

techvista
A Systems Limited Company

ENABLING A
DIGITAL TOMORROW

Fast track your Dynamics 365
Field Service & Customer Service

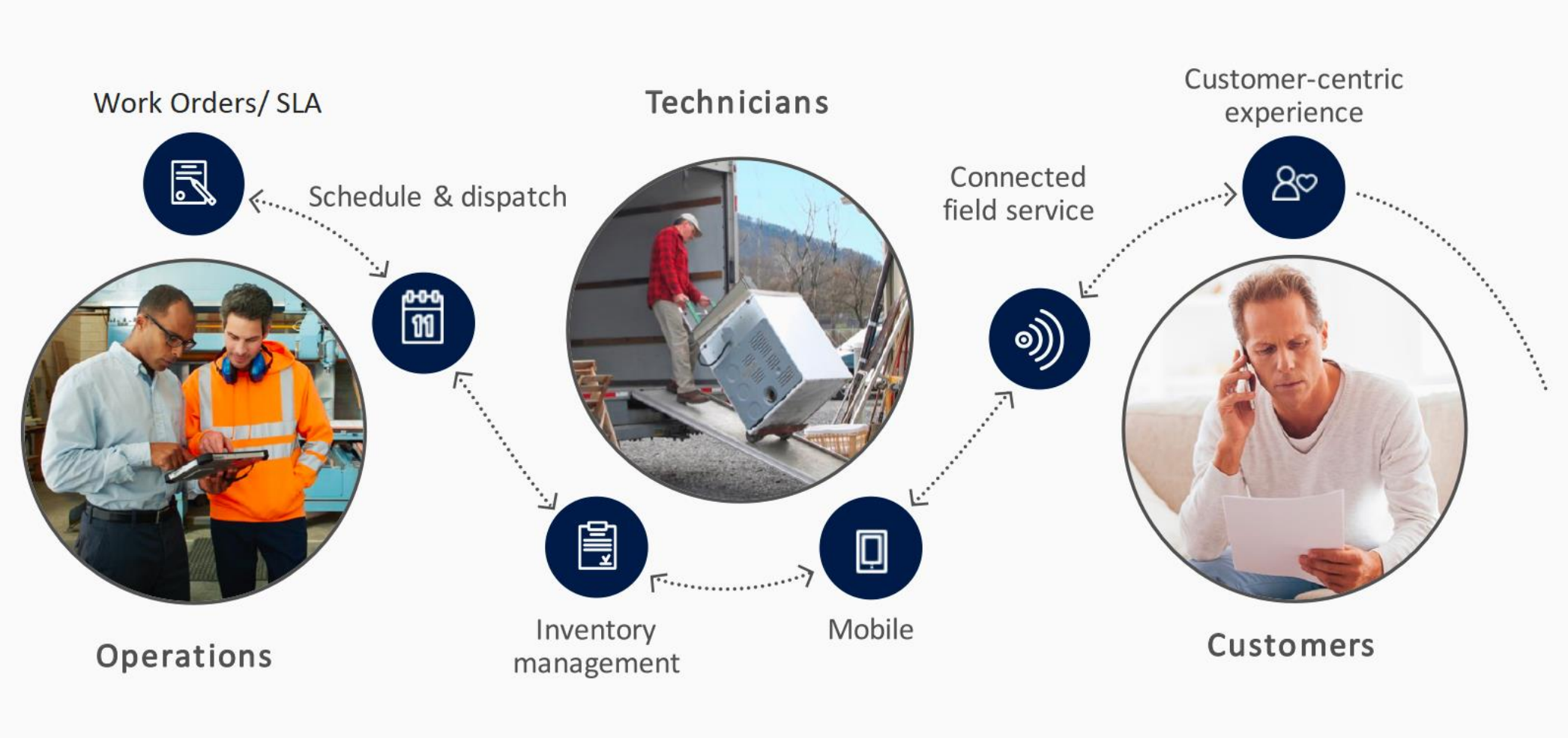




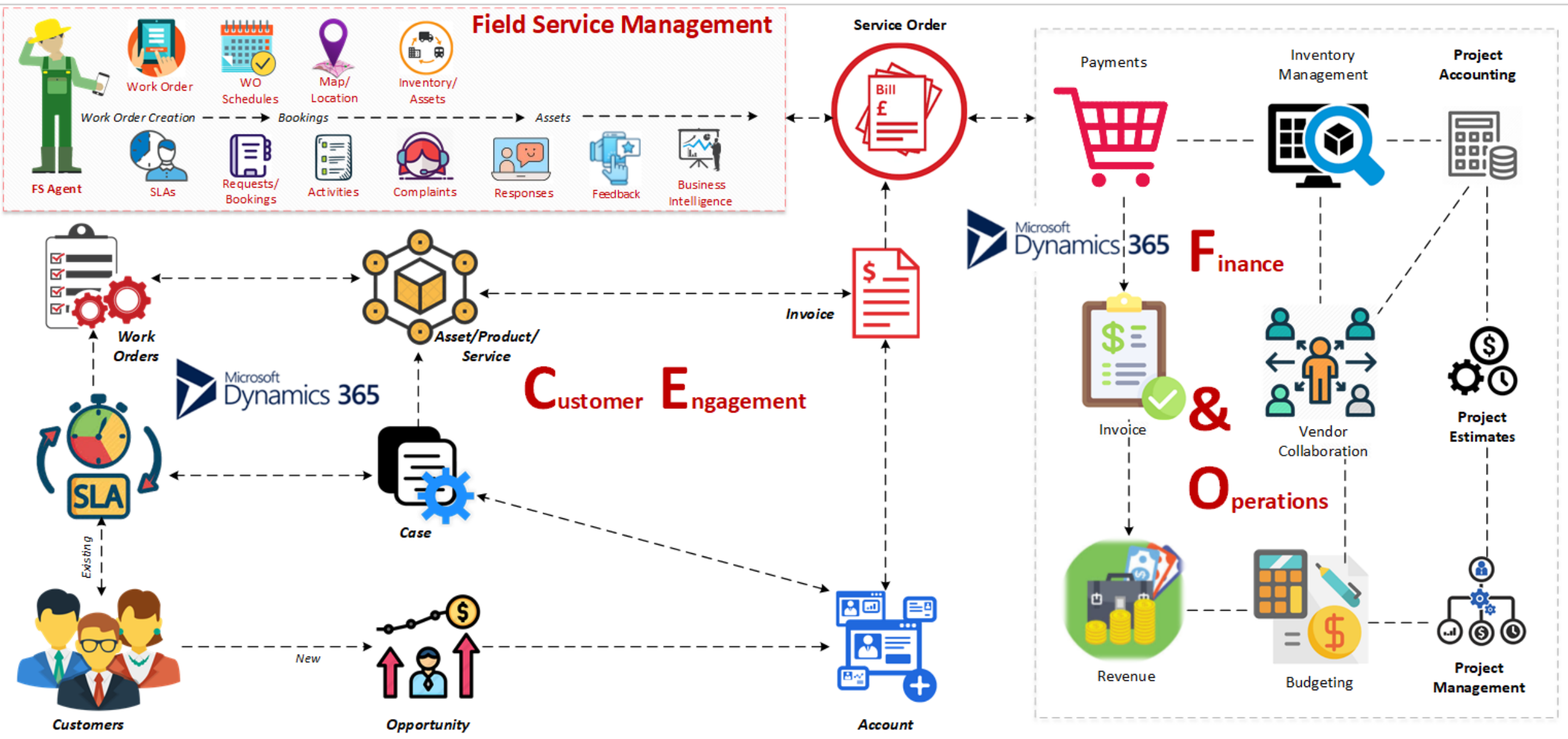
Proposed Solution

Microsoft Dynamics 365 – Field Service

Microsoft Dynamics 365 for Field Service empowers companies to deliver predictive and proactive customer service, first time fix rates, and resource productivity. It provides an end to end solution that extends Microsoft Dynamics CRM 365 to provide a complete field service management application including Service locations, Customer assets, Preventative maintenance, Work order management, Resource management, Product inventory, Scheduling and Dispatch, Mobility, Collaboration, and Analytics.

