and remind the technicians when they are due for another visit, as well as send an email to the customer receiving the maintenance visit that a technician will be visiting.



Get Started with Dynamics 365 Field Service ▼

Do you need a trusted, reliable platform to drive your field service operations to a higher level? JourneyTEAM is a trusted Microsoft Partner operating in the Dynamics 365 Field Service sector, and is here to answer any questions you may have. Visit JourneyTEAM.com/contact to schedule a meeting with a Field Service specialist.

