



Connected Field Service

5 ways to transform your organization with IoT

Internet of Things (IoT) technology continues to grow as a strategic priority for businesses as the products and equipment around us—both at home and at work—become increasingly intelligent and connected. By 2020, the number of IoT devices in operational deployments worldwide will reach 28.1 billion¹.

Intelligent devices are a reality in every industry, and the businesses that stay ahead of this trend are changing the game with greater efficiency, new levels of service, and even creating new revenue streams.

Nowhere is the growth in IoT more relevant than in Field Service.

IoT is transforming what is possible for field service organizations, as they move from a reactive field service model to a proactive one by connecting their operations and using intelligence from IoT-enabled devices.

To help illustrate this new reality, let's look at five specific examples of how IoT is being used to enable proactive, Connected Field Service today.

5 ways to enable Connected Field Service

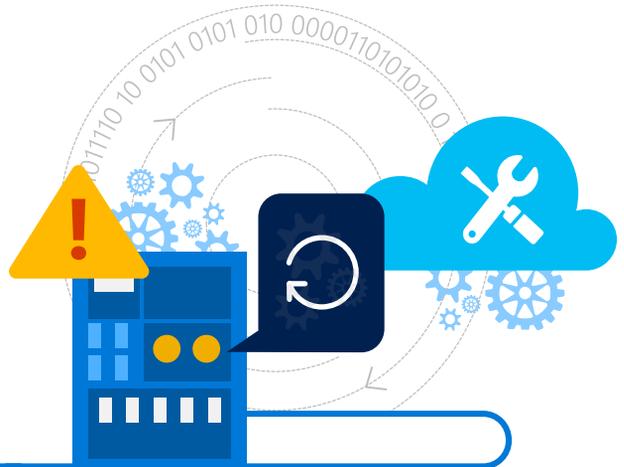
The following are five steps in a real-world example of how field service organizations can transform from a break-fix model to a connected, proactive one using IoT-enabled solutions.

1 INTELLIGENT ALERTS, IMMEDIATE ACTION

An IoT-enabled device at a customer site sends an alert that the equipment is malfunctioning.

The company receives the alert and a pre-defined process kicks in. A signal is automatically sent to re-start the equipment.

The equipment is now functioning properly but needs to be assessed by a technician to ensure it will continue to operate correctly.



2 AUTOMATED FIELD SERVICE DISPATCH

A work order is automatically created, and a technician is dispatched to perform on-site diagnostics.

The customer also automatically receives a message that there is a potential issue, and that a technician is on the way, along with estimated arrival time.

3 REMOTE COLLABORATION AND KNOWLEDGE SHARING

At the customer site, the technician encounters an issue that he is not familiar with, and needs to enlist the help of an expert on this equipment.

All the information about the equipment, the failure, the diagnostics, and the previous repair history are all available remotely to the expert technician.

The remote technician is quickly able to assess the problem and guide the on-site technician to fix the issue and have the equipment back to full health quickly.



5 ways to enable Connected Field Service (Continued)

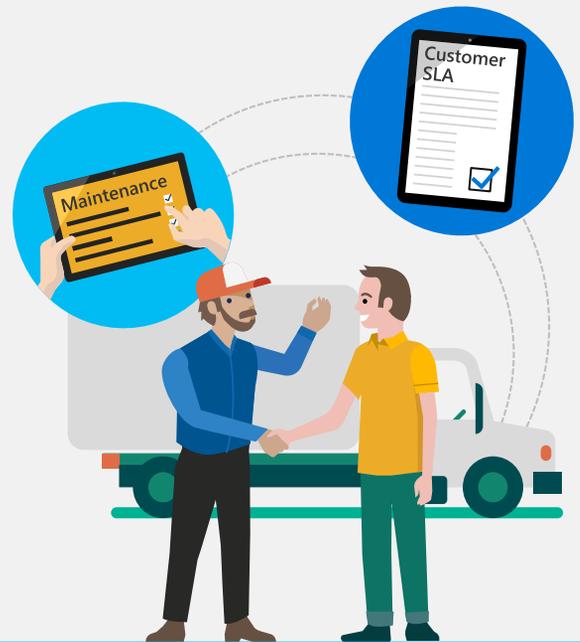
4 INCREASED FIRST-TIME FIX RATES, STELLAR CUSTOMER EXPERIENCE

The result is that the company fixed an issue for the customer without the customer having to do anything – and likely before they even knew they had an issue.

Further, while onsite, the technician can also carry out preventive maintenance tasks during the same visit to ensure increased uptime for the customer and lower future maintenance costs.

With IoT-enabled devices, the company's technicians are better-informed and able to fix issues on the first visit, helping to deliver on its uptime commitments to customers.

The company is also able to deliver field service more proactively, with the intelligence to anticipate problems and pre-emptively service equipment before issues occur.



5 PRODUCT AND SERVICE INNOVATION

With intelligent, connected equipment and devices, the company has a holistic view into what is happening in the field, including how products are being used and the types of issues that are occurring.

This in-depth intelligence creates business value in many areas in addition to day-to-day service improvements.

- It helps the R&D department make better-informed design decisions for future products.
- It helps inform the company's collaboration with their suppliers.
- And it helps drive innovation – for example developing new intelligence-driven services that differentiate the business and generate additional revenue streams.



This is Connected Field Service.

And examples like this are happening in businesses all over the world with the Connected Field Service add-on for Microsoft Dynamics 365.

These businesses are reaping major gains by delivering proactive field service to reduce downtime for customers, lower maintenance costs, improve first-time fix rates, and even generate new service models.

To find out how you can transform to a Connected Field Service organization with Dynamics 365, visit <https://dynamics.microsoft.com/en-us/field-service/overview/>

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