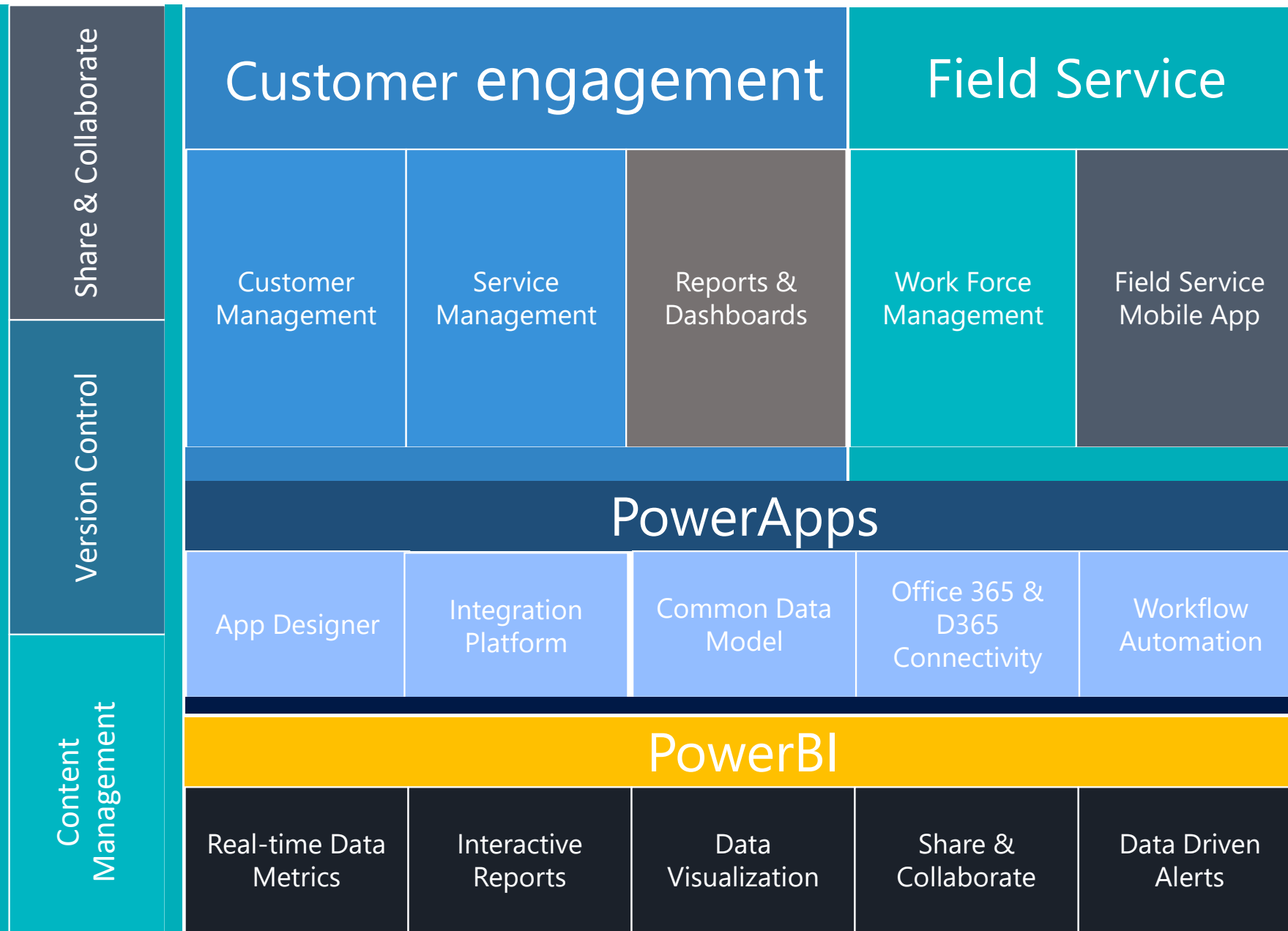


Dynamics 365 Field Service Solution Stack



Dynamics 365 Field Service Solution Highlights

SharePoint Online

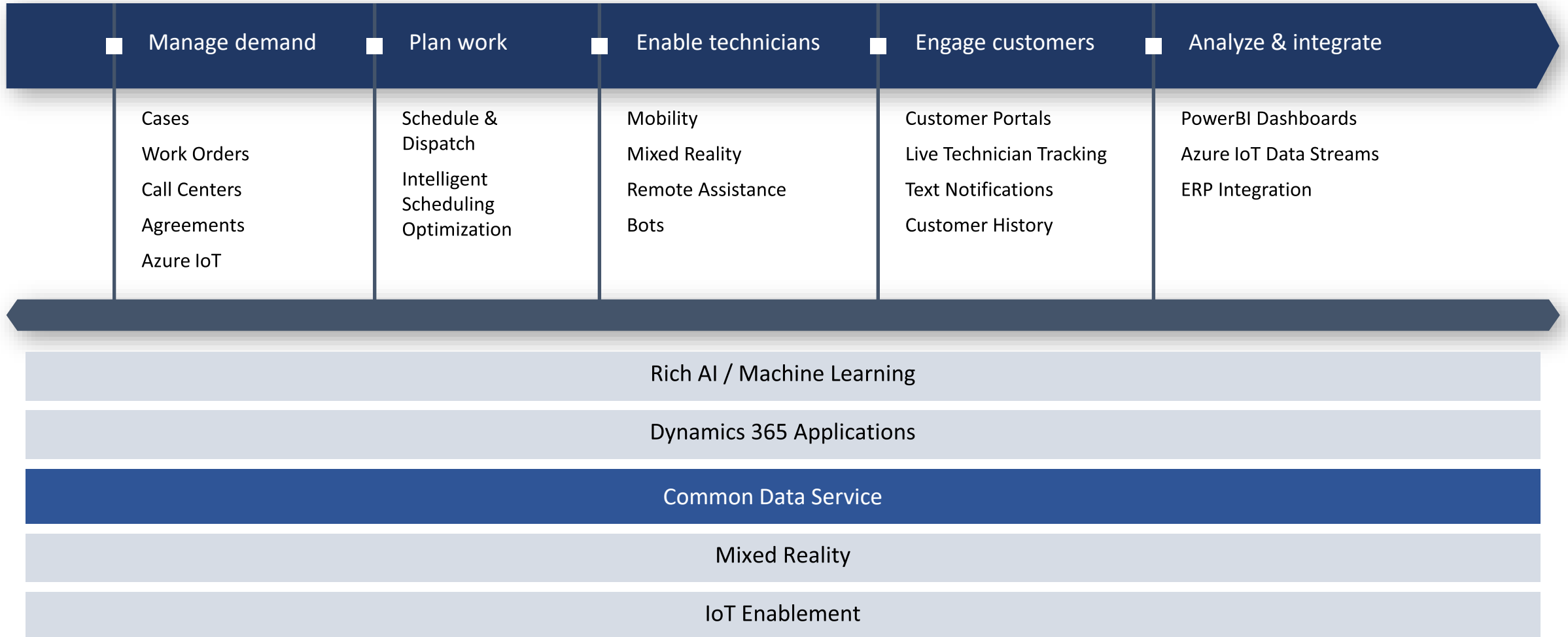


Microsoft Dynamics 365 Solution

- Out of the box features to accommodate business processes & operations
- Customizable modules and functionality
- Highly configurable based on business operations
- Flexibility on business process customization for process, customer management and workforce management
- Modern eco-system with ability to expand solution further automation requirement
- Rich analytics and reporting capabilities for all level of management
- Fully Integrated system with built-in Artificial Intelligence and Analytics capabilities to provide complete 360 degree view of users, customers and service locations
- Flexibility on integration capability with external systems and tools

