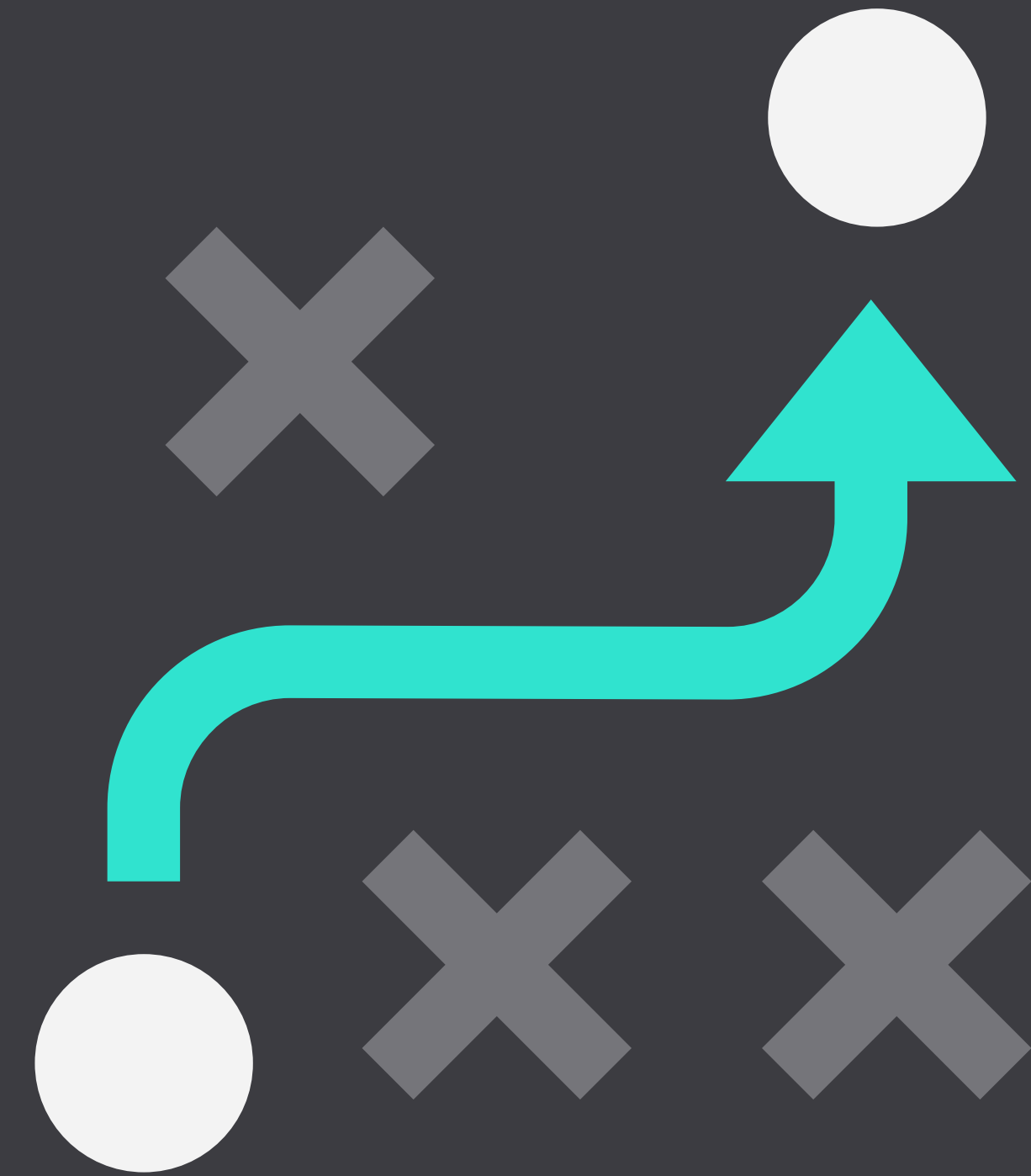
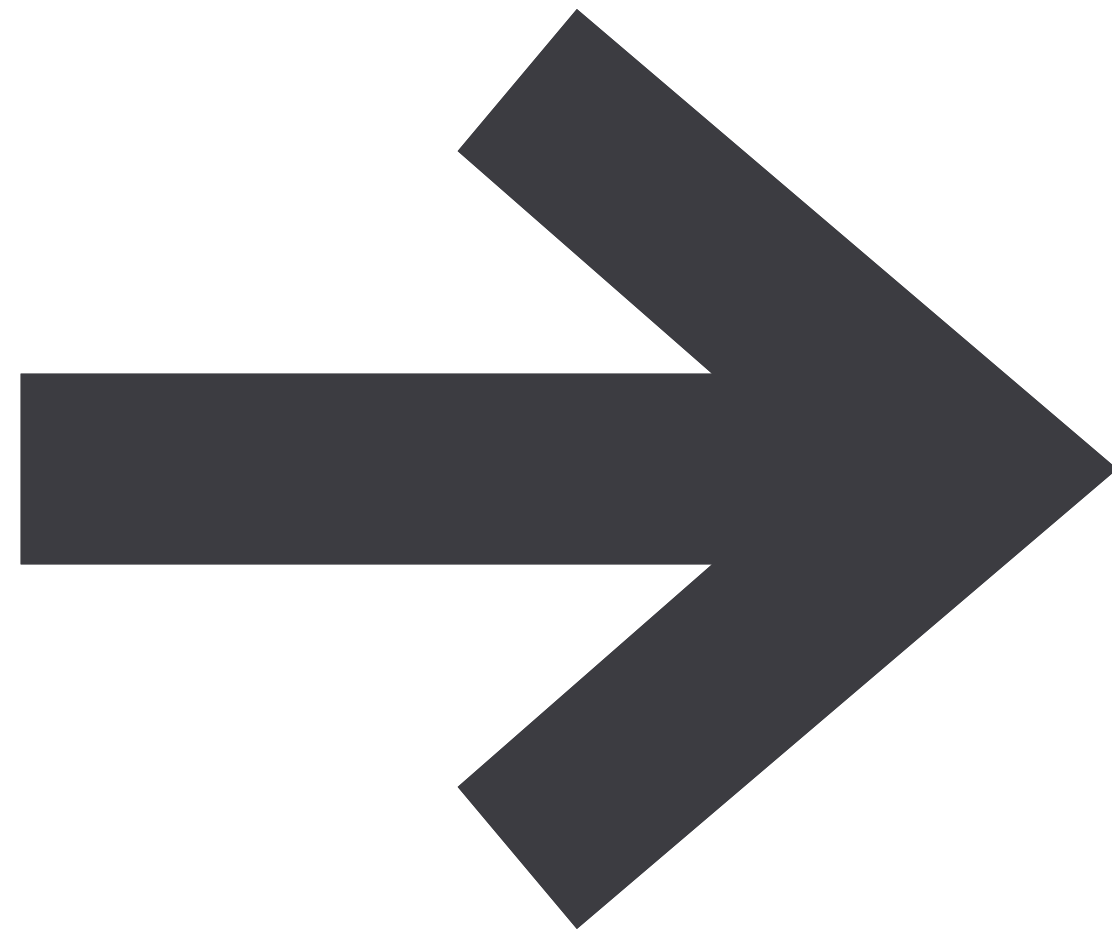


