

Mit Azure IoT & Dynamics 365 Field Service proaktiv und remote Probleme lösen



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Overview

NextGen Field Service with Dynamics 365



WHY

Field Service matters

Insights about customer challenges

WHAT

We as Microsoft offer

Dynamics 365 Field Service + Azure IoT

HOW

Microsoft can help to solve customers challenges

E2E Optimize field service operations

WHY does
connected field
service matter?

...today's field service teams facing challenges



Limited real-time visibility into field service operations and customer data



Higher operational costs



Inaccurate inventory for daily jobs



Low first-time fix rates



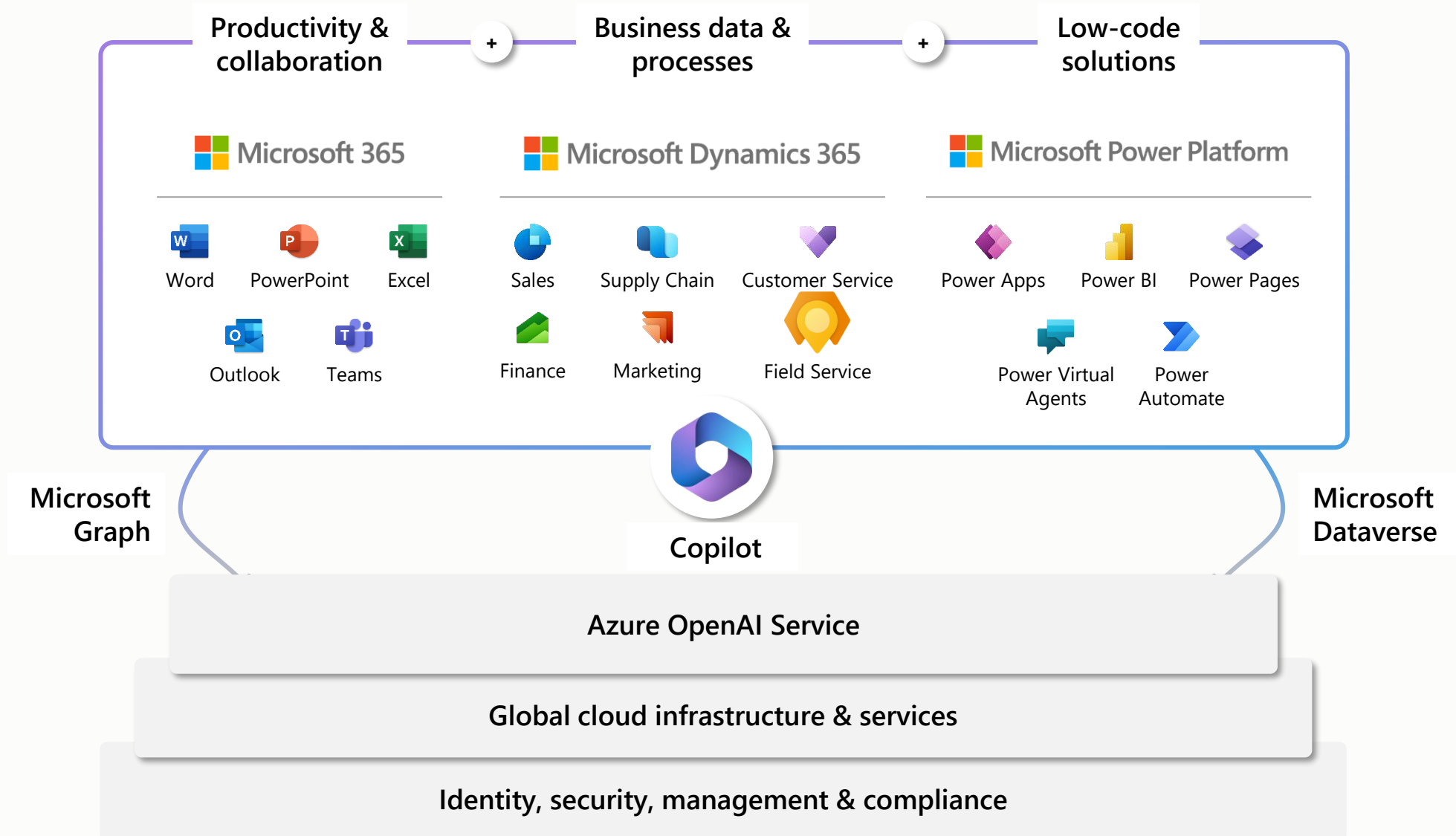
Inability to optimize resource scheduling and inefficient travel orchestration