Fully customizable and extensible Dynamics 365 platform

Microsoft Dynamics 365 Field Service



Microsoft Dynamics 365 For Field Service User Roles

Workforce & Work Order Management

Maintain customer account information



Receive incoming service request



Maintain customer satisfaction



CSR



SERVICE MANAGER



Manage field service processes and personnel



Review completed work for accuracy



Monitor field service metrics and analytics

DISPATCHER



Monitor incoming work orders for completeness and accuracy



Manage service schedule



Collaborate with CSRs, customers, and Field Agent

INVENTORY MANAGER



Monitor field service warehouse inventory levels



Purchase inventory for stock and work order allocation



Manage returns, transfers, and adjustments

FIELD AGENT



Performs jobs outlined in the work orders



Interacts with customers in the field



Complete assigned work

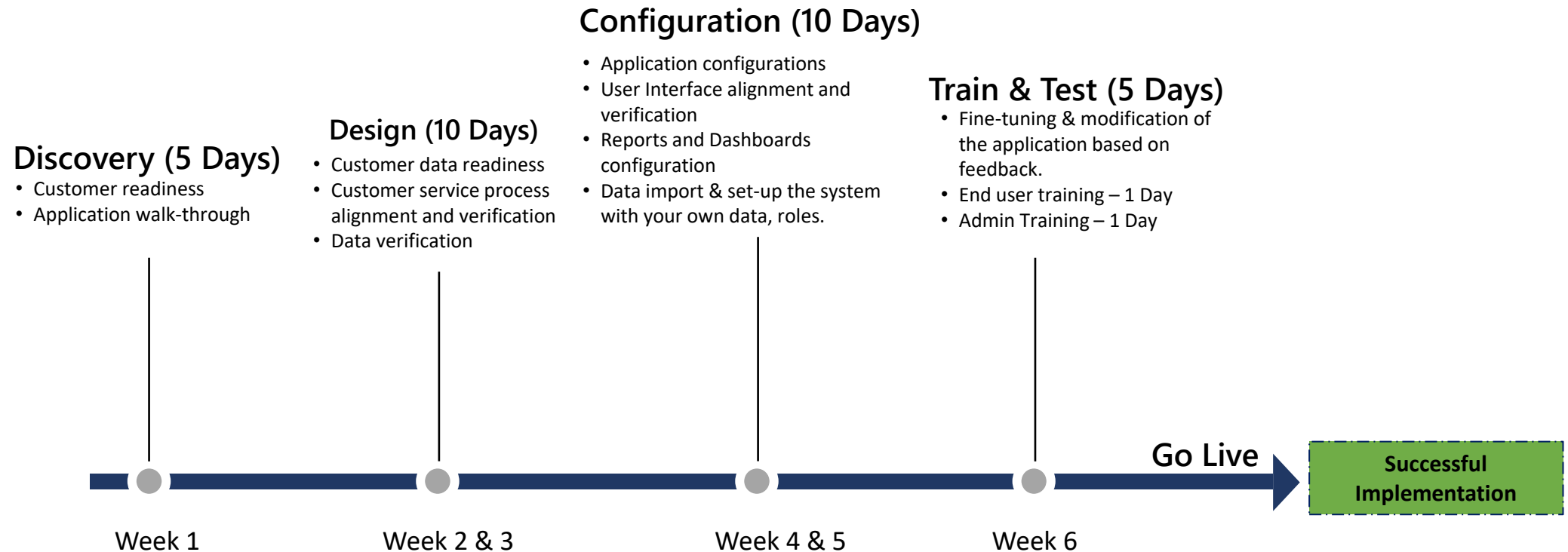
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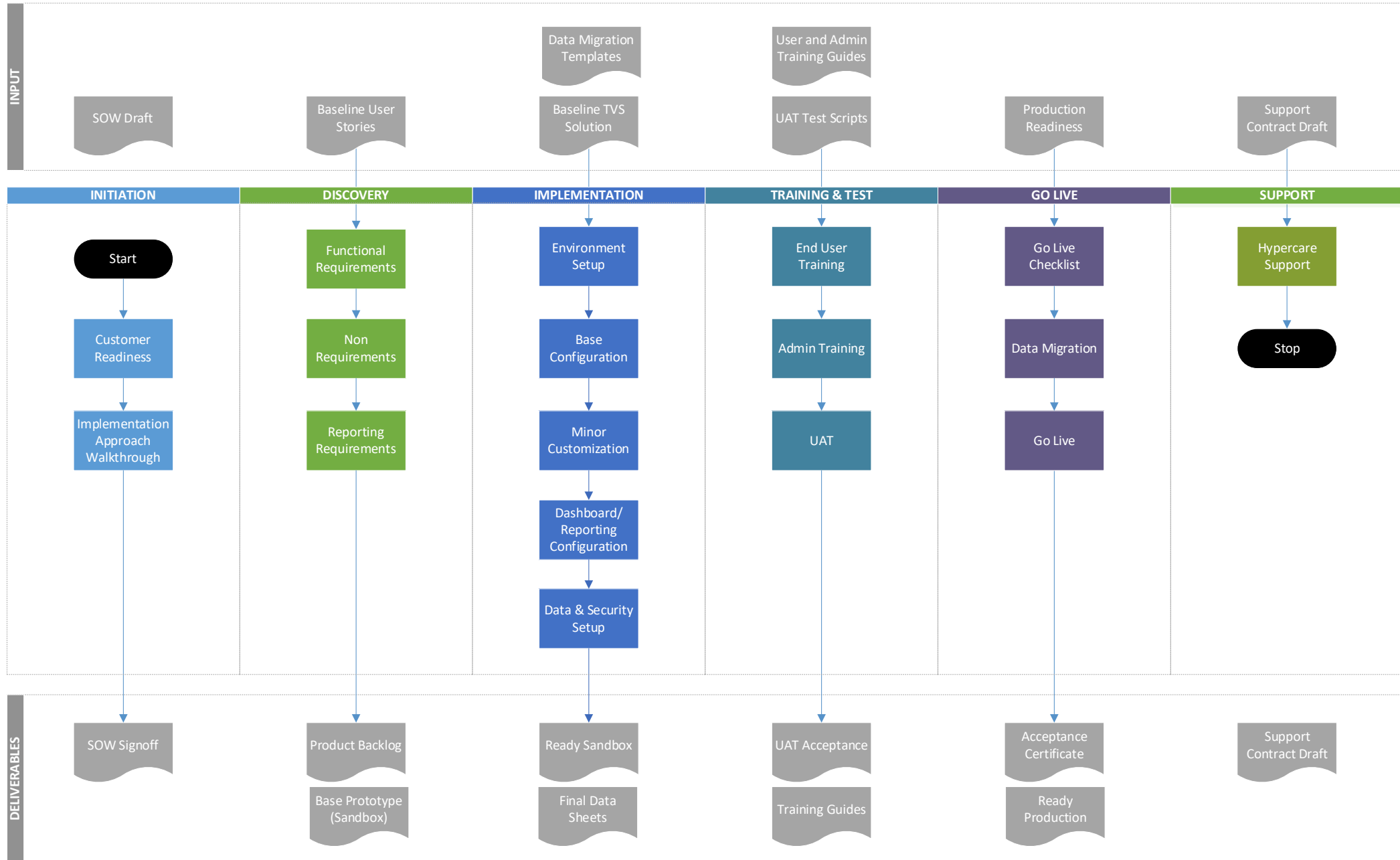


