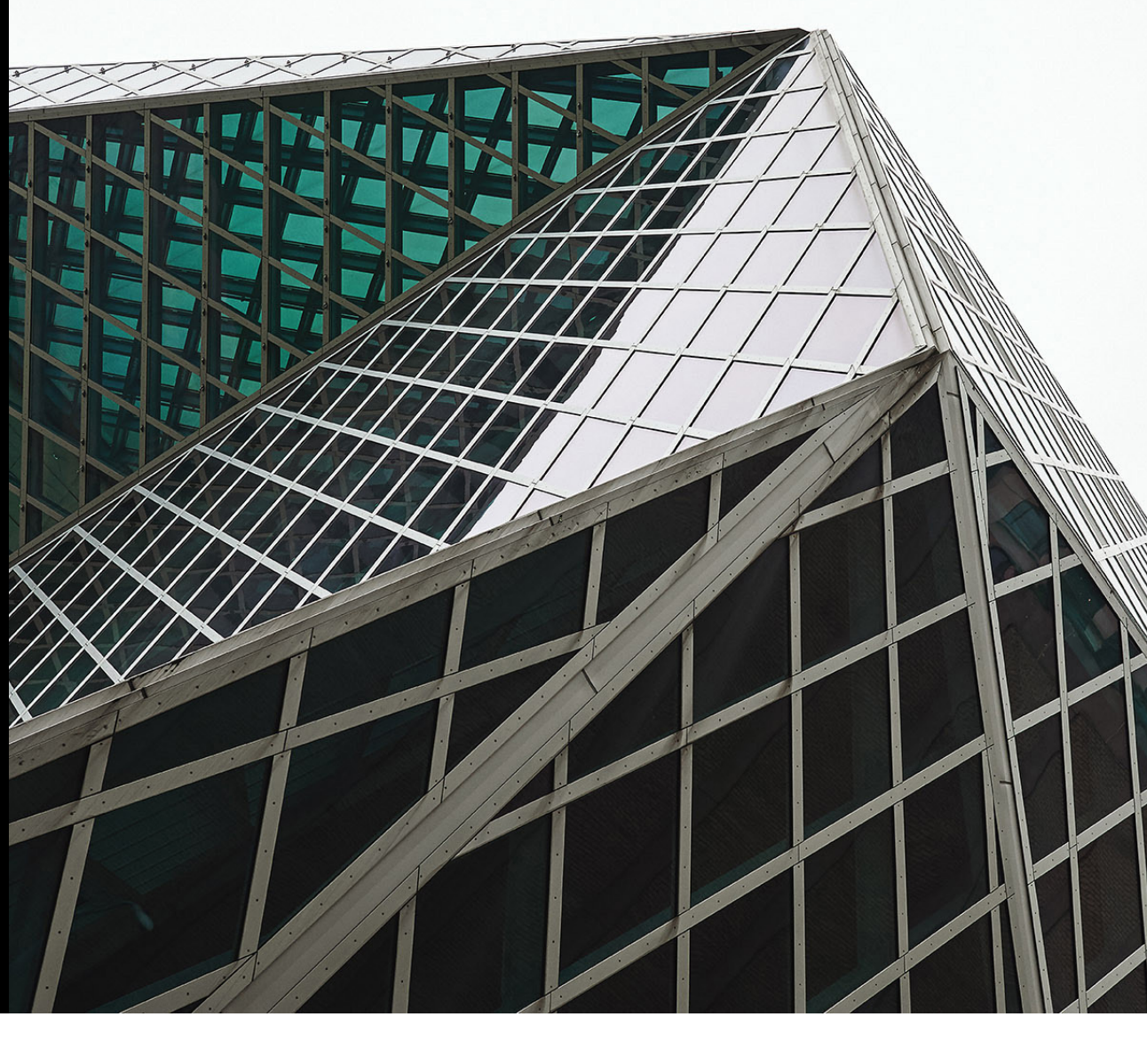


Connected Field Service with Microsoft

Transforming the customer experience

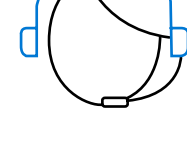


A complete, connected customer experience



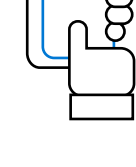
26%

of service calls require return visits.¹



81%

of service teams say service has the largest impact on how customers perceive their brand.²