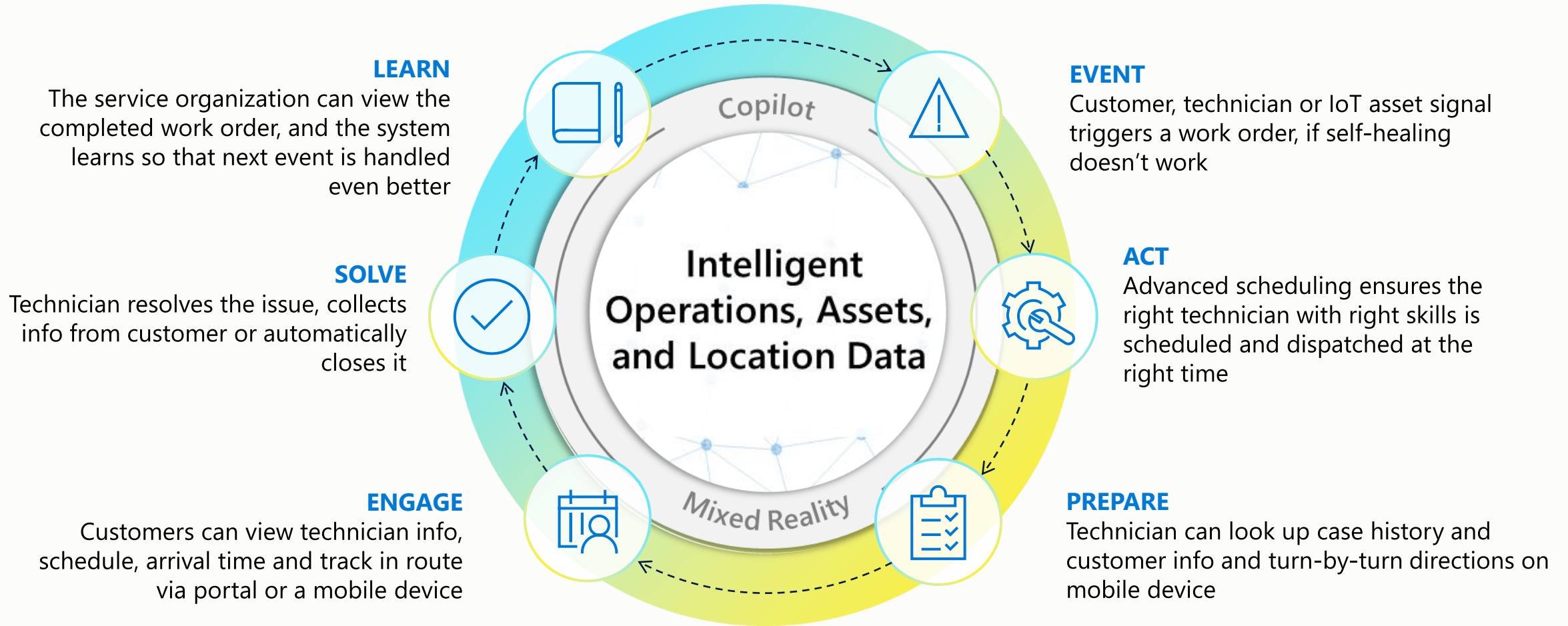
Reduced productivity

WHAT does
connected field
service mean?