Capabilities

Our implementation process, gets you up and running in a matter of 6 weeks, while ensuring that your unique Field Service processes are not compromised.



Techvista Implementation Approach



Our Expertise

Conventional Field Service Implementation

- Work order management
- Resource & Asset Tracking
- Fleet Tracking
- Resource Scheduling Management
- Inventory Management

Connected Field Service

- Predictive analytics
- Workflow automation
- Data analytics
- Data storage
- Dynamic dashboards
- Remote assist

IoT device management through Azure Cloud

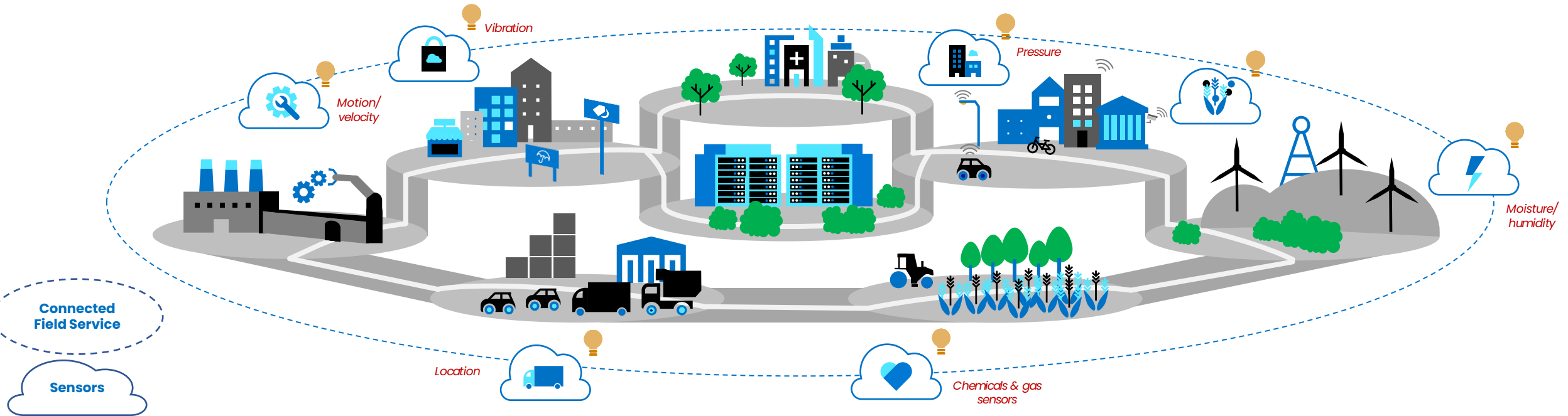
- Azure event hub
- Kafka event bus

Industry

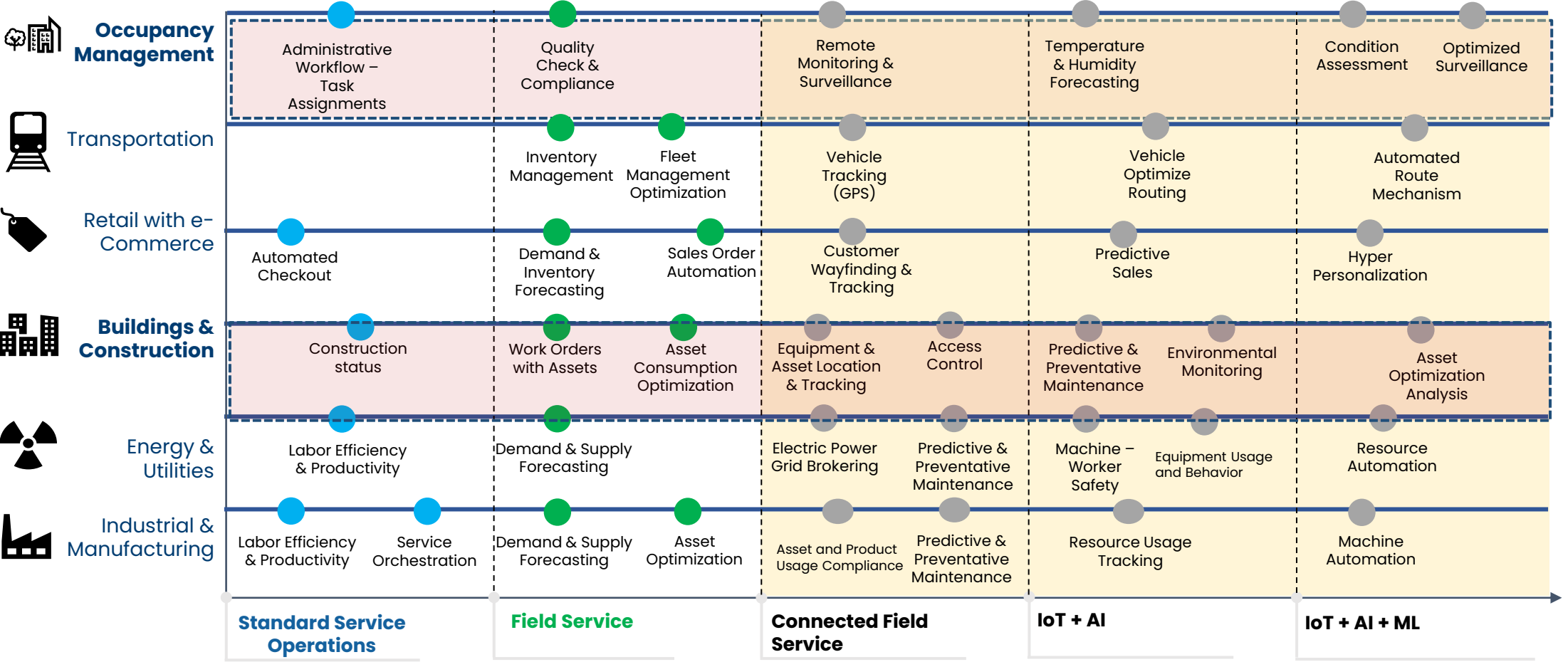
Real Estate <ul style="list-style-type: none"> • Construction status • Asset Consumption • Purchase/ Sales • Leasing • Administration 	Hospitality & Event Management <ul style="list-style-type: none"> • Access Control • Building Automation • Energy Management • Monitoring & Control System 	Retail <ul style="list-style-type: none"> • Warehouses • Distribution Micro-fulfillment • Inventory Automations
Maintenance Management <ul style="list-style-type: none"> • Preventive Maintenance • Demand Maintenance • Services • Compliance • Parts & Tools 	Finance <ul style="list-style-type: none"> • ROI • Performance Tracking • Utilities Management 	Occupancy Management <ul style="list-style-type: none"> • Space Management • Temperature & Humidity Measures • Help Desk

Our Inspirations

- Increase awareness of Field Service & deliver the best solution in the market.
- Consolidate the best resources and create a centre of excellence.
- Built extensive pipeline on Field Service and work with Microsoft for co-sell & GTM capabilities.
- Add value to the Microsoft FS Product team by working on POCs and creating IPs based on the Field Service roadmap.



