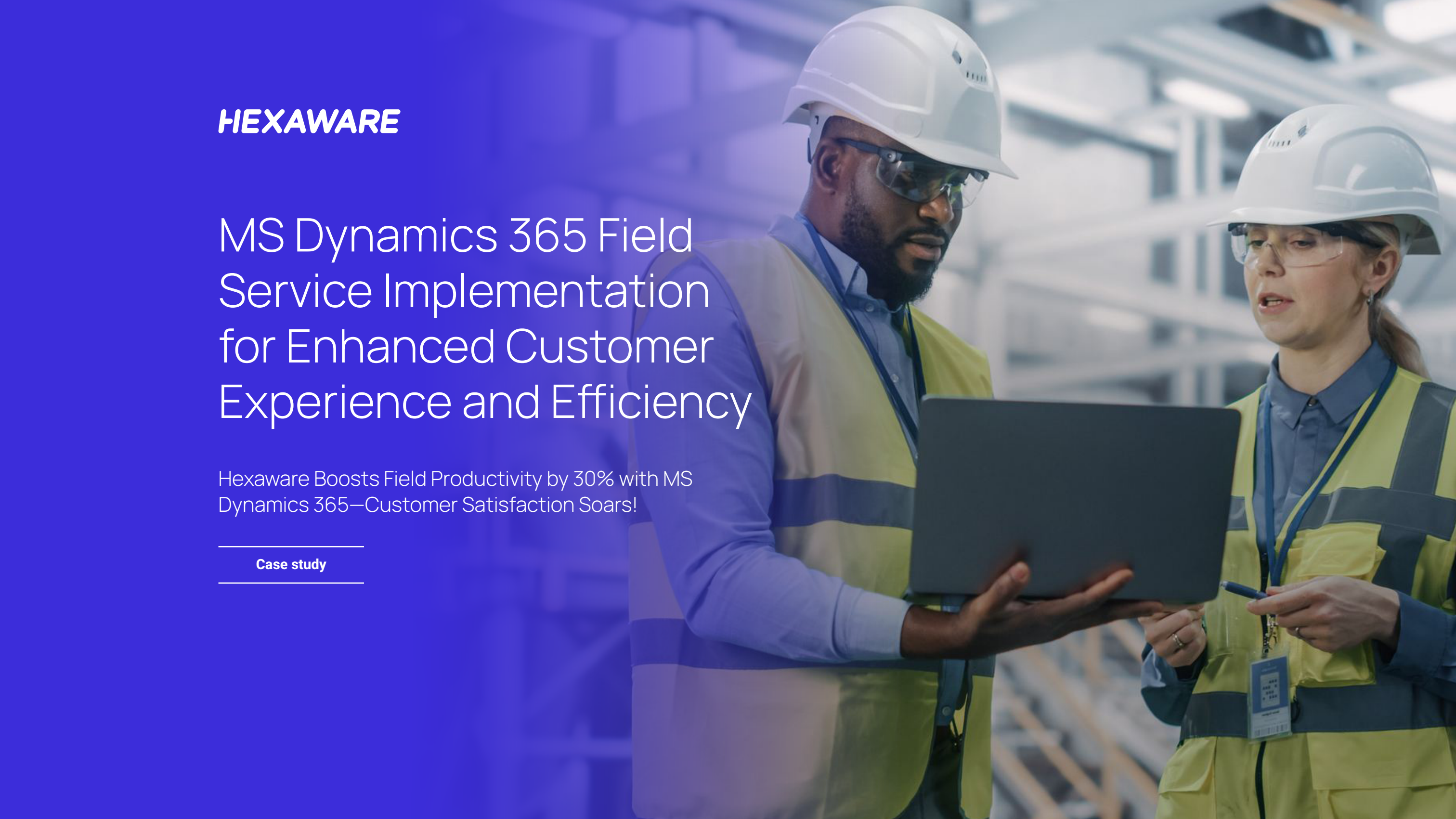




HEXAWARE

MS Dynamics 365 Field Service Implementation for Enhanced Customer Experience and Efficiency

Hexaware Boosts Field Productivity by 30% with MS Dynamics 365—Customer Satisfaction Soars!

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

Global Leader in Plant Projects and Sustainable Industrial Solutions

The client is a global frontrunner in plant projects, specializing in the design, development and installation of heavy equipment, and technology-driven services for the sustainable use of natural resources. With operations across America, Europe, Asia Pacific, Africa, and the Middle East, they provide comprehensive solutions that deliver lasting business value to customers in the mining, metal, and chemical industries.



Challenge

- Client
- Challenge**
- Solution
- Benefits
- Summary

Addressing Inefficiencies in Field Service Communication and Response Times

The client struggled to maximize the effectiveness of their field services due to unstructured updates and delayed service request responses, which led to customer dissatisfaction. To address these challenges, the client was looking for a solution that could:

-  Ensure a simplified and efficient approach to field service
-  Empower field technicians with real time insights and timely updates
-  Enable effective service communication for enhanced customer experience



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Driving Operational Excellence with Dynamics 365 Field Service Solution

Hexaware's solution focused on optimizing the client's application usability and reducing service turnaround time to enhance operational efficiency. This was achieved with MS Dynamics 365 Field Service implementation. The solution roadmap comprised:

- Implementing the Field Service solution to significantly improve first-time fix rates, equipment uptime, and asset performance while delivering a unified field experience.
- Extending field service and operational support to representatives through a mobile application, enabling quicker support and better accessibility.
- Providing efficient application support for Dynamics 365 Sales, Field service, Project Service, and the Dynamics portal to streamline operations.
- Ensuring responsive and accurate service request resolutions with the help of Next Best Action Analytics.



Benefits

- Client
- Challenge
- Solution
- | Benefits**
- Summary

Boosting Productivity and Service Efficiency

25-30%

increase in productivity with automated resource planning and routing.

20%

increase in service case scheduling because of Resco mobile app's implementation.

15-20%

reduction in lead time to resolve service issues by enabling automated work orders.



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

Hexaware Transforms Field Services with MS Dynamics 365

Hexaware optimized the client’s field services using Microsoft Dynamics 365 Field Service, improving first-time fix rates and productivity by 25-30%. By implementing a mobile app and automating work orders, the client saw a 20% increase in case scheduling and a 15-20% reduction in issue resolution time.



Ready to elevate your field service
or have questions?

Reach out to us at marketing@hexaware.com — our
experts are here to help!

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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