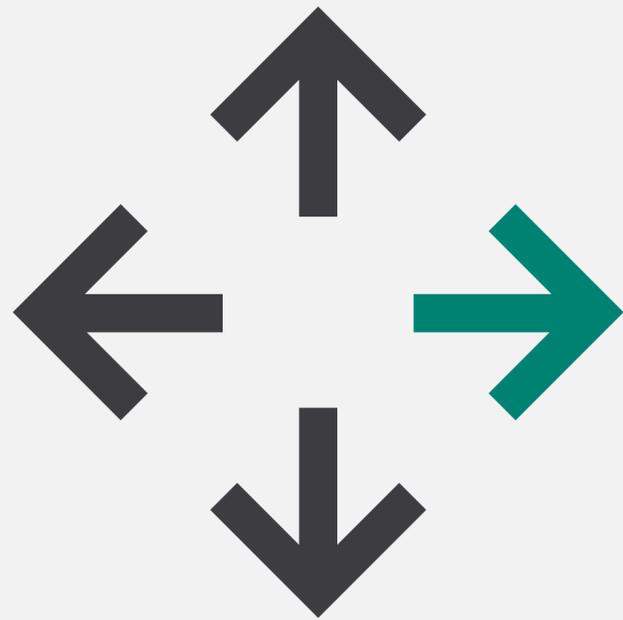


Fix It the First Time: Modernise Your Field Service with Mixed Reality



Table of contents



Introduction

Delivering the right data at the right time to field service workers presents a unique challenge. Technicians need information in the context of the physical world, when they're on the job with tools in their hands. Screens and paper-based manuals don't cut it. Organisations that don't get field service technicians the training and other information they need on the job risk a growing skills gap.

Field service technicians are face-to-face with customers on a daily basis. They have a valuable opportunity to establish rapport and create a positive experience with your company. It's important to empower them to be more efficient and improve customer satisfaction, and now you can.

Through mixed reality, Microsoft is empowering field service organisations to create, problem solve and collaborate in 3D.

78%



69%

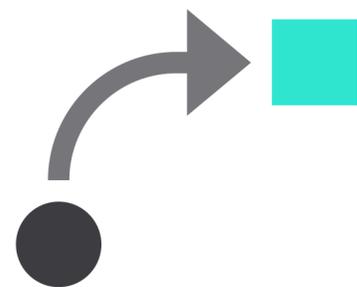


78% of executives say the skills gap will impact their ability to implement new technologies and increase productivity, while 69% say the skills gap will impact their ability to provide effective customer service.¹

What is mixed reality?

Mixed reality is the blending of the physical and digital worlds by leveraging virtual and augmented reality. By digitising information and delivering it in the context of the physical world, mixed reality enhances a field service technician's ability to create, problem solve and collaborate.

With Microsoft HoloLens 2 or a mobile device, field service organisations can easily create holograms that respond to the user's gaze, gestures and voice commands. Instructions float above the work site and follow technicians as they move. Technicians can even interact with the real-world surfaces around them.

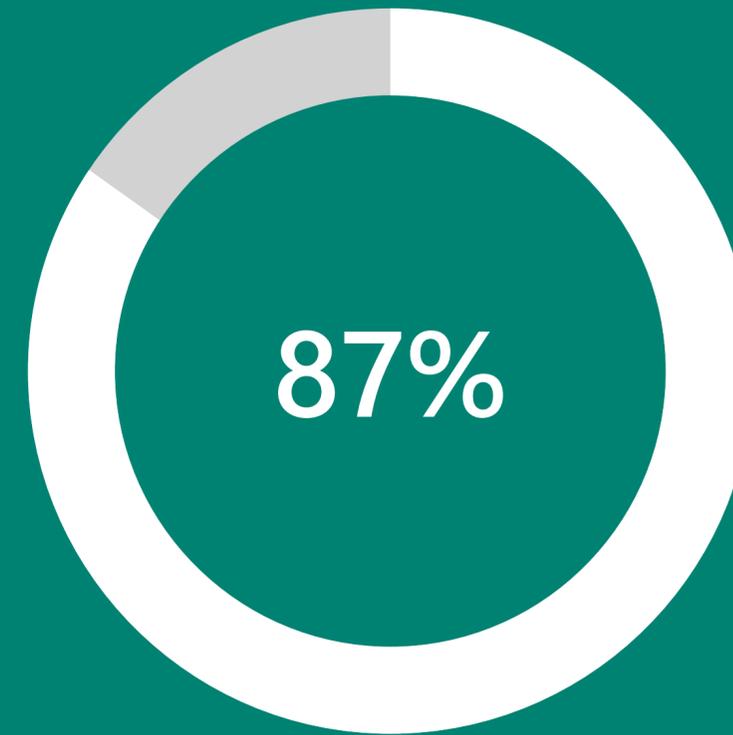


The best part: mixed reality provides field service technicians a heads-up, hands-free way to get their work done, with contextual data access when and where they need it.