Facility Management Use Cases



Illustrative Examples

Autonomous optimization algorithms for building equipment systems run constantly and require real-time sensory and environmental feedback which is best served through edge processing

In-store retail kiosks and digital signage must respond to customer behaviors in real-time, which is pushing workloads to the edge

Connected Field Service Addon

For Field Service

8 Week | 20,000/- AED

Combination of Field Service and IoT that together enable customers to incorporate IoT data into their service operations. It enables organizations to transform the way they provide service from a costly break-fix model to a proactive and predictive service model through the combination of IoT diagnostics, scheduling, asset maintenance, and inventory on the same platform.



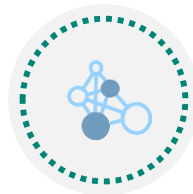
Multichannel customer engagement



Service agreements & preventive maintenance



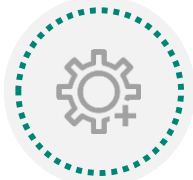
Predictive maintenance enabled by Internet of Things (IoT)



Proactive field service driven by machine learning



Dispatch of right people at the right time



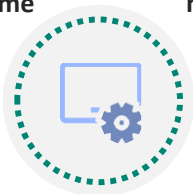
Effective resource, asset, and inventory management



Active remote support of field technicians



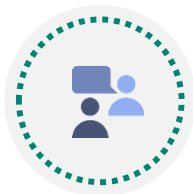
Expert guidance & technician training plus enablement



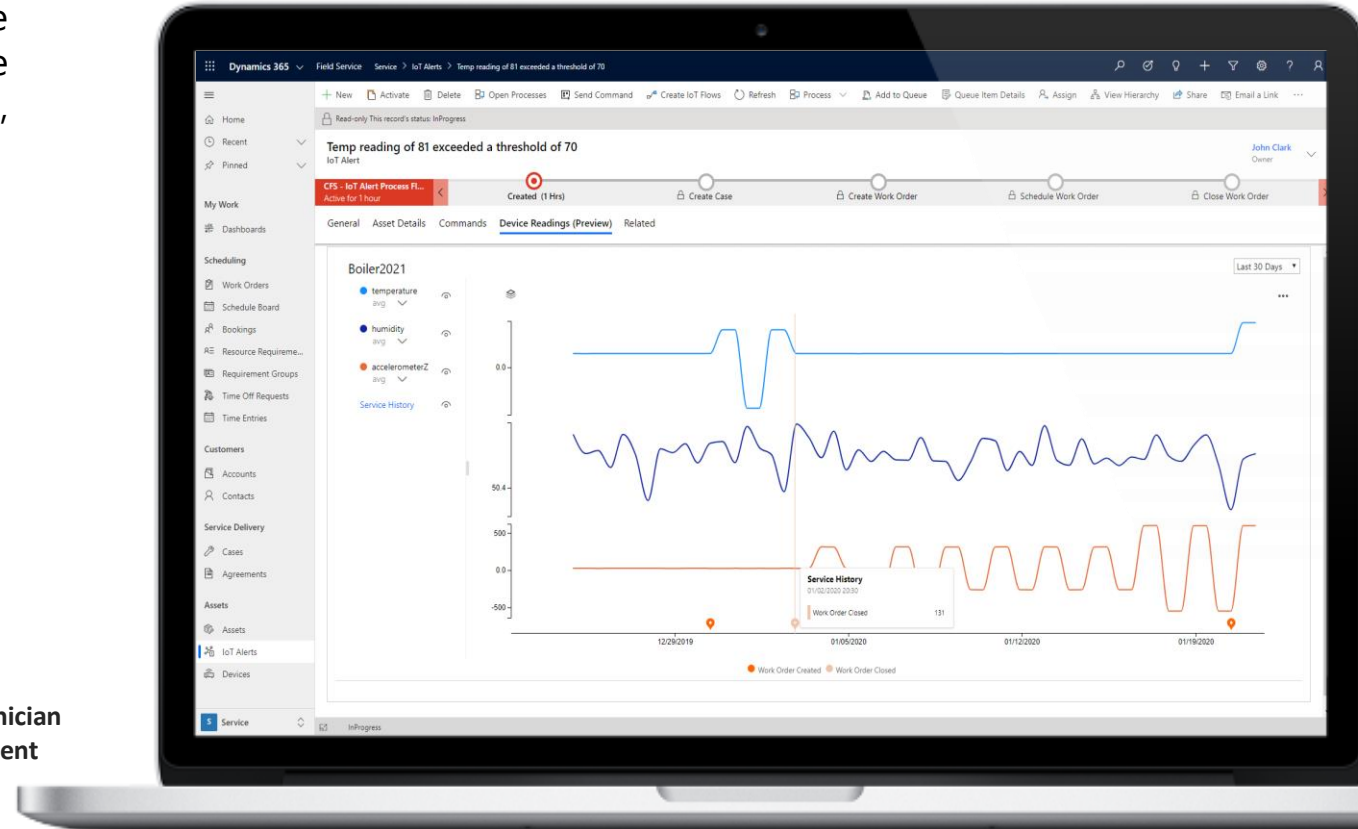
Advanced reporting, custom analytics, & data visualization



Solution optimization through integration and automation



Customized client support and channel integration



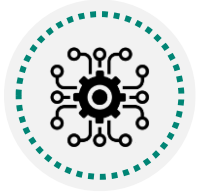
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Virtual Agent Addon

For Dynamics 365 for Customer Service

Dynamics 365 Customer Service improves customer experiences with AI-driven virtual agents. Activate the bot and set actions and ordering of the action based on the customer interaction and conversation. Easily integrate bot with hundreds of services and systems out of the box or create custom workflows and routing.

