



FIELD SERVICE SMARTSTART

Efficiently & Cost-Effectively Launch Dynamics 365 for Field Service



Gold Cloud Business Applications
Gold Cloud Customer Relationship Management
Gold Enterprise Resource Planning
Gold Cloud Platform
Gold Data Analytics
Gold Data Platform

THE SITUATION

Companies are leveraging modern field service automation platforms for different reasons. Examples of situations we see companies implementing new field service software include:

- Leveraging outdated field service software that is (or almost is) no longer being supported
- Current field service processes are all paper-based and manual, causing inefficiencies and lost revenue
- Poor customer service experiences resulting in low customer satisfaction
- Employee frustration due to inefficient routing, poor resource optimization, repeat customer visits and/or lack of visibility into the customer/visit/job

Whatever your reason for modern field service automation software, MCA Connect is now offering a preformatted approach that can help you quick-start your field service implementation.

THE SOLUTION

Enhance your workforce productivity and efficiency, while also increasing employee and customer satisfaction, with a modern field service automation platform like Microsoft Dynamics 365.

Our Field Service SmartStart methodology enables companies to easily and cost-effectively begin reaping the benefits of Microsoft Dynamics 365 for Field Service, resulting in having the right person in the right place at the right time with the right skills and equipment to get the job done right – **the first time.**

A typical Field Service implementation could take 6-12 months to complete, but with our SmartStart offer the implementation would be completed in approximately 20 weeks. During that time, the MCA Connect team will be working closely alongside you and your team.

THE SOLUTION

Leverage our Field Service SmartStart offer to efficiently and cost-effectively implement Dynamics 365 for Field Service in just 20 weeks.

FIELD SERVICE QUICKSTART INCLUDES:

- Microsoft Dynamics 365 for Field Service online implementation
- Mobile Client Access
- Customer Portal Access
- Data Migration
- 80 hours of user training
- 80 hours of post- go live support
- 1 week of strategic Business Transformation services



Microsoft Dynamics 365
Field Service

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- Data Migration
- 80 hours of user training
- 80 hours of post-go live support
- 1 week of strategic Business Transformation assistance
- Opportunity to expand offer as needed

THE RESULTS

MICROSOFT DYNAMICS 365 FOR FIELD SERVICE ENABLES COMPANIES TO:

- Achieve greater visibility to customer perception
- Dispatch knowledgeable technicians more efficiently
- Drive efficiency and lower operational costs
- Improve first time fix rates
- Increase employee retention, satisfaction and empowerment

ABOUT MCA CONNECT

MCA Connect has been an award-winning Microsoft Gold partner for more than a decade. A key differentiator in working with MCA Connect to implement your Field Service solution is our tight industry focus, but wide set of service offerings. Our deep knowledge of both the product and your industry enables us to find hidden opportunities only made possible through things like proprietary extensions and industry accelerators to fast track your results.

Contact MCA Connect to take advantage of this limited time offer or learn how we can bring value to your organization by calling 1-866-622-0669 or visiting MCAConnect.com.

