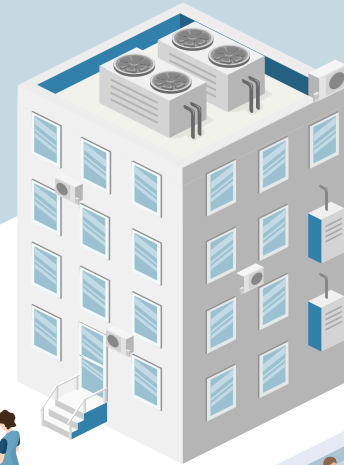# MICROSOFT TECHNOLOGY SOLUTIONS
FOR FIELD SERVICE

CASE INTAKE & WORK ORDER GENERATION

- Monitors or ROI Triggers
- Purchase
- Scheduled Maintenance and Inspections
- Preventative and Predictive Maintenance
- Break/Fix
- Contract Orders
  - Manage services promised, payment agreements, balances, and terms
- Email routing automation
- Telephony Automation
- Warranty fulfillment

WORK ORDER PLANNING & ROUTING

- Track service delivery expectations
- Provide task detail for field technicians
- Communicate task details both internally and with clients
- Inventory Management
- Time Tracking and Job Costing
- Billing & Invoicing for services delivered and product sold
- Templating

SCHEDULE AND DISPATCH

- Manage resources and equipment needed for service
- Visualize appointments
- Optimize service schedules with efficient routing and resource skill matching
- Track skills and certifications for individual service technicians
- Manage schedules, working hours, vacations, etc. that impact capacity and availability

ASSET MANAGEMENT

- Return Merchandise Authorization and Return to Vendor
- Specialty tool and equipment
- Identify customer and company owned assets
- IoT device management and connected field service
- Serial number tracking
- Warranty information

MOBILE WORKFORCE

- Schedule for Technician
- Real-Time Communication with Customer on Arrival Times, Departure, Delays, etc.
- Capture details for services delivered from the field
- Status Changes
- Inspections
  - Industry Regulated Inspection Management
  - Photos, Measurements, Specs
  - Management and Documentation of Serialized equipment
- Field Invoicing

REPORTING AND ANALYTICS

- Fault symptom resolution
- Inventory availability
- Serialized equipment
- Resource utilization
- Work order categorization
- Equipment P&L

Stoneridge software