5 innovative ways industry leaders modernize their field service





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Conclusion

— **Internet of Things (IoT) technology is a key to strategically transform your business.**

IoT-enabled devices are found in every industry, but in field service, it's front and center. And businesses that use technologies such as IoT and artificial intelligence (AI) are better equipped to improve sales operations and provide better service.

A commissioned study conducted by Forrester Consulting on behalf of Microsoft found that over three years, companies that used Dynamics 365 for Field Service saved \$1.4 million in net present value.¹

Here are several examples.

¹ Forrester Consulting, "The Total Economic Impact Of Microsoft Dynamics 365 For Field Service (a commissioned study)," January 2019.

Section 01

Optimize service resources

When a customer's equipment breaks down, they need fast, effective service. But speedy responses often lead to poorly planned service routes and techs without the tools or parts to do the job—leading to repeat visits and often, adding up to costly overtime for field techs.

With modernized field service, organizations can make the following improvements:



Automate scheduling and dispatch of technicians



Optimize a technician's time in the field



Assure that technicians have the right parts and tools for a first-time fix—and that the best, closest technician for the job is dispatched



Notify customers of potential performance issues and the estimated time of arrival for a field tech



01

April
2019

Optimize service resources

5

Improving your reputation through better service

Florida-based Kelly Roofing is a second-generation, family-owned business. In the midst of a severe labor shortage, they're using Dynamics 365 for Field Service to improve routing and scheduling of its roofing crews and exceed customer expectations. If an employee calls in sick, Field Service automatically alerts another to take their place.

