# Néctar Consulting

# Bring IoT closer to Field Service

néctar
CONSULTING

Whenever the customer needs real time monitoring of equipment and processes with intelligent management and full integration with case portal they should rely on the Microsoft IoT for Field Service solution.

## Challenges

- **Performance**
- **Management**
- **Data analysis**
- ✓ Real-time equipment operation management.
- ✓ Malfunctions and not optimized processes could generate delay on the production and loss of profit if not identified in real-time.
- ✓ Technicians should go fix only the equipment that really needs especial attention

## Needs

- ✓ Intelligent management of equipment issues that minimize production losses.
- ✓ Automated cases and real-time monitoring that register every issue and finds the best solution for each case.
- ✓ With this monitoring technicians will be sent only when really needed, focusing on what they really are needed when they are needed.
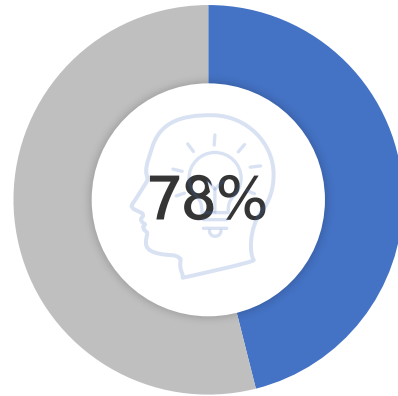
## Outcomes

- ✓ Improvement of operation processes
- ✓ Improvement of technicians time management
- ✓ Increase of profit
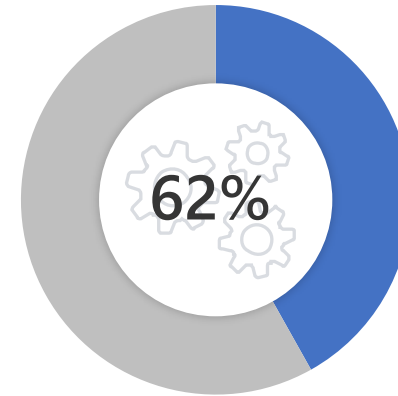- ✓ Less losses on the production line

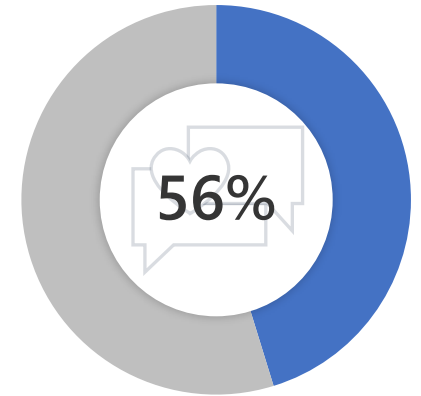# Relevant metrics to field service organizations: Important metrics

**88%**

**78%**

**62%**

**56%**
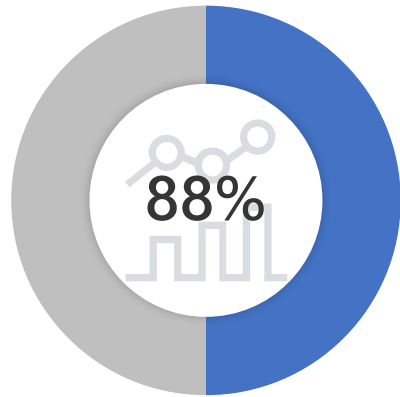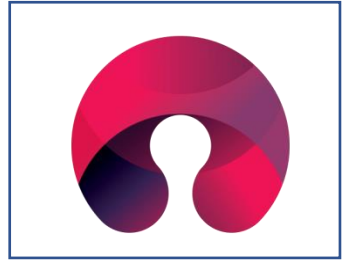
TOP METRICS

Customer satisfaction

Total cost of service

Employee satisfaction

First time fix rate

# Technical Scope



**Field Service Management**
- Field service module
- Pre Agreements
- SLA
- Manage multiple operatios in one place
- Work Orders dispatch

**IoT Hub**
- Manage all IoT alerts
- Identify anomalies
- Automated cases
- Use Azures AI capabilities
- Create custom operation rules

**Inventory Management**
- Full inventorty vision

**Resource Management**
- Save time with intelliget actions
- Send technicians only when automated process are not sufficient
- Improve the equipment management
- Control the production line
- Understand what is happening in Real-time

**Operation Reporting and Analysis**
- Goal Achievements
- Fail History
- Operation Metrics
- Full integration with BI (Power BI)

