



MCA
CONNECT

CONNECTED FIELD SERVICE

for Manufacturing

Perpetually feeling the squeeze of thin product margins, modern manufacturers are pivoting their business models to focus on adding service revenue through connected field service.

CONNECTED FIELD SERVICE ENABLES MANUFACTURERS TO:

- Turn a service cost center into a profit center
- Create regular recurring revenue, predictable cash flow
- Lower field service costs
- Become a trusted partner for their clients (sell more)
- Decrease customer downtime
- Increase customer satisfaction
- Improve first-time fix rates
- Increase technician capacity

CONNECTED FIELD SERVICE FOR MANUFACTURING

A successful field service operation gets the right technician to the right job at the right time. Connected field service uses internet-connected devices (IoT) combined with field service automation software to add remote monitoring capabilities.

Azure internet-connected (IoT) devices collect information about the equipment (cycle counts, temperature, humidity) and relays it to Microsoft Dynamics 365 for Field Service.

Workflow rules determine what happens next – creating a service ticket or sending a self-healing script. Machine learning uses the equipment telemetry data gathered over time to improve responses and provide more accurate predictive analytics.

KEY BENEFITS

- Makes services profitable
- Increases upsells
- Increases technician capacity
- Increases value to customers

CONNECTED FIELD SERVICE TECHNOLOGY

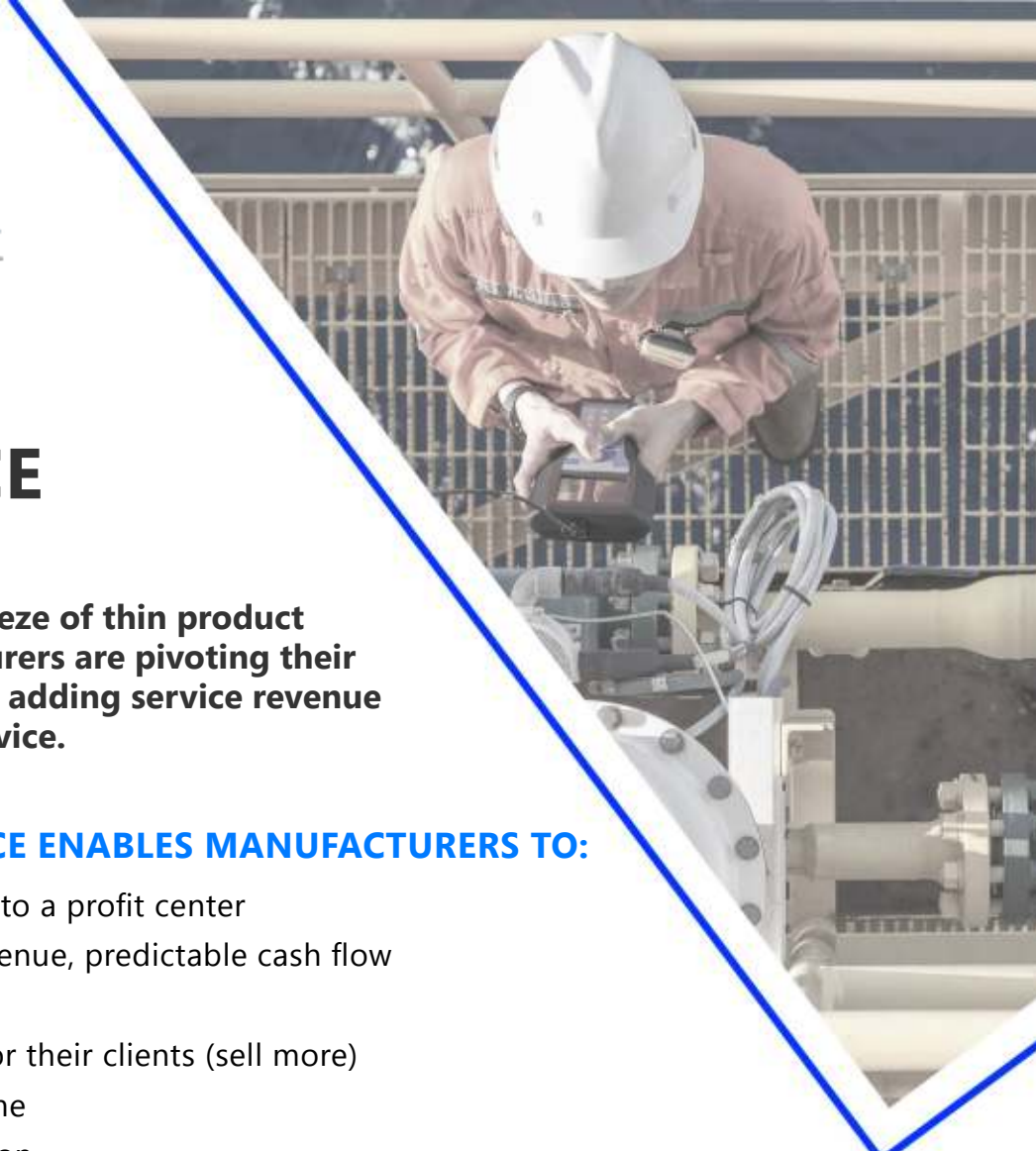
- Microsoft Dynamics 365
- Azure
- IoT Devices
- Power BI