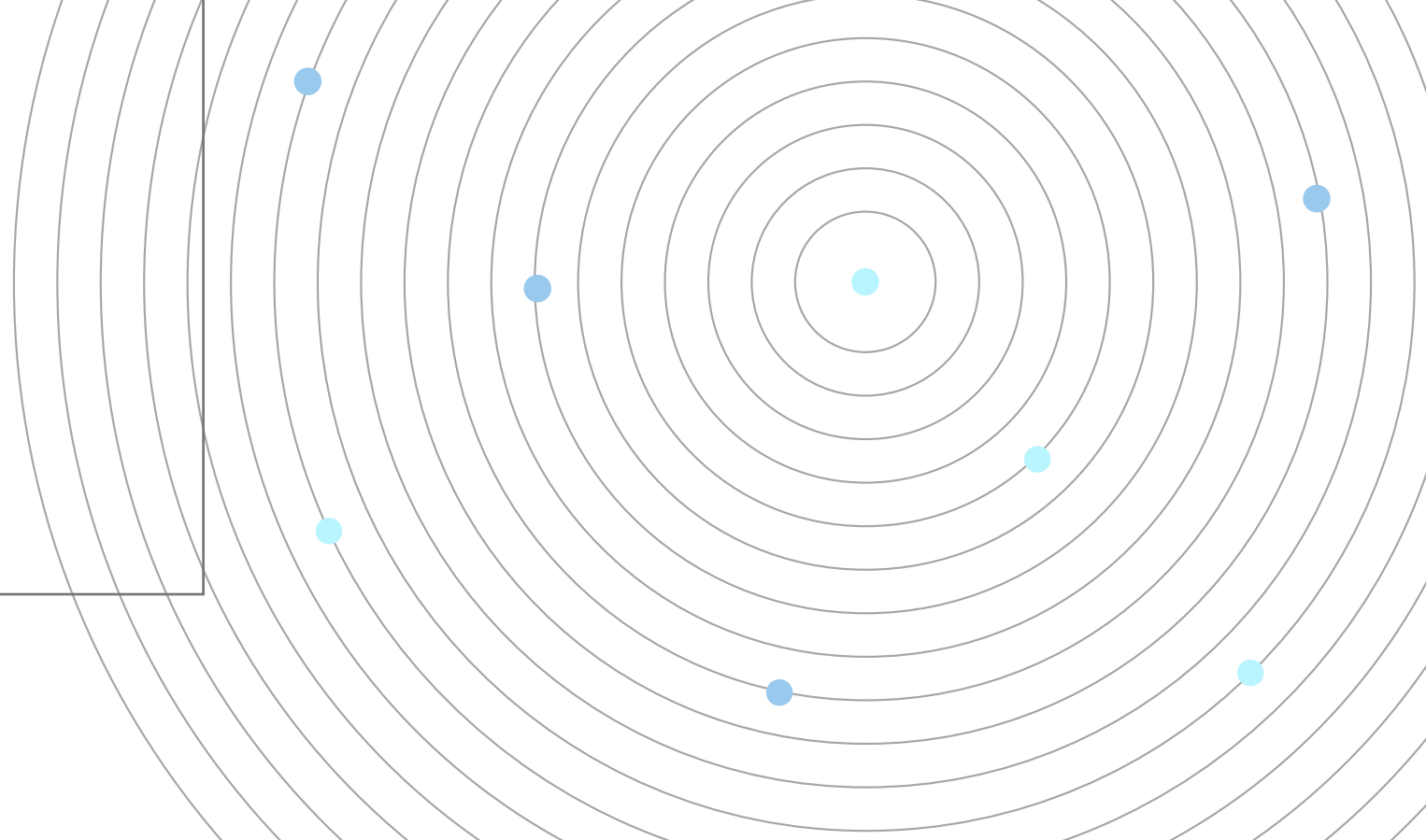


47%

increase of uptime through the use of smart devices.³

¹ *Autodesk, A Fix for First Time Fix Rates*, 2016. | ² *Salesforce, Second Annual State of Service*, 2017. | ³ *MBE, The Internet of Things Has Finally Arrived*, 2016.

