Microsoft Dynamics 365

Remote Service: Modernise Your Operations with Mixed Reality

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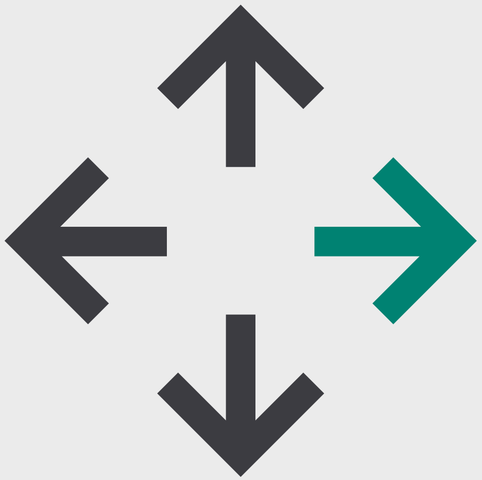

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Introduction

For field service organisations, business as usual no longer applies.

Constraints imposed by a rapidly changing world challenge traditional business processes. Field service organisations must find new ways to connect their people, systems and operations. They need the ability to adapt and respond in real time to customer demands regardless of what the future brings.

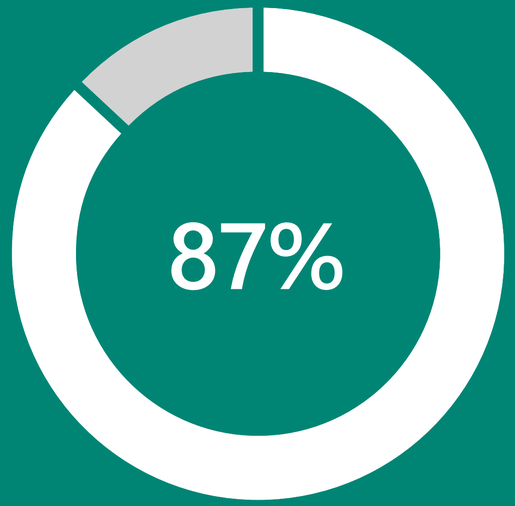
Always-on, remote service is the key to maintaining customer service levels in an uncertain world. For many, this new way of delivering service will require a transformation that incorporates new tools and processes from a trusted partner. In other words, more change.

In this eBook, you'll learn how field service organisations can leverage mixed reality solutions from Microsoft to deliver always-on, remote service.

Mixed reality powers remote service

Remote service is the concept of delivering support without having to be on site. Mixed reality helps make it possible. By digitising information and delivering it in the context of the physical world, mixed reality enables field service technicians to create, problem solve and collaborate from virtually anywhere.

With Microsoft HoloLens 2 or a mobile device, field service organisations can leverage 3D holographic annotations that respond to the user's gaze, gestures and voice commands. Instructions float above the work site and follow technicians as they move. Technicians can even interact with the real-world surfaces around them.



87% of companies are currently exploring, piloting or deploying mixed reality.[1]

[1] 'Mixed Reality: A New Dimension of Work', Harvard Business Review (sponsored content from Microsoft), 2018.

Mixed reality is the blending of the physical and digital worlds by leveraging virtual and augmented reality.

The HoloLens 2 headset is a self-contained computer with Wi-Fi connectivity, which means that everything you need goes with you while you work.

Introduction to Dynamics 365 Remote Assist

Dynamics 365 Remote Assist brings the power of always-on, remote service to the field.

Dynamics 365 Remote Assist in Action

Casey is a service technician and is having difficulty troubleshooting a customer's kitchen appliance. Casey's manager, Sashi, is working from home. With the help of Dynamics 365 Remote Assist, Sashi joins Casey virtually and they collaborate in real-time, solving the problem together.

Dynamics 365 Remote Assist enables distributed technicians to collaborate and work together with a real-time view of a problem.

Benefits of Dynamics 365 Remote Assist

Enable always-on, remote service

- Technicians collaborate in real-time regardless of time or place, enabling the organisation to deliver service around the clock and maintain business continuity.

Reduce operating costs

- Organisations can scale the deep technical knowledge possessed by senior technicians.
- Experts can work from home and continue to support technicians in the field.
- Managers and specialists can virtually ‘walk’ the job site, eliminating the need for travel and reducing downtime.
- Field service technicians can solve problems more efficiently by working together from different locations.