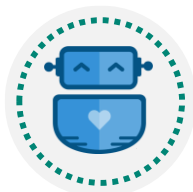
1 Week | 20,000/- AED



Seamless bot integration with Live Chat & SMS



Rich context & complete transcript



AI-driven virtual agents



24/7 engagement with customers



Automated self-service case resolution



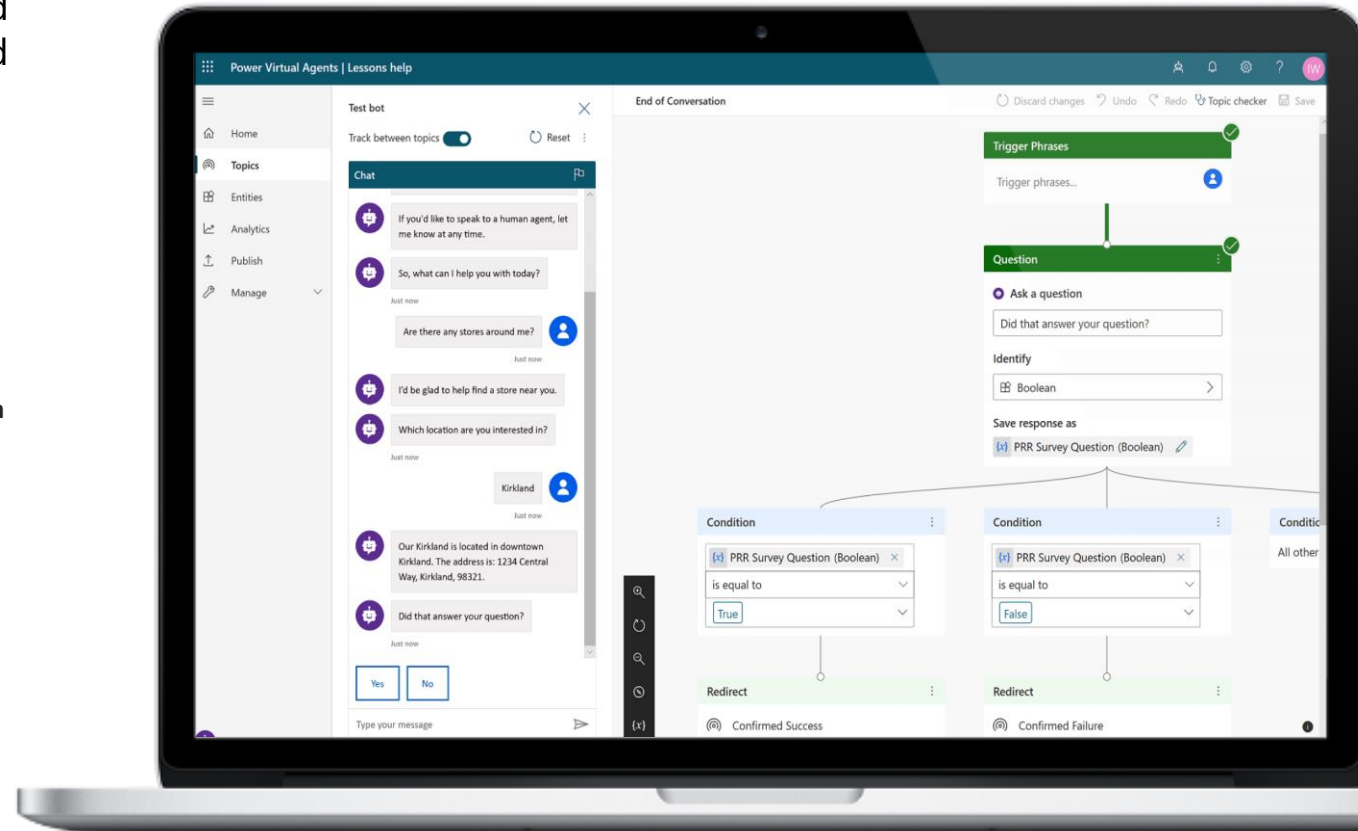
Post-chat analysis & learning with CDS



Utilization of Microsoft Bot Framework



Triage and routing support



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Why TechVista?

Delivering Seamlessly
for a Digital Tomorrow

\$600 M+

Market
Capitalization

8500+

Employees
Globally

138+

Global Active
Clients

45+

Years In Business

Systems is a premier digital technology solutions provider with a team of over 8500 brilliant minds globally who continue to innovate in building leading enterprise solutions that ensure a promising future of our customers' digital footprint for sustainable growth and profitability. We are passionate about solving our customers' challenges using customized, scalable, and efficient products and services. Our people are our promise and method for driving global digital engagement. As a digital technology services provider, we encourage the free sharing of ideas throughout Systems.

Our ability to improve, accelerate, and generate key competencies is driven by our investment in our people. When Systems thrives, everyone benefits.



Subsidiaries and Affiliates:

- Systems Limited
- Systems Middle East (Techvista)
- Systems Qatar (Techvista)
- Systems Arabia
- Systems Egypt
- Systems APAC (TechVista)
- Systems ASEAN
- Systems Ventures
- Visionet (North America, Europe, UK)
- OneLoad



Digital Transformation,
Cloud Enablement & Data-
Driven Service Portfolio



Success-Proof Methodologies



Strong Partner network



Value Offerings and
Accelerators

Our Prestigious Accolades



Top of Microsoft's most
strategic Business
Applications partners
two years in a row



Best Under A Billion
three years in a row



Partner of the year 2020



Received SAP® EMEA S
Partner Excellence Awards
2022 for Top New Partner
and Service Excellence



Two awards in "Most
Outstanding Company"



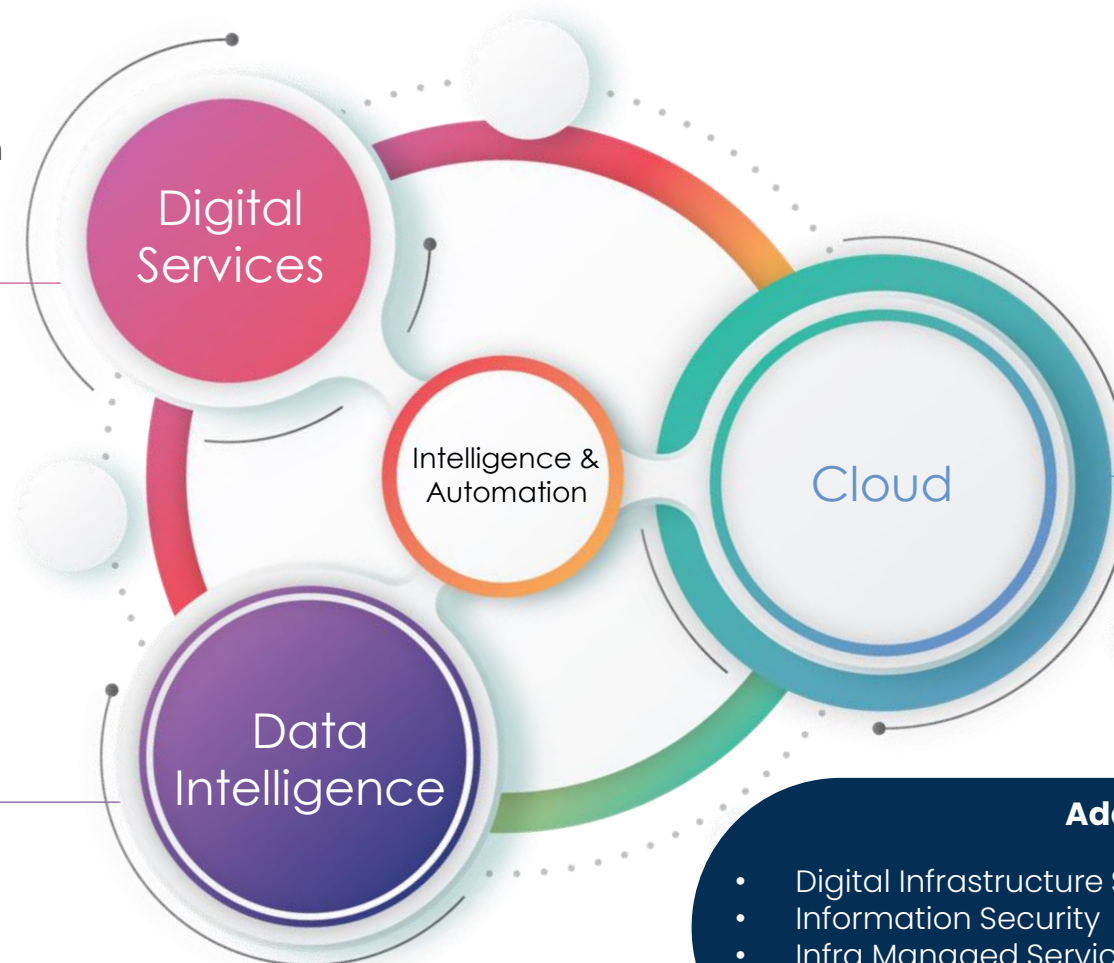
Recognized in ClickDimensions
Top 10 Revenue - Global award
category

What We Do

Our global strategy is focused on three key pillars Digital, Data, Cloud and Infrastructure and this directs our work across all our sectors.