**IoT and Field Service**

# Microsoft Dynamics 365 for Field Service



Service agreements

Technicians

Customer-centric experience

Schedule & dispatch

**Connected field service**

Operations

Inventory management

Mobile

Customers

# Microsoft Dynamics 365 for Field Service
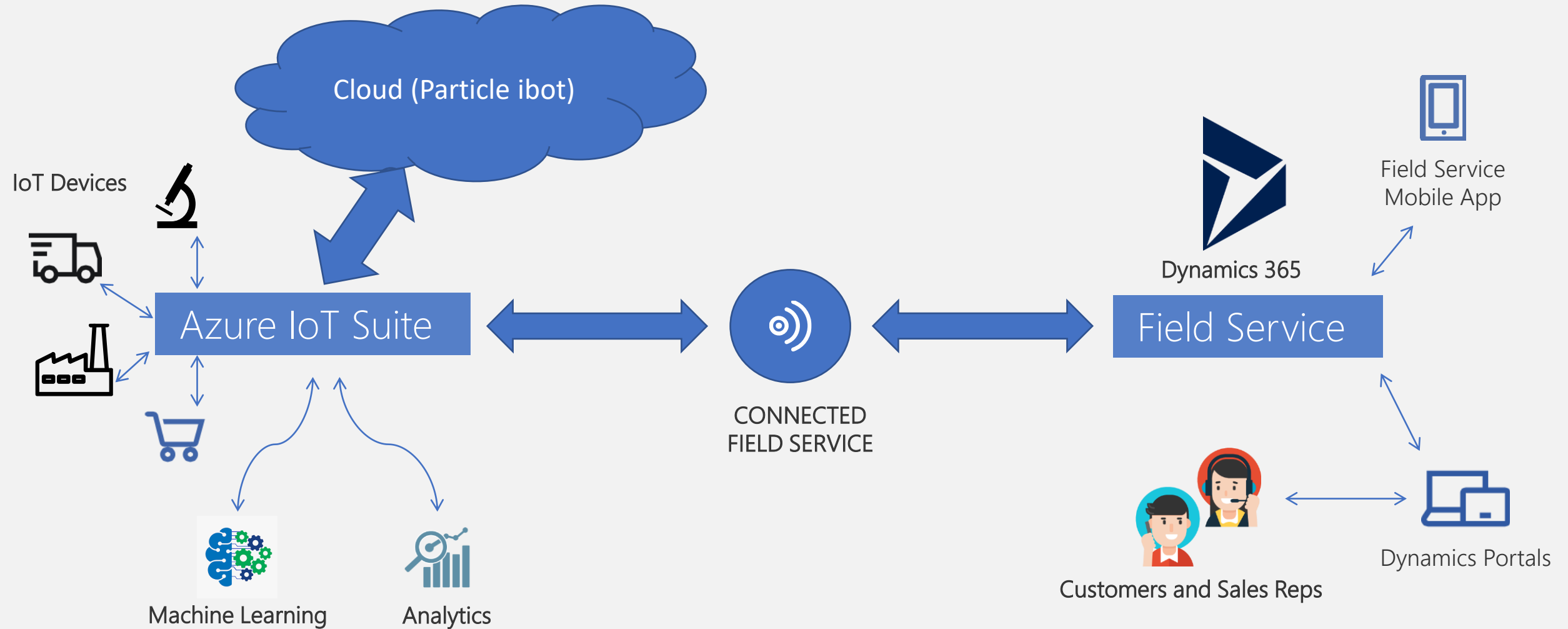
# What do we mean by Connected Field Service?

When IoT and Dynamics are used together they enable customers to proactively detect, troubleshoot, and resolve issues remotely
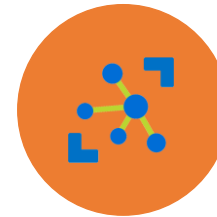
## Connected Field Service



