

# 6 Steps To Building Your Smart Field Service Model

## 1 Identify Customer Need

- Servitised business model
- Smart product strategy

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## 2 Establish Connectivity Of Assets To IoT Central

- Normalise vendor landscape
- Commission devices at scale
- Embedded connectivity out of the box

## 3 Implement Security model

- Create user and device authorisation process
- Consider ISO27001 and GDPR requirements



## 4 Capture and Aggregate data in Azure

- Understand your data structures and volumes
- Determine Azure tenancy strategy
- Build modern data warehouse
- Build customer service KPIs
- Define customer service levels

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## 5 Define Predictive Rules And Triggers

- Catalogue critical business events
- Catalogue key indicators of potential critical business events
- Determine data dissemination rules
- Define alerting strategy to compliment case creation

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## 6 Operationalise By Connecting Triggered Events To Dynamics 365 Business Applications

- Integrate triggers into Dynamics 365 Business Applications and Dynamics 365 Field Service
- Execute works orders via mobile devices
- Implement digital feedback loops
- Implement HoloLens with Dynamics 365 remote assist for complex case resolution

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