

## THE TOP

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### BENEFITS OF CONNECTED AND PROACTIVE FIELD SERVICE

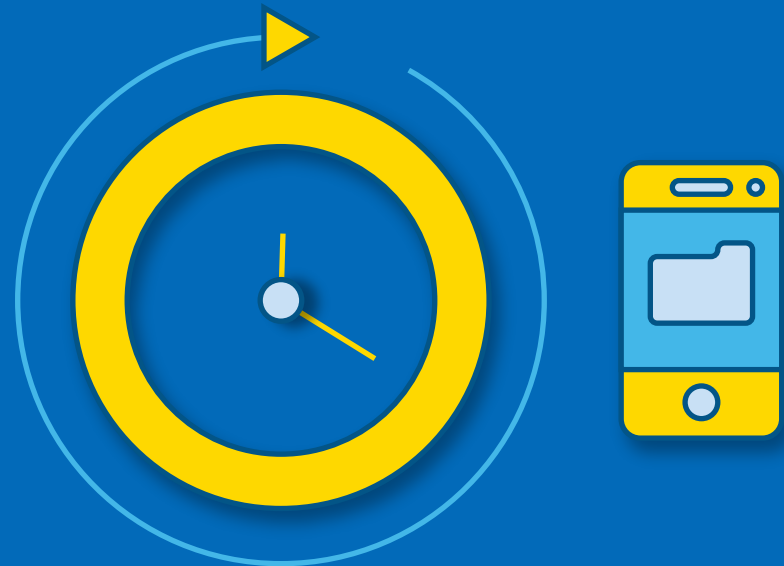
With a connected and proactive field service solution, your business can rise above the competition and gain a 360-degree view of the service lifecycle – from scheduling and contracts to warranties and business analytics. Here's how.

# 1

#### MOBILE COMMUNICATION REDUCES FIELD SERVICE COSTS

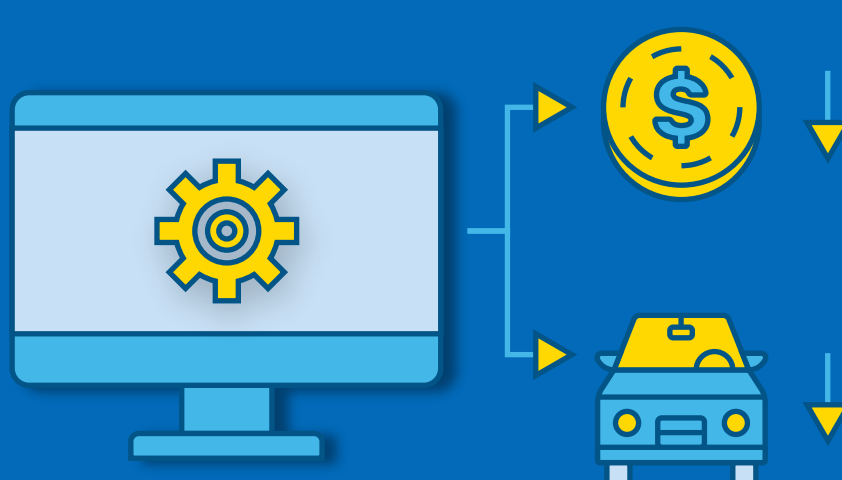
Nothing slows down field agents like lagging communication and missing information. Mobile communication dramatically reduces costs and drives productivity.

##### IMPROVE THE FIRST-TIME-FIX RATE



Improve your agents' chances of fixing problems on the first call with mobile access to inventory data, customer insights and the ability to create work orders on-site.

##### CREATE EFFICIENCIES WITH REAL-TIME ADAPTABILITY



Automated routing provides real-time adaptability, saving agents hours of travel time and reducing costs caused by canceled work orders and delays.

