

Microsoft® Business Solutions Field Service-Great Plains

Manage complex field service operations with higher levels of profitability and customer satisfaction. Nine powerful modules integrate essential accounting, distribution, and service processes to increase technician productivity, reduce overhead, and open up new revenue opportunities while focusing on what's important—your customer.

Within a single user interface, provide service managers, dispatchers, and technicians with the information they need.

Service calls can be entered and tracked accurately using date and time-stamping functionality.

Increase business productivity

Quickly adjust technician scheduling, change repair priority levels, and execute change orders. Coordinate regular preventative maintenance to reduce redundant visits, and easily manage complex contracts.

Share information

With easy and accurate access to a vast array of information, organizations can provide customers with first-class service, while ensuring the right technician is dispatched with a complete history of the customer.

Increase customer satisfaction

Improve customer service and reduce costs with Web-based tools that let customers resolve service issues themselves, log service requests, check repair status, monitor returns, and enter their own meter readings.

Make quick, intelligent business decisions

Use standard and customized reports to track detailed costs for parts and labor, monitor returns and repairs for parts, and analyze technician workload and deployment.

Integrate powerfully

Integrate with other eEnterprise business management applications and with Microsoft Office.

Microsoft Business Solutions Field Service-Great Plains is designed to meet budget and support needs for mid-market businesses. Delivery and implementation through certified Microsoft Business Solutions partners includes hands-on assistance with the setup and maintenance process, as well as 24-hour access to online training for employees and Microsoft Technical Support Services.

Service Call Entry/Update

Record Type: Open | On Hold | Customer ID: ADAMPARK0001
Call Number: 0000002211 | Customer Name: Adam Park Resort
Service Type: CS | Address ID: PRIMARY
Priority: 0 | Customer Purchase Order: PO0039021807
Call Status: 10E | Entered | Customer Reference:

General Description: Server will not boot up successfully

Equipment Information:
Equipment Number: 0593799 | Date/Time: TimeZone EST | EST
Reference: 3284-799 | Entry: 8/26/2002 2:23:00 PM 2:23:00 PM
Item Number: 2-A3284A | Response: 8/26/2002 4:33:00 PM 4:33:00 PM
Description: 000 K460 Server w/128MB ECC Memory | E.T.A.: 8/27/2002 2:23:00 PM 2:23:00 PM
Contract #: 0000002059 | Dispatch: 8/27/2002 11:50:00 PM 11:50:00 PM
Start / End Date: 8/1/2002 11/30/2003 | Arrival: 8/27/2002 2:20:00 PM 2:20:00 PM
Complete: 8/27/2002 4:45:00 PM 4:45:00 PM

Problem: P-200 | Operating system error | Contact: LU Chen
Cause: | Phone: (317) 555-0104 Ext. 0000
Repair: |
Service Area: NORTHERN |
Office ID: NE-01 |
Tech ID: |
Terms ID: Net 30 |
Currency ID: Z-US\$ |

Parts | Labor | Add Charges

View: Standard | Timescale: Hours

Manager Assist

Call Number: 0000002211 (CS) Entered/ETA: 8/26/2002 14:23 8/26/2002 14:23
Customer Name: Adam Park Resort Phone#: 317-555-0104 0000
Address1: Suite 53
Address2: 14 Chestnut Drive
Address3:
City, State: Indianapolis IN
Zip, Country: 46206-1321 USA
Item Number: 2-A3284A (000 K460 Server w/128MB ECC Memory)
Serial Number: 0593799
Problem: Operating system error ETT: 0 Days 1 Hours 0 Minutes
Description: Server will not boot up successfully

Technicians

None
Douglass Gronski
Mark Hanson
Max Benson
Neil Chamey
Rlar Ackerman

Calls

Monday, August 26, 2002

8:00AM 4:00PM

None
Douglass Gronski
Mark Hanson
Max Benson
Neil Chamey
Rlar Ackerman

Dispatchers can balance workloads across available field resources by moving assignments and modifying dates and times for service.

Service managers and dispatchers can view technician schedules at a glance through ManagerAssist.

Increase service profitability and customer satisfaction

Microsoft Business Solutions Field Service-Great Plains

Microsoft Field Service integrates with the superior business and financial capabilities of Microsoft eEnterprise, offering a customer relationship management (CRM) solution that enhances your organization's ability to use information strategically and provide exceptional customer satisfaction.

Microsoft Business Solutions Field Service-Great Plains Features List

Service Call Management	<ul style="list-style-type: none">• Create new and track historical service calls.• Assign appropriately skilled technicians and escalate calls automatically.• Track parts, labor, and expense details.• Manage spare parts and trunk stock inventory.• Generate standard and customized reports to track profitability and analyze parts failure, technician utilization, and workload.• Create automatic customer invoices.
Contract Administration	<ul style="list-style-type: none">• Create customer quotes for multiple service levels and options, and then convert quotes to contracts with a single click.• Access full-featured, flexible contract pricing.• Monitor profitability against pricing options.• Renew contracts by re-pricing and then reissuing them.• Ensure accurate billing and compliance with service agreements through integration with Service Call Management.
Returns Management	<ul style="list-style-type: none">• Manage product and part returns regardless of type, including credit, cross-ship, replacement, and repairs.• Automatically check for returns of the same item to identify potential problems.• Track repair status.• Accurately credit customers based on the original sales invoice.
Preventive Maintenance	<ul style="list-style-type: none">• Forecast purchasing and scheduling requirements based on time in service or actual product usage.• Schedule preventive maintenance services automatically.• Coordinate open service requests with upcoming preventive maintenance calls.
Depot Management	<ul style="list-style-type: none">• Prioritize and schedule internal repair operations.• Track parts and labor work in process throughout the customer repair process.• Integrate with Returns Management for consistent tracking of customer repairs.
ManagerAssist	<ul style="list-style-type: none">• Access a real-time view of open service calls and technician in a graphical environment with drag-and-drop rescheduling capabilities.• Balance workloads throughout the day or week.• Page technicians for immediate notifications of schedule changes.
eTech/TechAssist	<ul style="list-style-type: none">• Access and update service call details from the field via an intuitive web interface (eTech).• Manage calls from any location with two-way synchronization that allows technicians to log, receive, and update technical information using their laptops (TechAssist).
eService Calls	<ul style="list-style-type: none">• Customer self-service Web interface ensures 24/7 support.• Conduct knowledge base searches, submit new service calls, view historical service calls and enter meter readings.
eReturns	<ul style="list-style-type: none">• Customers have easy online access to information and processes for returning products and parts.

For more information about Microsoft Business Solutions Field Service-Great Plains, visit:

www.microsoft.com/crm