The blueprint for cross-organization impact

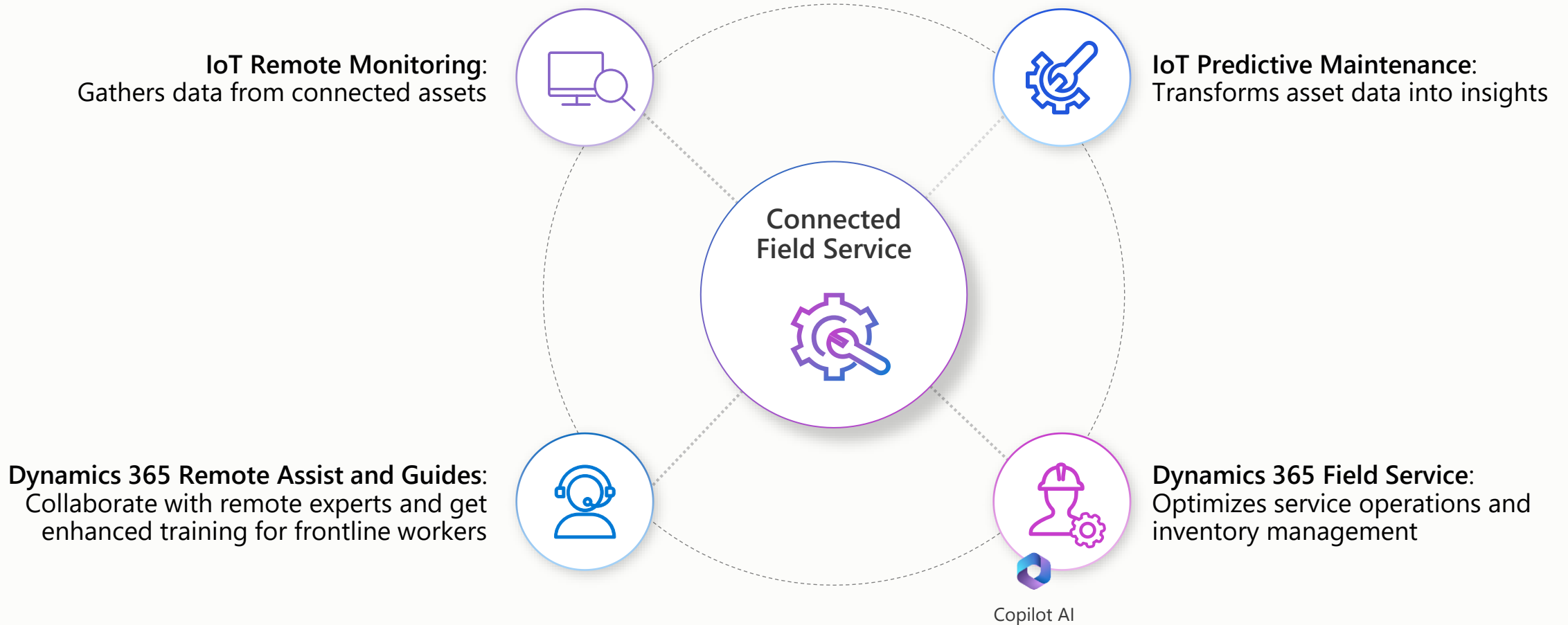


The Microsoft Connected Field Service difference



Transforming field operations with Connected Field Service

Connected Field Service combines four solutions to deliver more profitable field service and increase customer loyalty



HOW we can help to
solve field service
challenges?

