

Field Services

Microsoft Dynamics AX

BENEFITS SUMMARY:

- End-to-end optimization of processes and resources
- Best-fit assignment, scheduling, and dispatch
- Streamlined work order handling and reduced response times
- Real-time insight into operations and performance
- Efficient management of contracts, assets, and warranties
- Flexibility to meet your unique needs and changing circumstances
- Faster return on investment (ROI)

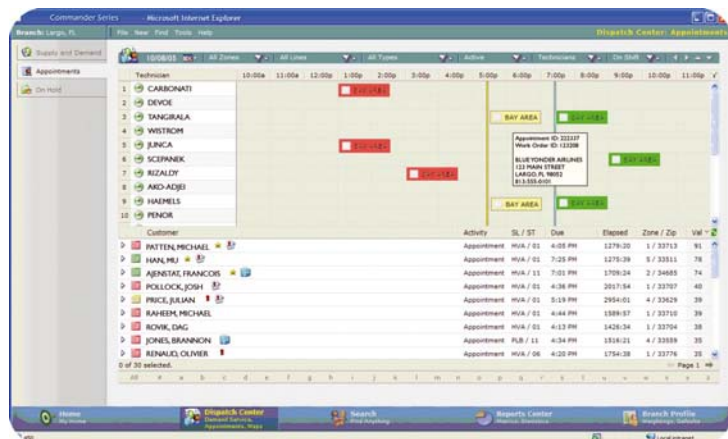
Efficient management of field operations can be a challenge, but targeted automation and integrated information flow can drastically increase productivity and management efficacy. Field Services for Microsoft Dynamics™ AX can help streamline, reduce response times and costs, and improve first-time fix ratios. The resulting increase in revenue and customer satisfaction can help you build a competitive advantage.

Access critical information when it is needed

Gain real-time, at-a-glance insight into operations and resources. Connect office and field staff while enhancing the flow of business and technical information by means of convenient Microsoft® Windows Mobile® devices.

Tailor the solution to your business

Use the terminology, equipment, and processes that make sense for your business, and accommodate future growth with a flexible foundation, agile customization tools, and tight integration with other Microsoft or third-party solutions that can extend innovation throughout your business.



Help streamline dispatch decisions by quickly comparing needs and the resources that can most effectively meet them. Flexible data views, intuitive alerts, and powerful optimization tools empower you to achieve maximum operational efficiency with minimum effort.

Integrate people and information to empower your work force

Help automate manual processes and increase access to enterprise information while connecting dispersed employees via mobile devices. Time-saving tools, increased management control, and better decisions enhance performance, productivity, and profitability.

Speed and optimize scheduling and dispatch

Quickly understand service urgency and resource status, and easily match the best resources for each task to reduce response times, lower costs, increase customer satisfaction, and boost profitability.

Streamline the work order life cycle

Enable rapid-response call taking, and speed work order creation, assignment, dispatch, closure, and billing. Efficient integration and automated processes eliminate manual tasks, redundant data entry, and unnecessary paperwork.

Achieve faster ROI

Because Field Services for Microsoft Dynamics AX is built on proven Microsoft products and technologies, your business can take advantage of existing IT investments such as Microsoft Office System applications and the Microsoft Windows Server System™. Your company can also realize quick payback on its investments. According to a research study by Nucleus Research, Inc. conducted in 2004, 75 percent of participating Microsoft Dynamics AX [formerly known as Microsoft® Business Solutions–Axapta®] customers achieved a positive ROI within an average of only 23 months.*

*Nucleus Research, Inc. The Real *ROI* from *Axapta*. Research Note E116, October 2004.

FEATURES

Call center management	Quickly capture service needs, access customer, site, and equipment information, and immediately generate work orders to shorten the time between call receipt and job assignment.
Scheduling and dispatch	Compare resources with service needs, match tasks to the resources best suited to perform them, and create daily or weekly schedules using drag-and-drop tools or automated best-fit assignments.
Work order Life-Cycle management	View and manage work orders by customer, location, schedule, or assigned resources, with color coding and visual icons providing at-a-glance insight into urgency and status.
Contract and SLA management	Manage contract terms, apply different billing rates for various types of work and materials, manage SLAs, maintain hierarchical relationships among customers and locations, and automate escalations and invoicing.
Warranty management	Track manufacturer and vendor warranties against assets, provide field staff visibility into terms and expiration dates, and help ensure that service and billing conform to warranty stipulations.
Crew and performance management	Integrate information about personnel qualifications, certifications, and experience into work assignments, automate crew calendars and timekeeping, and generate individual scorecards for enhanced performance management.
Project coordination	Manage complex collections of interdependent tasks and incorporate time constraints, resource availability, and skill sets into planning and scheduling. Work with project plans from Microsoft Office Project 2003.
Inventory management	Track stock accurately at fixed locations and in mobile vehicles to reduce write-offs. Adjust inventory records automatically based on field use or en route purchasing, effectively forecast future materials requirements, and take advantage of bulk and just-in-time ordering.
Asset tracking	Identify and classify assets accurately with barcodes or serial numbers, then track asset location, maintenance needs, and repair history while capturing costs, revenues, and time spent on each asset.
Mobile device interface	Support a variety of Windows Mobile platforms and devices including Pocket PC, Pocket PC Phone Edition, Tablet PC, and Smartphone, or tailor the solution for complex devices and multiple carriers.
Customer visibility	Provide customers with self-service capabilities through integration with Microsoft Windows® SharePoint® Services and standard Web services. Customers can view work order status, review contract provisions or service history, obtain e-mail updates on scheduled activities, and submit new work requests.
MapPoint integration	Take advantage of tight integration with Microsoft MapPoint® to provide field technicians with dynamic, street-level maps and explicit route directions. Empower office staff or managers to use GPS tracking to quickly locate resources geographically.
Business intelligence	Analyze productivity, utilization rates, and profitability, generate at-a-glance performance scorecards, or obtain reports and rollups on the fly via OLAP cubes.
Customization tools	Tailor the solution to fit your back-office systems, industry terminology, familiar processes, and specific monitoring or data collection devices. A set of flexible tools streamlines configuration, while an open Web services foundation, layered architecture, and full Microsoft .NET Framework compliance help ensure a solution that will grow with your business.

For more information about Field Services for Microsoft Dynamics AX, visit:
www.microsoft.com/dynamics/ax.

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