Combination of Field Service and IoT that together enable customers to incorporate IoT data into their service operations
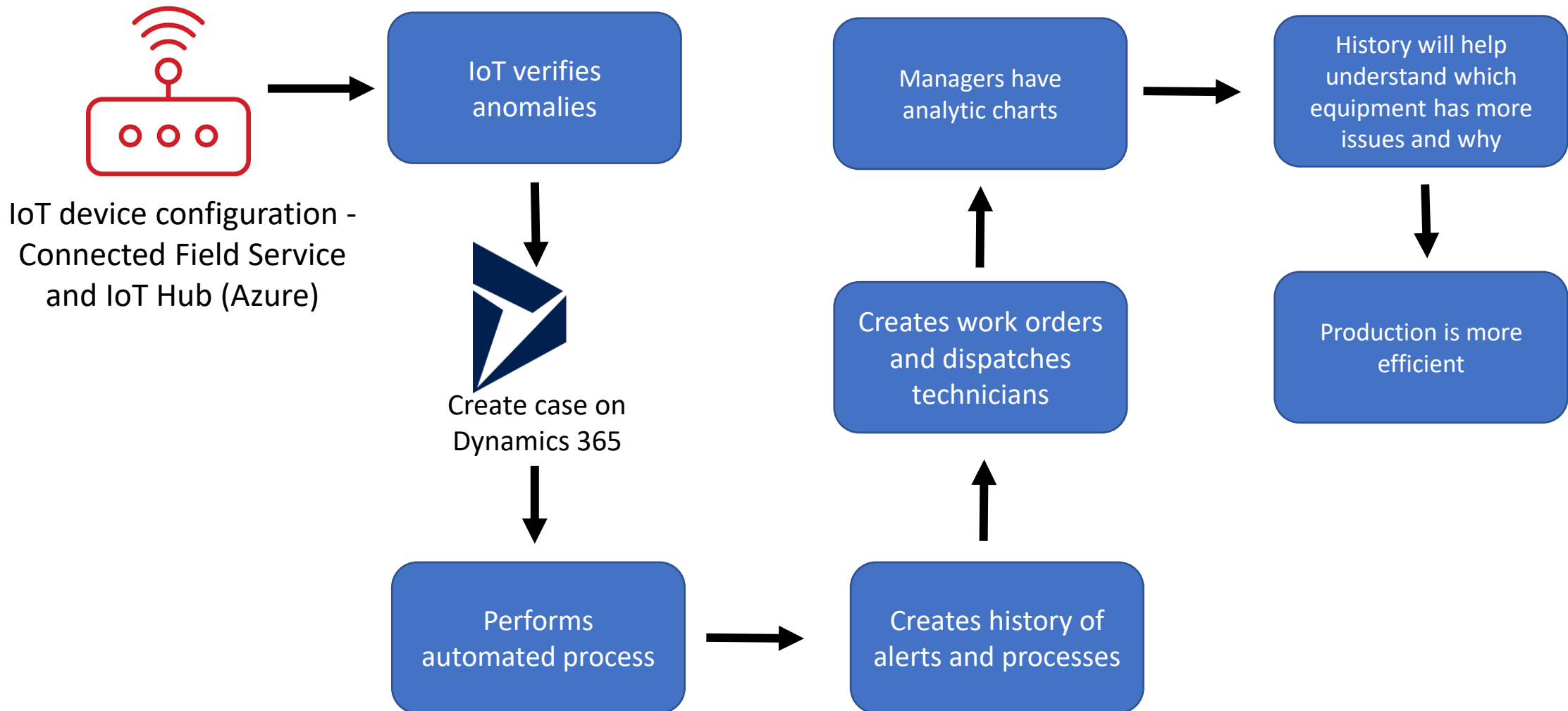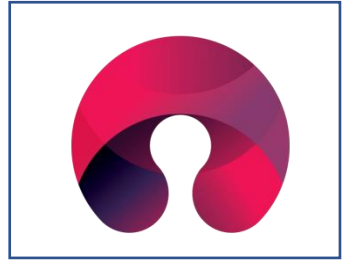
**Dynamics 365 for Field Service**
Optimizes service operations and inventory management

**Azure IoT**

Gather data from connected devices

# Functional Architeture

IoT device configuration - Connected Field Service and IoT Hub (Azure)

IoT verifies anomalies

Create case on Dynamics 365

Performs automated process

Creates history of alerts and processes

Creates work orders and dispatches technicians

Managers have analytic charts

History will help understand which equipment has more issues and why

Production is more efficient

# Nectar Consulting - Bring IoT closer to Field Service

IoT and Field Service integration, real-time improvement on your own creation

## Know what happens

**Information is everything**

- Have the system create cases whenever the equipment malfunctions
- Access the historic to understand where the gap is and work to improve on the spot

## Save Time

**Time is money**

- Save time with intelligent actions that don't need a person to operate
- Send a technician only when really needed

## Personalize alerts

**Alerts can give you insights you never thought about**

- With custom alerts you can understand exactly how your equipment are working

## Profit

**Saving time and understanding what happens with your equipment as it happens ultimately generates profit to you and your enterprise**

## Microsoft Solutions

- Dynamics 365
- Connected Field Service
- IoT Hub (Azure)