Meet Our Demo Personas

for our Microsoft Moment at Contoso



Claudia Facilities Manager,
Fabrikam

Personalize service
experience



Veronica Dispatcher,
Contoso

Assign resources to solve
customer problems
quickly



David Frontline Technician,
Contoso

Make frontline's work
more effortless and
collaborative

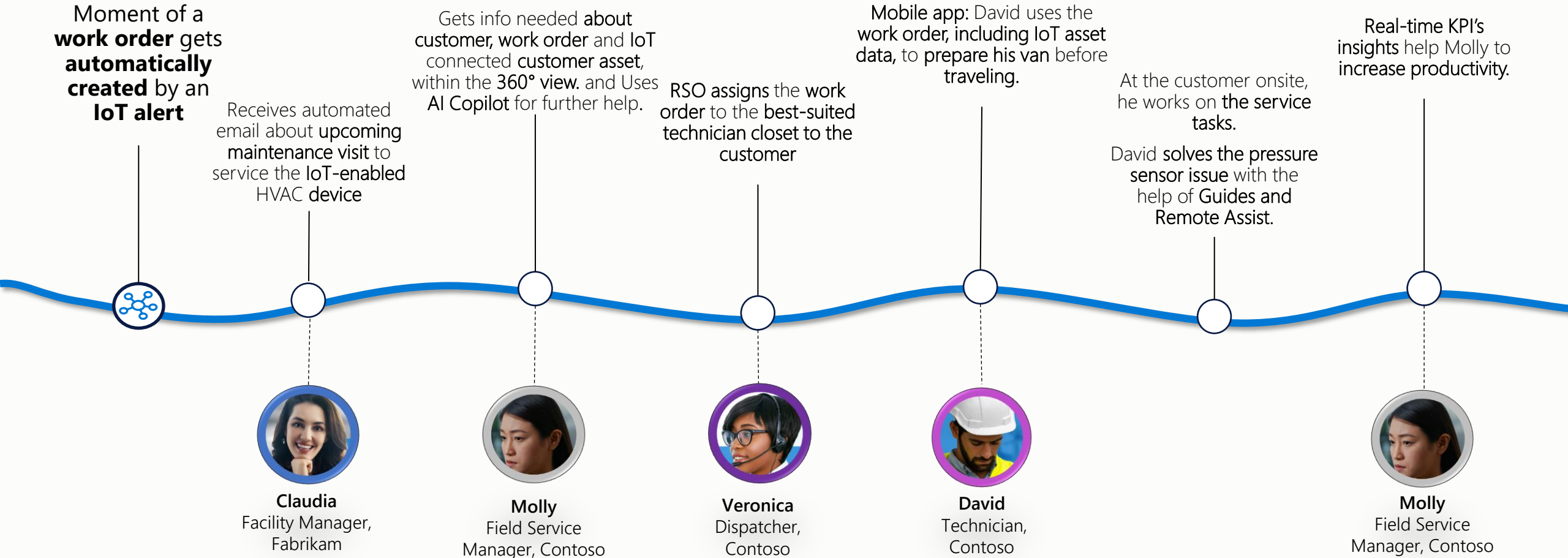


Molly Field Service
Manager, Contoso

Optimize service
operations with insights

Microsoft Moment @ Contoso

How a future proactive and connected Service Process can look like



Solve customer
challenges with
Connected Field
Service and Azure
IoT



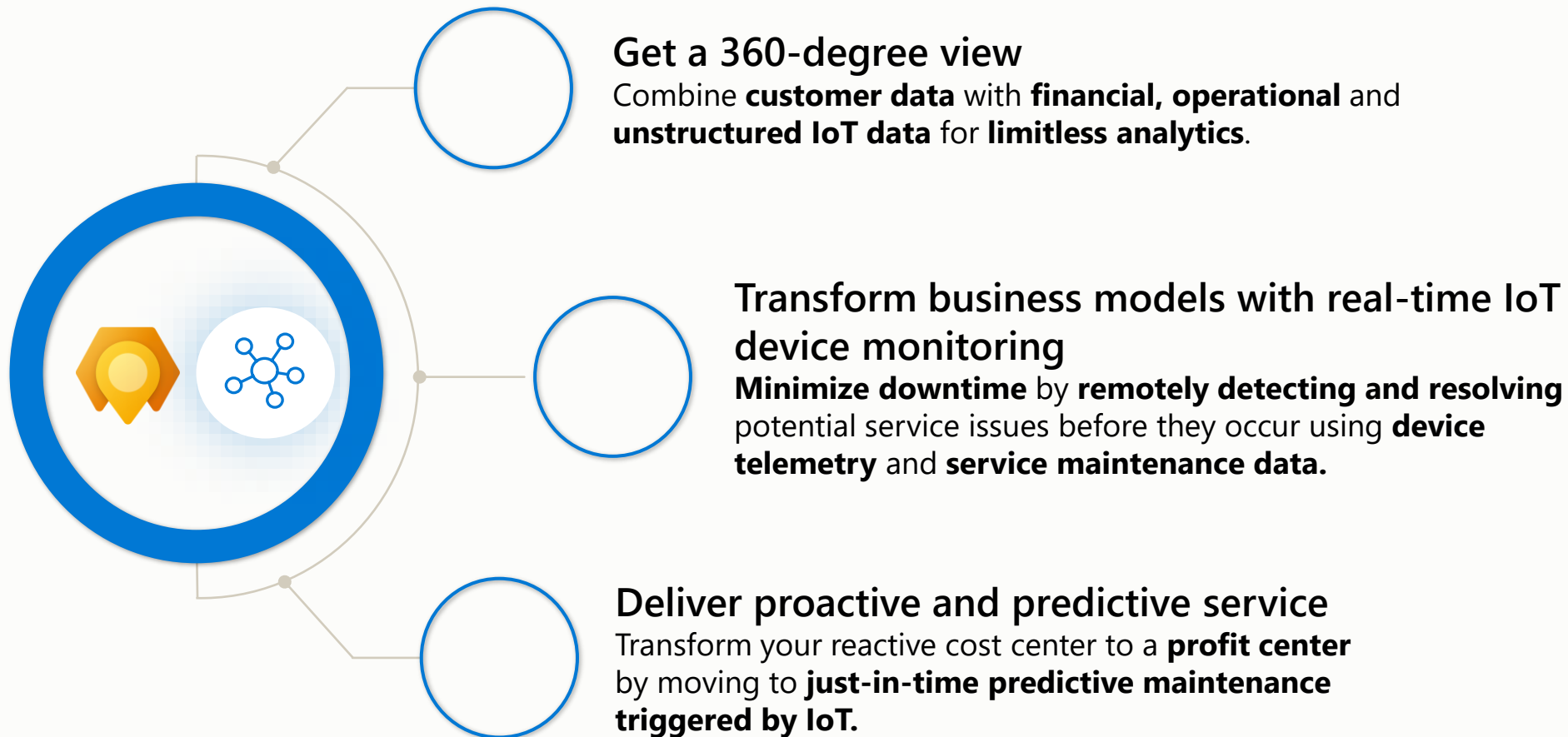
Integrate IoT to **monitor devices remotely** and to **deliver proactive and predictive service**

- Capturing **bidirectional data** through **Azure IoT** and **Dynamics 365** around your **customer asset**
- Empower agents to **monitor devices remotely** and **proactively send commands to update devices**
- **Gather telemetry from IoT devices** to **identify anomalies**, and enable **predictive maintenance** before any issue occurs
- With **device telemetry and service data**, make intelligent decisions around dispatching technicians



Value Drivers

Drive proactive service with IoT, unlock new service revenue streams, and reduce downtime and service costs