Improve customer satisfaction

- Technicians can troubleshoot more efficiently, ensuring that problems are fixed right the first time, in real time.
- Technicians stay hands-on with their work while they get the help they need, enabling them to complete the job faster.
- Technicians deliver added value by proactively fixing issues and/or identifying underperforming products.
- Access to critical information from other systems enables technicians to better service customers.

Increase first-time fix rates

- Technicians solve challenging problems in real-time with the help of remote experts – no need to reschedule a service call or send someone else out.

Introduction to Dynamics 365 Guides

Dynamics 365 Guides transform how field service technicians train and acquire new skills.

Dynamics 365 Guides in Action

- On the first day back on the job after being furloughed, Casey is eager to get out in the field. But first, there are new processes to learn that the company has implemented to improve efficiency. In the past, that's meant sitting through a couple of days of online training videos or presentations. This time, however, is different. Casey is issued a HoloLens 2. Dynamics 365 Guides walks Casey through the steps of the new processes. Dynamics 365 Guides moves at a personalised pace, helping identify the pieces and parts needed and how to apply them in specific situations.

Dynamics 365 Guides is a mixed reality training platform that overlays digital content in real-world business scenarios for greater efficiency and teamwork.

Benefits of Dynamics 365 Guides

Optimise technician productivity

Dynamics 365 Field Service combined with Dynamics 365 Guides reduces training time.

- Easily train technicians on new or updated processes, products and protocols.
- Equip technicians with guided instructions at the job site, eliminating the need to schedule additional visits.
- Show employees the tools and parts they need and how to use them in real work situations.

Learn by doing

Dynamics 365 Field Service combined with Dynamics 365 Guides improves the quality of learning.

- Self-service knowledge empowers employees to unblock issues on their own, rather than having someone else do it for them.
- The ability to practice dangerous procedures virtually before attempting them in the physical environment increases employee confidence and safety.

Optimise processes

Increase consistency

- Roll out new processes with increased consistency by turning employee knowledge into a repeatable tool.

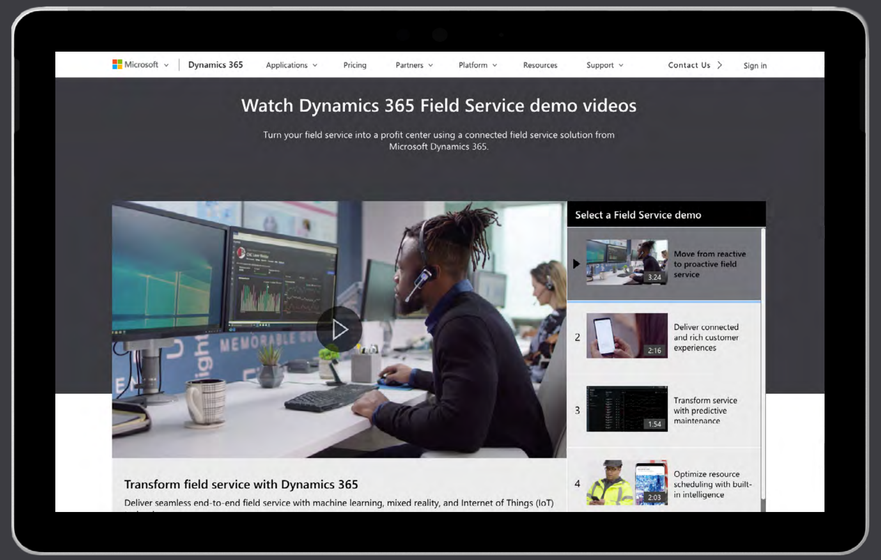
Improve quality

- Ensure every employee meets high standards by quickly identifying who needs help where.

Putting mixed reality to work for you

To deliver always on, remote service, field service organisations must learn how to work smarter, not harder. Dynamics 365 Remote Assist, Dynamics 365 Field Service and Dynamics 365 Guides help field service organisations achieve agility in a changing world and improve customer satisfaction by delivering relevant information in the context of their work, regardless of time or place.

Are you ready to see Dynamics 365 Field Service combined with mixed reality in action?



Request a demo of
Remote Assist or Field Service.

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