##### IMPROVE CUSTOMER COMMUNICATIONS



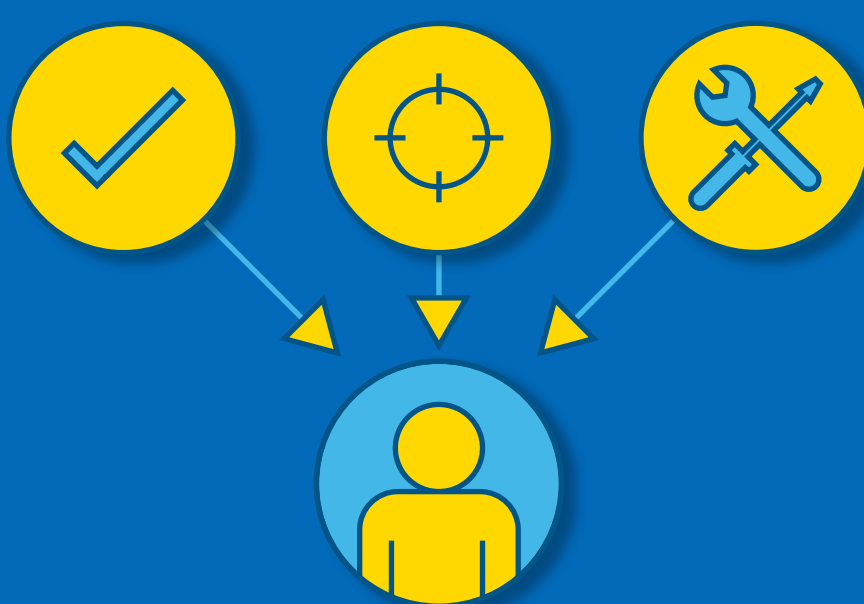
Give customers real-time access to agents and customer service staff through mobile apps and portals, enabling a better customer experience at a reduced cost.

# 2

#### AUTOMATED FIELD SERVICE SCHEDULING IMPROVES PRODUCTIVITY

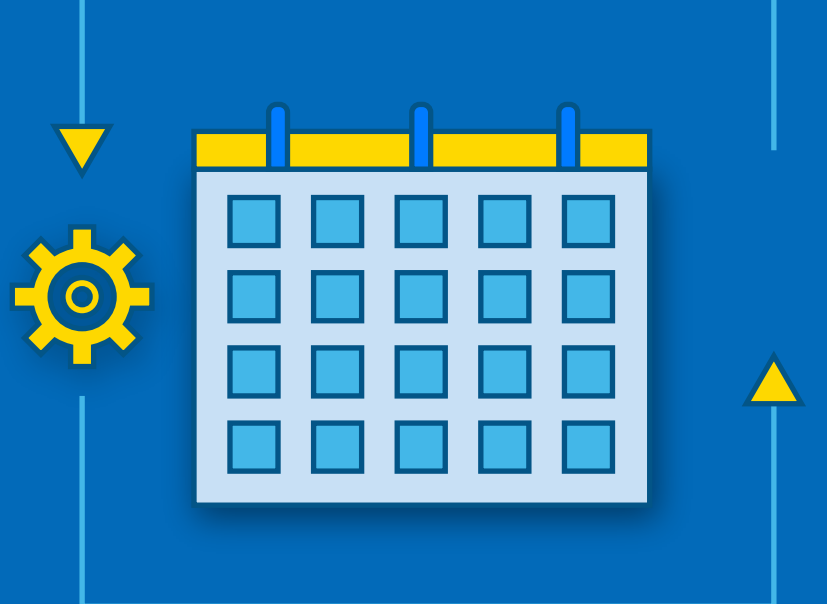
The days of technicians planning their own schedules and routes are becoming a thing of the past. Automation allows you to optimize travel time, resource allocation and more.