- Digital – Automation & Optimization
- Business Applications – ERP / CRM
- Customer Experience
- Application Services & Modernization
- Digital Strategy & Experience
- Integration / Middleware

- Data Management & Engineering
- BI/Visualization & Analytics
- AI/ML & Data Science



- Cloud Services
- Workspace Services
- Cloud Ops & Migration
- Cloud App & Integration

Additional Offerings

- Digital Infrastructure Services
- Information Security
- Infra Managed Services
- App Managed Services
- Outsourcing
- Quality Assurance
- Business Process Outsourcing
- Core and digital banking services

PARTNERSHIPS AND STRATEGIC ALLIANCES

Trusted By Customers

Insight Driven

We use the power of research, customer outreach and data/analytics to uncover insights that lead to transformational change

Systematically Tested

































We validate our solution by testing each system with real users and customers to produce exceptional outcomes

User Centric

We create user experiences that entice and educates customers to optimize their experience

Financially Impactful

We deliver work that has immediate, substantial and sustained impact on your bottom line

 اتصالات etisalat	 هيئة الطرق والمواصلات ROADS & TRANSPORT AUTHORITY	 UNITED ARAB EMIRATES PRIME MINISTER OFFICE	 دائرة البلديات والنقل DEPARTMENT OF MUNICIPALITIES AND TRANSPORT	 مصرف الإمارات العربية المتحدة المركزي CENTRAL BANK OF THE U.A.E.	 وزارة الخارجية والشؤون الدولية MINISTRY OF FOREIGN AFFAIRS & INTERNATIONAL COOPERATION	 شرطة دبي DUBAI POLICE
 دائرة الصحة DEPARTMENT OF HEALTH	 الهيئة الاتحادية للموارد البشرية الحكومية Federal Authority For Government Human Resources	 الهيئة الاتحادية للهوية والجنسية FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP	 دبي الذكية SMART DUBAI	 الإتحاد لالتأمين الصادرات ETIHAD CREDIT INSURANCE	 ورشة حكومة دبي Dubai-Government W/Shop	 الجلس الاعلى التركيبي السكاني Federal Demographic Council
 اينوك enoc	 ادنوك ADNOC	 مصرف أبوظبي الإسلامي ADIB	 بنك دبي الإسلامي Dubai Islamic Bank	 سوق دبي المالي DFM	 حكومة الشارقة Government of Sharjah	 DP WORLD
 كارفور Carrefour	 جمعية الشارقة التعاونية SHARJAH CO-OP SOCIETY	 SANIPEX GROUP	 Jumeirah	 Tombosha Bin Mohammed Al-Nahhas المكتب الخاص Tombosha	 JETEX	 Ahmed Mansoor Al-A'ali Group
 Johnson Controls	 مركز دبي للتجارة العالمية DUBAI WORLD TRADE CENTRE	 الفيسال ALFAISAL	 SORBONNE UNIVERSITÉ ABU DHABI	 مياه العقبة Aqaba Water	 SUNMARKE SCHOOL Where Amazing Happens™	 الخدمات الصحية المتنقلة Ambulatory Healthcare Services
 مؤسسة زايد العليا لأصحاب الهمم Zayed Higher Organization for People of Determination	 info salons A Freeman Company	 NCOR BANK	 U	 Microsoft Services	 بورهيلث purehealth	

Case Study: Aqaba Water Company



Customer Overview

- IGI Aqaba Water Company (AWC) is established as a government-owned, commercially run water company obligated to manage the water and sewerage system of Aqaba.
- 300–500 Employees

Technology

- Dynamics 365 Field Service
- Dynamics 365 Finance
- Dynamics 365 SCM
- MS Field Service Mobile App

Services

- Customer Service Experience
- Meter Reading System
- Preventive Maintenance
- Implementations & integrations
- Support and enhancements

Utilities

Implementation & Support

Scope:

AWC is managing water utility that have been impacted by the modernization and rapid development of information technology. AWC was focused for the delivery of safe, reliable and efficient water supply to satisfy the demand of all sectors with field service modernization.

- The purpose was to raise the operational efficiency to keep pace with the increasing demand for water and sanitation services, and to improve the services provided to subscribers by managing efficiently
- Provide comprehensive solution on meter reading automation with smart use of field service app and IoT advantages
- The implementation of AX 2012 R3 to streamline and Automate Aqaba Water Companies Financials.
- Implement an Enterprise Asset Management system based on Dynamics 365 for Field Service and Dynamics AX 2012 R3.



Services Provided:

Techvista provided following services:

- Improved meter reading automation, augmenting reliability, optimizing predictive maintenance, and ensuring Regulatory compliance.
- Techvista's highly customized implementation of Field Service provides AWC with a singular, real-time view of all assets across the organization.
- AWC has been enabled to manage physical assets using industry's best practices and translate AW physical asset management into competitive advantage
- AWC now has a solution in place to Plan, track, and analyze service operations to maximize efficiency, gain a complete overview of costs and revenue, and improve profitability for service operations.

Case Study: IGI



Customer Overview

IGI is one of the largest Insurance Service Provider in the country, It covers consumers and businesses with life insurance, medical insurance, retirement planning, family takaful and wealth management solutions. It has a customer base of 19000 policies and more than 4000 corporate customers.

Technology

- Dynamics 365 Field Service
- Power BI

Services

- Customer service experience
- Field Technician Management
- Implementations and integrations
- Support and enhancements

Insurance Company

Implementation & Support

Scope:

IGI has to manage the field agents including staff & technician and track their work orders with geo tracking. The business requirements of IGI revolved around four major functional verticals as below.

- Customer/Policy Management
- Field Technician Service and Work Order Management (including a Field Execution App)
- Inventory/Asset Management
- End User Application for IGI's Policy Holders.

The system needed to have integration with three primary external systems.

- WGIS for Customer On boarding and Policy Issuance
- Active Telematics for IoT Alerts and Events.
- Tele card for Call Centre Operations Solution for ABC Smart Home.



Services Provided:

Techvista provided following services:

- Development, implementation and managed support services for managing customers, policies, field technicians and staff.
- Customized workflows and processes for engaging customers and keep track of all communication channels and activities.
- Automaton and Management of Policies and their functions.
- Field technician management with work order and assignment tracking.
- Implementation of modules such as Customer Management, Sales Order Management, Service Management, Resource Scheduling and Tracking, Inventory Management, Sales & Marketing, Fixed Assets, Reports and Analytics, .