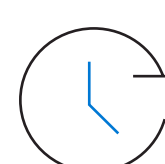
Less downtime, more satisfied customers



“ Together with Microsoft, we are on the leading edge, combining our technologies to leverage the Internet of Things and people to help realize business and social innovations in this hyper-connected world.

Ryosuke Mori
Vice President, Global Strategic Alliances, Fujitsu Ltd.

With Connected Field Service solutions, manufacturers can:



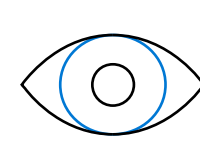
Reduce downtime



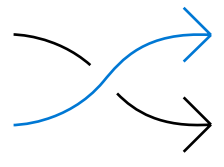
Lower maintenance costs



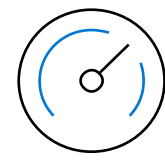
Accelerate repair times



Improve visibility



Maximize upsell and cross-sell opportunities



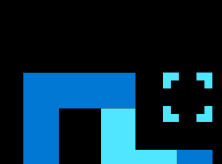
Address issues faster



“ With this solution, we are able to reinvent the art of manufacturing. Tools, machines, processes working together—all the way from the customer to the sales interaction—helping us deliver an unprecedented level of field service.

Klas Forsström
President, Sandvik Coromant

Transforming field service



Remote monitoring and predictive maintenance



Service alerts



Technician dispatching



Field enablement



Global visibility



Remote monitoring and predictive maintenance

View product usage, issues, and repair history from a central portal to diagnose problems and deliver predictive maintenance.



Service alerts

Get instant notifications and alerts about device health to automate the service-request generation process through predefined rules.



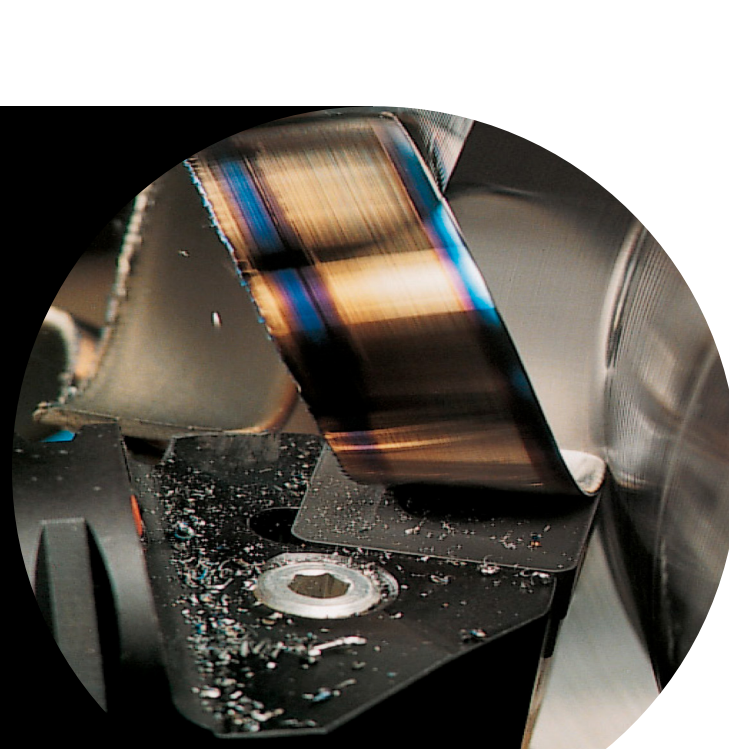
Technician dispatching

Dispatch technicians using optimized routes and skills-based assignments and resources.



Field enablement

Empower service technicians with complete customer insight, real-time guidance, and cross-team collaboration.



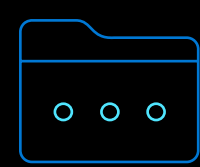
Global visibility

Equip technicians with sales data so they can take advantage of cross-selling and upselling opportunities, making data-driven recommendations based on their customers' usage and demonstrated needs.

The Microsoft difference

Microsoft is committed to innovation and developing new capabilities to drive business value across the manufacturing industry.

Working with Microsoft, organizations gain the following benefits:



Comprehensive portfolio for sales and service



Commitment to an open platform



End-to-end solutions on the intelligent edge and the intelligent cloud



Complete network of innovative partners



Highest region availability and global compliance certifications



Download the free e-book to see how Connected Field Service is helping manufacturers transform and build their business.

Download the e-book