→ [Read the Kelly Roofing case study](#)

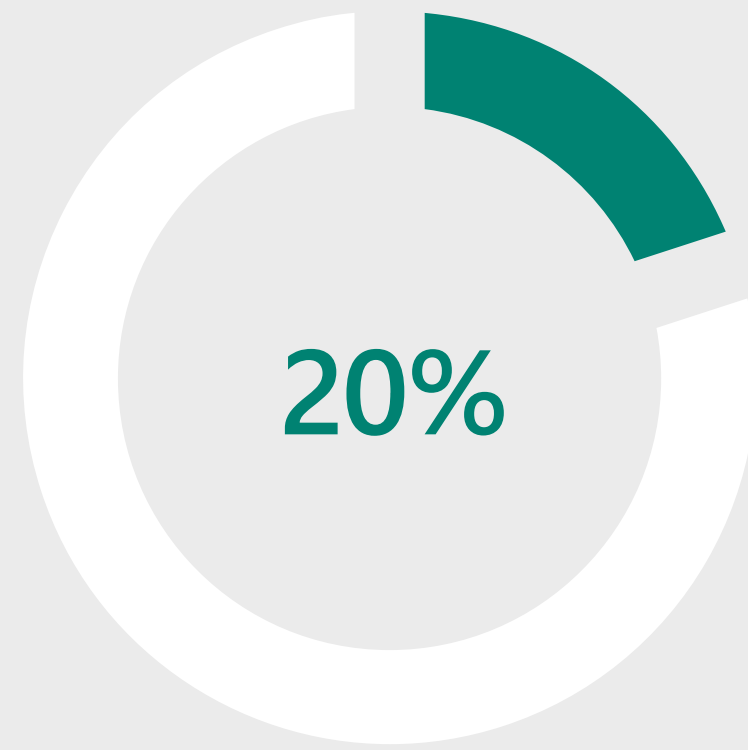


If I make a promise to a customer that we'll be there on Tuesday, I can ensure that our team is going to deliver. It's that consistency that separates us from everyone else.

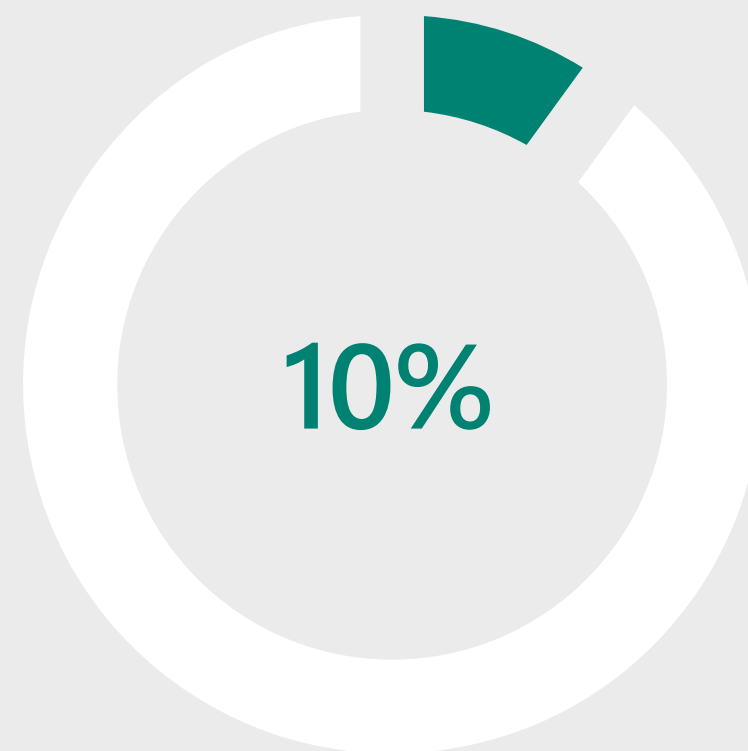


Ken Kelly

President,
Kelly Roofing
Naples, Florida, USA



ETS increased the number of completed jobs by more than 20 percent.



ETS increased the number of first-time fixes by 10 percent.

And in the United Arab Emirates, Engineering Techniques Services, a leading provider of eco-friendly pest control, is using Field Service to improve operations and scheduling across thousands of locations. The result is a 20 percent increase in completed jobs, and a 10 percent increase in first-time fixes.

→ [Read the Engineering Techniques Services case study](#)



Section 02

Create better business outcomes

IoT devices and telemetry data have helped companies provide better service. Improvements include remotely monitoring a machine's performance, receiving data on humidity, room temperature, and other variables—and using that data to take preventive action.

For example, with Azure IoT, companies can use telemetry data to prevent system shutdowns and other performance issues. In some cases, problems can even be identified and solved remotely.

According to Forrester Consulting, organizations that used Dynamics 365 for Field Service eliminated field dispatch for over 10% of total work orders by using IoT to “self-maintain and self-remediate basic equipment issues.”²

With the added abilities of AI and machine learning, your company can anticipate problems before they start. The same data can also help highlight new business opportunities, such as predictive maintenance plans that extend the useful life of a customer's equipment. And this proactivity and cost savings leads to happier clients.

² Nucleus Research, [Microsoft Dynamics 365 ROI case study: MacDonald-Miller Facility Solutions](#), July 23, 2018.