##### SCHEDULE INTERNAL AND EXTERNAL TECHNICIANS



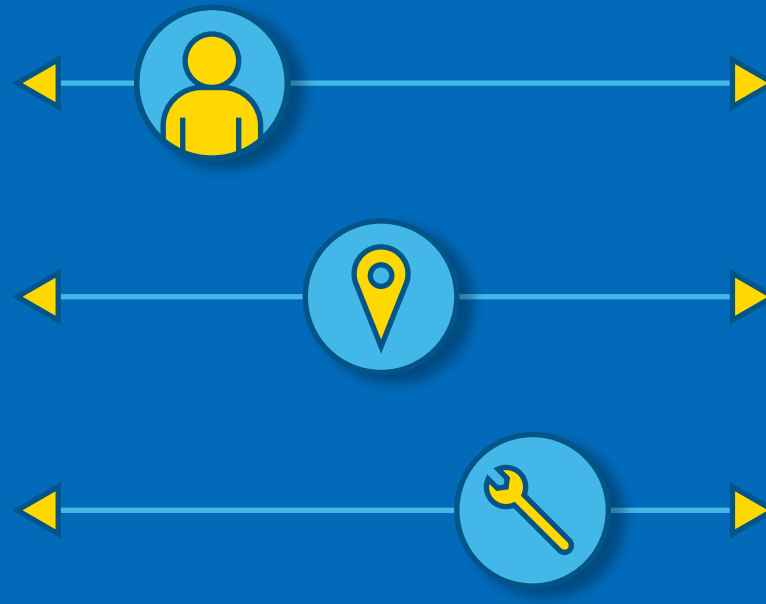
Approve, track and dispatch work orders out to technicians who have the ability to update their own status and work orders in the system.

##### CREATE AUTOMATED PREVENTATIVE MAINTENANCE SCHEDULES



Create work orders automatically on a recurring basis, ensuring preventative maintenance never slips through the cracks.

##### FILTER RESOURCES BASED ON SKILL SET OR TERRITORY



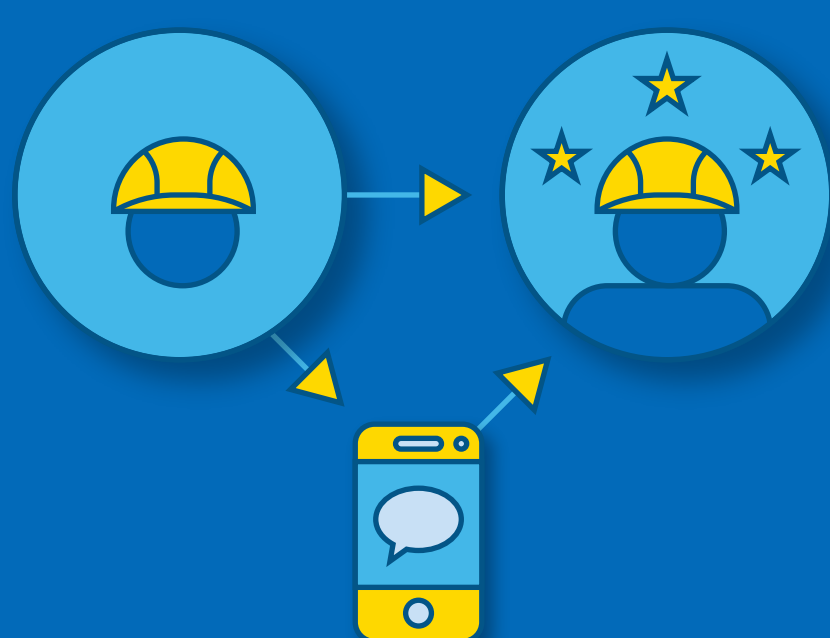
Always send the right agent to the right service location, equipped with the right tools and parts for a first-time fix.

# 3

#### PROACTIVE FIELD SERVICE BOOSTS CUSTOMER SATISFACTION

Solve the long-standing problem of how to improve customer satisfaction and resource productivity at the same time.

##### TURN TECHNICIANS INTO MARKETING WHIZ KIDS



Use mobile connectivity to ensure your agents have the ability to build relationships and capture new opportunities in the field.

##### SAVE CUSTOMERS' TIME



Detect and resolve issues remotely – before the customer even knows there is a problem – and use automated notifications to ensure your customers are prepared for a technician's arrival.

##### SEND BETTER-PREPARED TECHNICIANS



Ensure your technicians not only arrive with all the necessary parts, but are able to anticipate other issues that may arise and provide a consultative service.

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