



## bFSM D365

Achieve maximal efficiency and power seamless field operations by digitizing workflows with Industry 4.0 capabilities

## Overview:

Field services are becoming integral to business models because leading players now look at aftermarket as another stage of their relationship with the customer.

However, field service operations can be tricky to get right into the analog mode. But it doesn't have to stay that way - with Industry 4.0 technologies proving their mettle through use cases across industries, it's time to reimagine your field operations with digital.

- Activate seamless collaboration by arming your field force with mobile apps
- Automating procurement
- Job scheduling
- Inspections and reporting
- Digitizing contract management

With bFSM D365, automate field actions like device shutdown or specific commands, synchronize your field operations with other enterprise workflows via ERP integration, and build closed-loop field services with feedback mechanisms.

Built on a secure, scalable, resilient, and highly integrable Microsoft Dynamics 365 platform, bFSM D365 can help you score five stars on every maintenance and repair job while keeping your field operations running in proactive mode.

## bFSM D365 Offerings

Our digital field service solution acts as the interface between your enterprise technology, your field force, your back-office workforce, and each action point on the field. It can help you minimize machine failures and turn your field operations into a profitable value proposition for all stakeholders.

## bFSM D365 Solution Benefits:

- Helps prevent asset failures by enabling proactive monitoring powered by IoT data streams.
- Maximizes field force utilization, improves technician experience, and maximizes FTFR.
- Automate procurement with inventory and consumption-aware triggers.
- Keep technicians informed about the possible cause of asset failure.
- Plan the most efficient routes to sites in the field.
- Builds complete visibility into field operations with efficient tracking and updating mechanisms.
- Digitizes contract management and automates performance reporting with dashboards.

Additionally,

**Maintenance/repair triggers via multiple channels:**

- Phone calls
- Emails
- IoT sensor data
- Customer complaints portal

**Empowers the following workflows digitally with AI and automation:**

- Contract management and invoicing
- Running proactive maintenance plans
- Automated shutdown of malfunctioning devices
- Scheduling repairs and installations
- Parts procurement via ERP integration

**Intuitive mobile/tablet/laptop-based UI that lets technicians:**

- Request spares with a few taps
- Update workorder status
- Confirm resolution
- Verify with picture/video uploads

**Activates other enterprise technology use cases, such as:**

- Fleet geo-fencing
- Barcode scanning/track-and-trace
- Asset management with ERP integration
- Reporting and analytics

## bFSM D365: Industry Alignment

### Oil and gas

Both upstream and downstream operations in the O&G industry are asset intensive. Each failure in the field can cost money, worker safety, and productivity of the field force.

bFSM D365 can help you execute corrective, predictive, and proactive repairs and maintenance jobs while maximizing your value to your client in turn.

### Energy and Utilities

For energy and utility businesses, keeping the lights on is no longer enough. Customers expect their providers to proactively inform them about outages while maximizing the uptime of their service.

bFSM D365 helps you meet the needs of demanding customers in a cost-effective, optimal, and profitable manner.

### Manufacturing

Keep your industrial assets up and running round the clock with near-zero downtime, maximize the productivity of field technicians, and maintain optimal inventory levels without running out of spares. bFSM D365 helps you differentiate yourself with machine-as-a-service propositions in the market and exceed promised SLAs without bleeding revenues.

## Success Story

One of the largest American MNCs and worldwide provider of equipment and components used in oil and gas drilling and production operations, oilfield services, and supply chain integration services to the upstream oil and gas industry.



### Business Challenges

- Maintaining fields **tool data and calibration data** in excel at the site
- Consuming lot of time in data consolidation and validation due to disintegrated processes
- Contacts data was created and maintained in CRM manually
- Field data to be updated offline in field services due to lack of connectivity or uncertain conditions in the field
- Getting the project wise details for field data



### Business Solution

- Implemented bFSM D365 to schedule field service technicians' visits, capture tool readings and data calibration to improve field-level productivity
- Digitization of real-time calibration data with real-time reporting
- Business Card Scanner Integrated solution was designed to capture the contact details directly in CRM
- Designed Resco Mobile App to capture the **real-time details in offline mode**
- Customized Project Module to capture project details and Integrated with ERP to track the project status.
- IOT connected business solution for remotely detecting failures and take automatic corrective actions



### Outcome

- Streamlined field service processes for **6 countries** and more in the pipeline.
- **Productivity improvement** by about 40% for over 150 field service agents
- **45 % reduction in Cycle time** of field service Work Orders
- Calibration data from different tools centrally helped for faster decisions for tool maintenance.
- Near to Real-time reporting of field services data
- **Improve Client satisfaction** and user experience

## Why Birlasoft?

At Birlasoft, we have collaborated with customers from multiple industries and helped them obliterate unique challenges in field operations. Our experience with field operations spans multiple industries, and our teams bring multi-technology expertise to the table. Armed with the openness to learn from your experience, our insights from our work with businesses like yours, and up-to-date deep tech expertise, nothing is stopping us from reinventing your field operations with digital.

Write to us today at [digital@birlasoft.com](mailto:digital@birlasoft.com) to get started with your field service operations transformation.



RESOURCES

[digital@birlasoft.com](mailto:digital@birlasoft.com) | [birlasoft.com](https://birlasoft.com)

## Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CK Birla Group, Birlasoft with its 12,000+ professionals, is committed to continuing the Group's 160-year heritage of building sustainable communities.