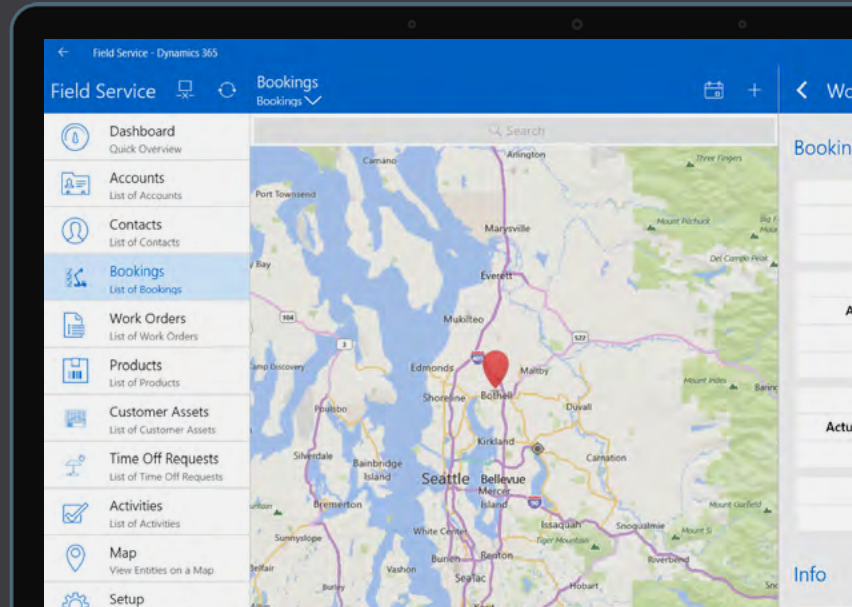**Microsoft**

Redefine service through Connected Field Service

Dynamics 365 for Field Service enables businesses to move from reactive to proactive field service by bringing together IoT and AI with Field Service.

"With Dynamics 365, we predict our needs and hire technicians to fulfill all contracts. This increases customer satisfaction and cuts delays."

Mohamad Basheer Alhamwi
GM, Engineering Techniques Services

Dynamics 365 for Field Service helps businesses enhance their service experience by proactively detecting, troubleshooting, and resolving issues, so a technician is dispatched only when necessary.

It leverages advanced analytics, machine learning, and the Internet of Things to move organizations from a costly break-fix model to a never-fail service model.

Benefits of Connected Field Service

Gain insight and intelligence
Harness the power of IoT to detect and diagnose problems before customers become aware of an issue.

70% of organizations cite **customer satisfaction as a primary benefit** derived from implementing field service management.[1]

Automate work order creation
Automatically create work orders, and schedule and dispatch technicians with relevant customer information on their devices.

By 2020, 10% of emergency field service work will be both **triaged and scheduled by artificial intelligence**.[1]

Transform service with predictive maintenance
Move from costly scheduled maintenance plans to just-in-time predictive maintenance, and repair, clean, or replace parts only when needed.

Organizations embracing digital transformation generate an average of $100M more income each year.[2]

Drive innovation
Transform your customer interactions with deep insights provided by artificial intelligence that guide your teams to the right business outcomes.

By 2020, >75% of field service orgs with over 50 users will **deploy mobile apps that go beyond simplified data collection** and add capabilities that help technicians succeed.[3]

Redefine service with Dynamics 365 for Field Service.
Visit the Dynamics 365 for Field Service website today to learn more.

1. Gartner, Magic Quadrant for Field Service Management.." September 2017.   2. Gartner Survey, December 2015 to December 2016.   3. Gartner Field Service Report, 2017.