CONTACT US TO LEARN MORE

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MICROSOFT DYNAMICS 365

Connected Field Service Capabilities



Monitor

Manage and monitor client requests and equipment maintenance needs



Schedule

Schedule and dispatch with intelligent optimization



Service

Empower technicians with knowledge about equipment, client, history and agreements



Communicate

Keep clients informed automatically through text, email and portals

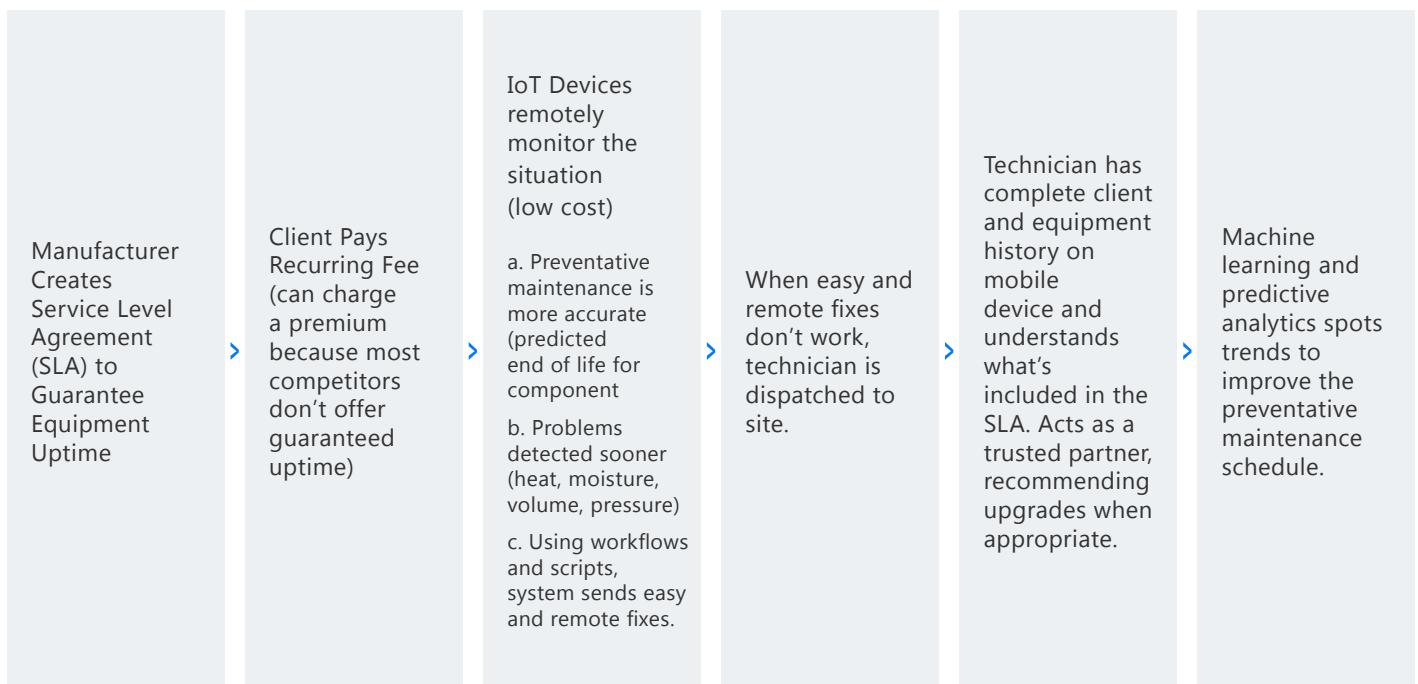


Analyze

Use data to continually improve business insights

SHIFT FROM COST CENTER TO PROFIT CENTER

The biggest difference between modern connected field service and traditional field service is not the IoT devices themselves, but instead it's the shift in revenue model. The manufacturer handles all preventative maintenance and charges a premium price to keep the client's equipment up-and-running.



With MCA Connect on your team, you'll gain complete visibility to proactively address business challenges and boost customer loyalty.

Contact us today to get started.

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