



**Common challenges**

Paper-based service processes requiring significant manual work

Lack of a holistic view of service requests and resolutions

Lack of visibility into process lead times and limited updates for customers

Lack of insight into product deficiencies

Customer service calls are inefficient and too lengthy

Lack of visibility into field service rep locations resulting in ineffective routing logistics

Technology needs to support the corporate goal of doubling revenue.

# DXC Field Service Accelerator for Microsoft Dynamics 365 Field Service

**Expertise, rapid implementation and extended functionality from decades of field service experience**

**Overview**

Build on the existing strong functionality of Microsoft Dynamics 365 Field Service with the DXC Field Service Accelerator. This unique accelerator from DXC's field service experts provides additional functionality to reduce deployment time and significantly streamline implementation.

The DXC Field Service Accelerator is developed to the highest standards, leveraging decades of industry experience and expertise from delivering successful field service solutions. Because of this, we can reduce delivery days by more than 100, providing immediate savings while deploying best practices in field service processes.

In addition, the implemented Microsoft Dynamics 365 Field Service solution benefits from enriched functionality and a long list of extended features that includes contract management, cost and revenue tracking and a portal jump start pack.

Read more on page 2 about how this will enable you to put the customer first, empower your organisation, maximise efficiency, benefit from connected interactions, and enhance the agility of your people, your processes and your whole business.



### **Time and cost savings during deployment – and far beyond**

During deployment the DXC Field Service Accelerator for Microsoft Dynamics 365 reduces delivery days by more than 100 to provide immediate savings.

The enriched solution then enables you to quickly and easily streamline and automate field service operations and management processes to improve efficiency, visibility and controls, and to reduce costs.

## **Key benefits of DXC Field Service Accelerator in the implemented solution**

With the DXC Field Service Accelerator enhanced version of Microsoft Dynamics 365 Field Service, you will be able to:

- Put the customer first – keep the customer informed during every step of the interaction to increase brand loyalty and advocacy
- Empower your organisation – improve profitability by optimising schedules so that a technician is dispatched only when necessary
- Maximise efficiency – improve each step of the service experience by allowing agents to find the right information at the right time
- Connect interactions – provide employees and technicians with 360° information, from any location, to improve resource productivity and customer satisfaction

### **Features of the DXC Field Service Accelerator**

Contract/Case structure; Multi-resource scheduling; Quick scheduling; Scheduling alerts; Daily tasks; Custom instructions; Shifts; Status progression; Case financial summary; Warehouse inventory auto replenishment; Vehicle weight tracking; Sub-contractor portal and client/customer portal; Offer to sub-contractor; Auto create work order from a case; Auto create case from a work order; Auto set time promised based on case or work order SLA; Auto set time window based on case or work order SLA; Dependent cascading scheduling; Case batch invoicing.

## **Get in touch**

Contact DXC and request a meeting with one of our Microsoft Dynamics 365 specialists for more information.

Visit [ebecs.com/contact-us](https://ebecs.com/contact-us) or call +44 (0)8455 441 441.

### **About DXC Technology**

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognised among the best corporate citizens globally. For more information, visit [www.dxc.technology](https://www.dxc.technology).