Now the people who are closest to your products and customers can have the same technology benefits that knowledge workers have.



The HoloLens 2 headset is a self-contained computer with Wi-Fi connectivity, which means that everything you need goes with you while you work.



87% of companies are currently exploring, piloting or deploying mixed reality.²

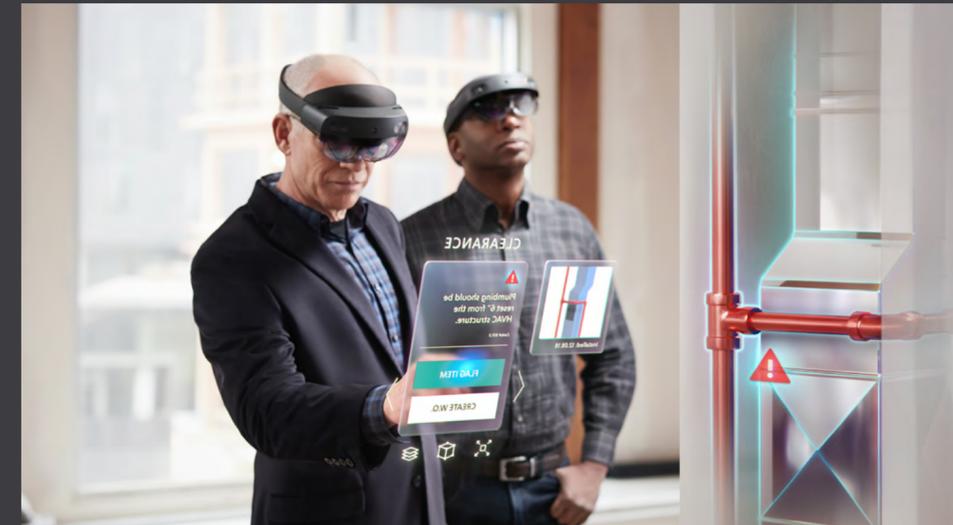
Introduction to Dynamics 365 Guides

Dynamics 365 Guides transform how field service technicians train and acquire new skills.



Dynamics 365 Guides in Action

It's Dave's first day on the job. He's eager to get out in the field, but first he needs to learn how to use his company's products. In the past, that's meant sitting through a couple of days of online training videos or presentations. This time, however, is different. The hiring manager hands Dave a HoloLens 2. Dynamics 365 Guides walks him through the steps of a typical service call and how to resolve issues with a customer. Dynamics 365 Guides moves at his pace, helping him identify the pieces and parts he needs and how to apply them in specific situations.



Dynamics 365 Guides is a mixed reality training platform that overlays digital content in real-world business scenarios for greater efficiency and teamwork.



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7

Benefits of Dynamics 365 Guides



Optimise technician productivity

Productive from day one

Dynamics 365 Field Service combined with Dynamics 365 Guides reduces onboarding time for new technicians.

- ✓ Equip technicians with guided instructions at the job site, eliminating the need to schedule additional visits.
- ✓ Show employees the tools and parts they need and how to use them in real work situations.



Learn by doing

Dynamics 365 Field Service combined with Dynamics 365 Guides improves the quality of learning.

- ✓ Self-serve knowledge empowers employees to unblock issues on their own, rather than having someone else do it for them.
- ✓ The ability to experience dangerous procedures virtually before attempting them in the physical environment increases employee confidence.



Optimise processes

Increase consistency

- ✓ Roll out new processes with increased consistency by turning employee knowledge into a repeatable tool.

Improve quality

- ✓ Ensure every employee meets high standards by quickly identifying who needs help where.



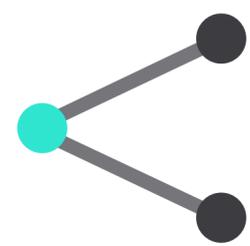
Introduction to Dynamics 365 Remote Assist

Dynamics 365 Remote Assist brings the power of real-time collaboration to the field.



Dynamics 365 Remote Assist in action

Dave is having difficulty troubleshooting a customer's kitchen appliance, but his manager, Mike, is at a different location. With the help of Dynamics 365 Remote Assist, Mike joins Dave virtually and they collaborate in real-time, solving the problem together.



Dynamics 365 Remote Assist enables distributed technicians to collaborate and work together with a real-time view of a problem.



Benefits of Dynamics 365 Remote Assist



Increase first-time fix rates

- ✓ Technicians solve problems in real-time with the help of remote experts – no need to reschedule a service call or send someone else out.



