



# Driving growth, efficiency, and service improvements

Transform Field Service with Microsoft Dynamics 365

March 2022



Shifting customer demands and disruptive technologies are transforming Field Service. Today, issues such as SAAS, ESG, workforce changes, and increased customer expectations are all connected.

Each activity is a distinct step in a long chain, from sale-of-service and call center operations to planning, inventory management, contracts, and service delivery. The challenge for manufacturers is to transform what is often a piecemeal series of independent operations into an integrated system.

## Connected, digitally enabled field services

KPMG LLP (KPMG) has a long history of developing and implementing connected enterprise models for manufacturers that link manufacturing, installation, and service. Leveraging Microsoft Dynamics 365 and the Microsoft Azure platform, KPMG can help you transform your business and operating models into connected and digitally enabled services.

KPMG and Microsoft can help you drive productivity by proactively monitoring equipment, pipes, valves, transmission lines, and more to identify needed repairs before they become problems. We provide AI-optimized scheduling enabling workers to do more with their time. You can access real-time, remote support with mixed-reality annotations, including Microsoft HoloLens. You can also enable many repairs to be made remotely, machine to machine, with no human interaction, through the Internet of Things (IoT).

## A digitally enabled field service can help:



### Increase attach rates and lifetime value

You can drive cross-sell and annuity-based services with better data and superior analytics on customers, assets, and install bases.



### Improve customer experience and loyalty

Orchestrate each interaction in the lifecycle with a more customer-centric approach



### Reduce technology complexity and spend

Lower your costs and simplify operations—from quote through install, maintenance, and renewal—through improved integration across platforms and processes.



### Improve operational and sourcing efficiency

Direct efforts to your most profitable priorities with advanced data collection and analysis, greater automation, and intelligent forecasting. Manage inventory with real-time data, add information to work orders, and enhance learning with mixed reality.



### Improve field employee productivity

Make more of your time through schedule optimization technologies, inventory management, a dynamic work force model, and remote diagnostic monitoring and repair.



### Maintain business continuity by connecting assets

Enable predictive maintenance using sensor data and AI; and automate mundane tasks with robotic process automation (RPA).



# With the power of digital transformation, you can improve every area of Field Services.



Field service area	KPMG delivers:
Outcome as a service	Focus on renewals, the attach rate, and recurring revenue.
Connected service	Remote diagnosis and repair solutions with predictive, real-time self-healing; ecosystem controlled.
Connected enterprise	Integrated model offering a synchronized supply chain and streamlined interactions.
Digital field platform	Fit-for-purpose field service platform with digital customer and partner integration, robust data and MDM, and standardized ERP at the core.
Insights and analytics	Founded on connected data and a customer-outcome focus, a digital solution offers predictive and proactive sales and service and has AI/ML embedded throughout.
ESG-embedded	Field service delivery drives sustainable manufacturing with connected factories using IoT and AI.
Future field workforce	Hybrid delivery using dynamic dispatch and subcontractor augmentation.
Scalable operating model	Organized and efficient Field Services solution with standardized processes, digital COEs and services, optimized for hybrid delivery.
Business continuity	Maintain continuity by connecting assets. Sensor data and AI enable predictive maintenance and automate mundane tasks with robotic process automation (RPA).
Agile supply chain	Support for discrete, process, lean, and mixed-mode manufacturing; edge computing strengthens resilience; intelligent order and warehouse management increase efficiency.
Planning and sourcing	Plan production and distribution with in-memory services; use AI-enriched demand forecasting; consolidate data from disparate systems with low-code connectors.
Process improvements	Simplify and automate manual processes with low-code applications.

## KPMG and Microsoft: Business led. Technology enabled.

At KPMG, our strategic alliance with Microsoft is central to our goal of helping clients achieve sustainable competitive advantage. Whether customer-based or asset-based, modern Field Services operations can be an ongoing source of revenue. We can help you transform and standardize your operating model and boost profitability. The right technology solution allows you to increase the amount of business you do each day, while automation keeps costs down as your business expands.

# Contact us

**Chris Alagna**  
Principal, Advisory  
KPMG LLP  
T: 312-665-3984  
E: calagna@kpmg.com

**James McKeague**  
Director, Advisory Platforms  
KPMG LLP  
T: 312-665-2194  
E: jmckeague@kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

[kpmg.com/socialmedia](https://kpmg.com/socialmedia)



The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2022 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization. NDP313871-1A