Our next goal is to achieve improved failure prediction together with Microsoft. We want to identify what makes our customers happy to tell us that choosing our service was the right idea. We also want to sample forklift data, use it to facilitate the design and development of future forklifts, and deliver better products and services to our customers.

Mr. Michio Yonezawa

General Manager, Service Department,
Toyota Industries Corporation,
Kariya, Aichi Prefecture, Japan

Driving growth through continuous improvement



To generate continued sales of its forklifts, Toyota invested in a mobile service solution for its technicians in Asia, Africa, and South America. The solution combines Field Service with the telematics capabilities of Microsoft Azure to help Toyota improve preventive maintenance and improve their ability to predict mechanical failures.

And Toyota now has a clearer picture of how to improve its products and services, thanks to support for artificial intelligence (AI), machine learning, and data visualization.

→ [Read the Toyota case study](#)

MacDonald-Miller Facility Solutions, a Seattle-area contractor, developed a connected field service solution that links its ICONICS building analytics software with Dynamics 365 for Field Service.

In the past, ICONICS contacted the building maintenance manager, who would submit a request to MacDonald-Miller.

Now, ICONICS sends the alert directly to MacDonald-Miller's solution. It automatically generates a trouble ticket, schedules a service call, and sends technicians essential details about the customer's repair history—as well as the parts and tools the field service technician will need to fix the problem.

With the combined power of Azure IoT, MacDonald-Miller knows about potential problems well before the owner or building maintenance manager could. This has helped reduce the time to complete service calls by nearly two weeks. And again, this proactivity results in happier customers.

→ [Read the MacDonald-Miller case study](#)



By picking up alerts from ICONICS and converting them into service cases inside Dynamics 365 for Field Service, we get a new revenue leg. Before, we didn't know the pain points in the building, so we couldn't be proactive. Now, we can. And because the Azure-hosted version of ICONICS is more cost-effective for more customers, we can make building optimization services available to more customers.



Bradd Busick

CIO,
MacDonald-Miller Facility Solutions
Seattle, Washington, USA



Section 03

Equip technicians to be more effective

Skilled field technicians must be able to think on the fly and solve problems independently. Mobile and mixed reality technologies support these abilities.



Using the mobile app, technicians can access critical information such as:

- Tasks to be performed
- Service call history
- A list of the day's bookings
- Driving directions to their next booking



With Microsoft HoloLens and Field Service, technicians can contact technical experts to get help completing a job. (HoloLens is available as an add-on for Dynamics 365 for Field Service.)

Service engineers have analyzed data patterns from more than 5,000 packaging lines to predict maintenance timing

03

Tetra Pak, the world's largest food packaging company, gave its service engineers Microsoft HoloLens headsets to enable them to more quickly diagnose and fix machine issues.

Service engineers can also make video calls to a Tetra Pak service center to receive Remote Assistance and speak to experts about specific machines. Experts remotely guide engineers through the repair, so it takes less time to fix performance issues and eliminates the need to send out another service engineer.

Since they started using HoloLens, Tetra Pak service engineers have analyzed data patterns from more than 5,000 packaging lines to predict maintenance timing. They also saved customers more than \$30,000 by predicting and preventing future breakdowns.

[→ Read the Tetra Pak case study](#)





Customers have many pieces of equipment, so you have to know a lot about a lot. That's often difficult. [Dynamics 365 for Field Service] helps us to do that. This is how we take the global expertise that we have available somewhere in Tetra Pak and bring it to the fingertips of the engineer in the countryside in Chile or Pakistan.



Johan Nilsson

Vice President,
Tetra Pak Services
Lund, Sweden



03

When it came time to launch one of its latest products—a fleet of electric long-haul trucks—Siemens equipped its field technicians with Microsoft HoloLens and Field Service. The techs can use HoloLens with Remote Assist (available as an add-on feature with Dynamics 365 for Field Service) to view service checklists and repair diagrams while they worked. And experts working remotely could see what they were doing, and provide guidance to help them finish.

The result is faster completion of maintenance tasks, fewer mistakes, and immediate recordings of service reports that can be accessed by other departments for training and tracking of ongoing issues.

 [Watch the video](#)

This is connected field service

Boost your business intelligence and brand differentiation with Dynamics 365 for Field Service.

[Learn more](#)

Discover how Dynamics 365 for Field Service could help transform your organization.

[Request a demo](#)

See the potential of Dynamics 365 for Field Service in action.

[Watch videos](#)

All over the world, IoT, AI, and machine learning are improving how businesses operate. With Dynamics 365 for Field Service, companies are able to:

- Reduce downtime for customers
- Lower maintenance costs
- Improve first-time fix rates, and
- Develop new service models

Turn your field service operations into a profit center that delights your customers and exceeds their expectations.