A new era of AI in field service is here



Dynamics 365 Copilot

Copilot works alongside your frontline to...

Streamline work order creation

Optimize technician scheduling

Accelerate responses to customers

Suggest next steps with intelligent recaps

Copilot in Dynamics 365 Field Service

Deliver seamless end-to-end field service with machine learning, mixed reality, and Internet of Things (IoT) technology



KEY TAKEAWAYS

IoT Remote Monitoring:
Minimizes downtime by gathering data from connected assets
Intelligent resource allocation



IoT Predictive Maintenance:
Uses asset insights
Transform your reactive cost center to a proactive profit center



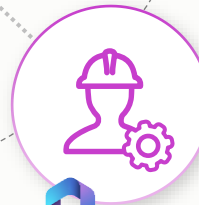
Connected
Field Service



Dynamics 365 Remote Assist and Guides:
Improve first-time fix rates with step-by-step instructions and collaborate with remote experts



Dynamics 365 Field Service:
Optimizes service operations and increases work order productivity



Copilot AI



All relevant information regarding Connected Field Service can be found [here](#).
Read more about Field Service Product Roadmap in [Microsoft Dynamics 365 - Release Plans](#).

Thank you!

SESSION FEEDBACK

Session Title: Connected Field Service: Mit Azure
IOT + Dynamics 365 Field Service proaktiv und
remote Probleme lösen



<https://aka.ms/AzSum-S010>