Customer Overview

- Emirates' premium telecommunication services provider
- 150+ eServices
- 39,000+ employees
- \$52B+ annual revenue

Technology

- Dynamics 365 Sales and Field Service
- Microsoft .NET Framework
- SSIS Jobs & Windows Services
- Angular Portal
- Power BI

Services

- L2, L3 Support
- Process modeling and design
- Architecture design and development
- SIT, UAT, and implementation
- Post-implementation services

Dynamics365

Telecom



Problem Statement

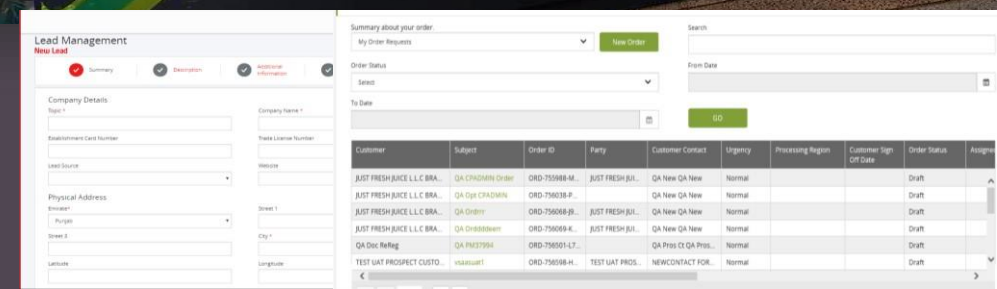
- Etisalat required a complete digital transformation solution for Business and Consumer
- To automate complete business journey (end to end order life cycle) with all integrations
- Existing process as manual and have a lot of delay(s) on multiple stages. No visibility or tracking
- Leads has multiple sources and there was no consolidated for management
- Ineffective reporting and dashboards. Channel Partners were not managed
- To manage & maintain resources, their allocations and Etisalat tower maintenance by Work order scheduling & optimization

Solution

Techvista helped Etisalat in digitalizing and automating the complete order, lead, and partner management. The solution was developed on top of Microsoft Dynamics 365 CE. Overall Business, Consumer, and Engineering (Field services) order and process automation is achieved through CRM.

Major Deliveries

- **Tower Maintenance & Resource Management** – Resource scheduling & optimization, Maintenance work orders, capacity management (resource allocations)
- Dispatcher functionalities
- Inventory & product management, real-time tracking of resource, assets and WO
- **Business CRM** – Sales Force Automation System. 100% automation achieved.
- **Lead Management**– Leads OMNI experience. Central lead management for all channels.
- **Partner Portal**– A unified interface for all Etisalat's Channel Partners
- **Integration Framework**– Common integration layer is developed for all core systems
- **UCASS and Bundling Framework implementation**





DWTC ensures connected experiences through Dynamics 365 Field Service

Industry:
Government

About the client

Dubai World Trade Center (DWTC) is a purpose-built complex for events and exhibitions. With over 1.3 million square feet of covered space, comprising 21 halls and 40+ meeting rooms across 3 floors, Dubai World Trade Centre hosts 500+ events annually. In 2015, the venue held 396 trade events and welcomed over 2.74 million visitors. DWTC relies on internal inventory and has its own warehouses.

Technology stack

- Dynamics 365 Field service
- Dynamics 365 Sales
- Microsoft Power Platform
- Oracle CPQ
- Oracle ERP

Challenges:

- DWTC hosts large-scale events with hundreds of participants and vendors with variety of requirements to build individualized stands with the help of delivery coordinators and store managers help them by issuing items from DWTC's several Warehouses.
- Managing these vendors and requirements through this approach was challenging since the inventory items are maintained in ERP. Also, DM does not have a mobile application so the delivery process is manual based on receipts and reliance on a PC.
- There were several hinderances in implementing new features in Oracle Delivery Manager due to lack of flexibility.

Our approach

- Upon careful assessment of DWTC framework and challenges they were facing, Systems Limited recommended implementation of Field Services and divided the approach in two phases:

Phase 1: 2 Sprints	Phase 2: 2 Sprints
Replicating the process in Field Service for continuity	Setup and delivery of mobile application
Inventory setup in Field Service and visibility on items availability	Integration with the Finance System
Integration with Oracle CPQ, Asset Tracking, ERP and Venues Management CRM	Detailed information on inventory utilization
Tracking deliveries, setup of notifications for delivery coordinators and provide better visibility of ongoing and upcoming events	Enhanced visibility on the changes and preparations based on those changes

- Implemented advanced reporting features for better reporting.
- Implemented asset tracking for effective tracking of DWTC's equipment with enhanced location, availability, booking and utilization reports.



Commercials

Fast Track Salesforce Implementation 4 Weeks

#	Task Name	Est Effort (Days)	Resources (TVS)	Customer Resources
0	FAST TRACK SFA IMPLEMENTATION	30.5		
1	INITIATION PHASE	1		
1.1	Customer Readiness Session	0.25	Delivery Exective	IT , Business Team
1.2	Implementation Approach Walkthrough Session	0.25	Delivery Exective	IT, Business Team
1.3	Contract Sign Off	0.5	Delivery Exective	IT, Business Team
2	DISCOVERY PHASE	4		
2.1	Business Requirements Gathering	2	Function Consultant	Business Team
2.3	Data Migration Requirements	1	Function Consultant	Business Team
2.5	Reporting Requirement	1	Function Consultant	Business Team
3	IMPLEMENTATION	10		
3.1	Sandbox Environment Preparation	0.5	Technical Consultant	IT Team
3.2	Production Environment Preparation	0.5	Technical Consultant	IT Team
3.3	Base Configuration of User Interface	2.5	Technical Consultant	IT Team
3.4	Integration with Outlook & Office 365	0.5	Technical Consultant	IT Team
3.5	Reports & Dashboard Configuration	2.5	Technical Consultant	IT Team
3.6	Data Migration	2.5	Technical Consultant	IT, Business Team
3.7	Security setup	1	Technical Consultant	IT Team
4	TRAINING & TEST	3		
4.1	End User trainings	1	Function Consultant	Business Team
4.2	Admin Trainings	1	Function Consultant	IT, Business Team
4.4	Internal QA	1	Technical Consultant	Business Team
5	GO LIVE	2.5		
5.1	Production Environment readiness checks	0.5	Technical Consultant	IT Team
5.4	Data Migration	0.5	Technical Consultant	IT Team
5.5	Smoke Testing	0.5	Technical Consultant	IT Team
5.6	Go Live	0.5	Technical Consultant	IT Team
5.7	Final Acceptance and Sign Off	0.5	Delivery Exective	IT, Business Team
6	HYPERCARE SUPPORT	10		

Project Team (Off-Shore)				
Resource	Hours Per Week	Total Hrs per Month	Total Amount per Month	
Project Manager		40	160	\$4,800.00
Functional Consultant		40	160	\$4,800.00
CRM Technical Consultant		40	160	\$4,800.00
Implementation Total				\$14,400.00
Implementation Total (AED)				AED 52,848.00
Support Team (Off-Shore)				
Resource	Hours Per Week	Total Hrs per Month	Total Amount per Month	
Project Manager		8	16	\$480.00
CRM Technical Consultant		40	80	\$2,400.00
Hypercare Support Total				\$2,880.00
Hypercare Support Total (AED)				AED 10,569.60
BOQ				
Application	Quantity (Annual Subscription)	Per user per month	Total	
Dynamics 365 for CS Ent	5	95	\$475.00	
Licencing Total (Annual)				\$5,700.00
Licencing Total (Annual) (AED)				AED 20,919.00
		TOTAL (USD)	\$22,980.00	
		TOTAL (AED)	AED 84,336.60	



Thank you