Reduce costs associated with truck rolls

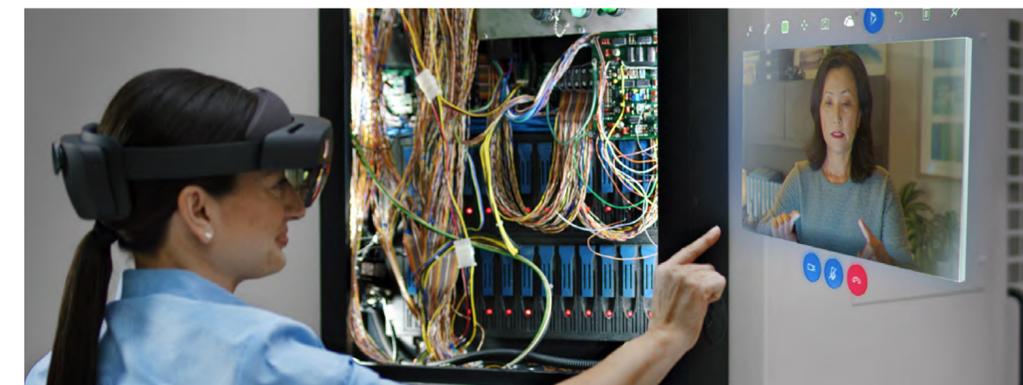
The average cost of a truck roll in North America is 1,000 USD. Dynamics 365 Remote Assist can reduce the costs associated with truck rolls by enabling...

- ✓ Managers and specialists to virtually 'walk' the job site, eliminating the need for travel and reducing downtime.
- ✓ Field service technicians to solve problems more efficiently by working together from different locations.
- ✓ Experts to identify underperforming equipment or other potential problems that can be addressed proactively by the on-site technician.



Improve customer satisfaction

- ✓ Technicians can troubleshoot more efficiently, ensuring that problems are fixed right the first time, in real time.
- ✓ Technicians stay hands-on with their work while they get the help they need, enabling them to complete the job faster.
- ✓ Technicians deliver added value by proactively fixing issues and/or identifying underperforming products.
- ✓ Access to critical information from other systems enables technicians to better service customers.

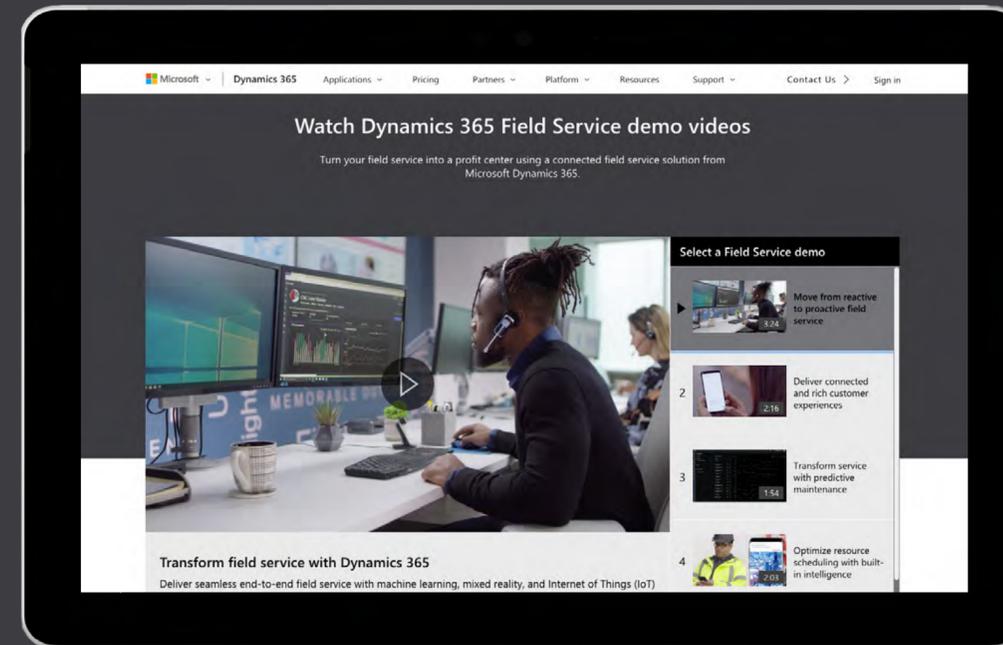


Conclusion

It's time field service workers have access to the information they need, when they need it and in a way that fits their workflow. Dynamics 365 Field Service, Dynamics 365 Guides and Dynamics 365 Remote Assist help field service organisations enhance efficiency and improve customer satisfaction by delivering relevant information in the context of their work.



Are you ready to see Dynamics 365 Field Service combined with mixed reality in action?



¹ Deloitte infographic, 2014.

² "Mixed Reality: A New Dimension of Work," Harvard Business Review (sponsored content from Microsoft), 2018.

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