

ENABLING CONNECTED FIELD SERVICE

Improving resource productivity and customer satisfaction

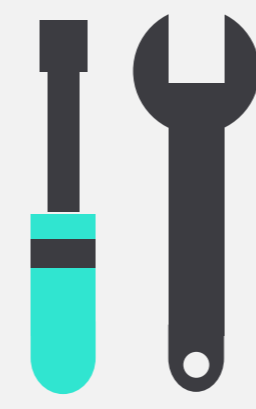
Customer centricity is essential to continued success

But today's approach falls short of customer expectations

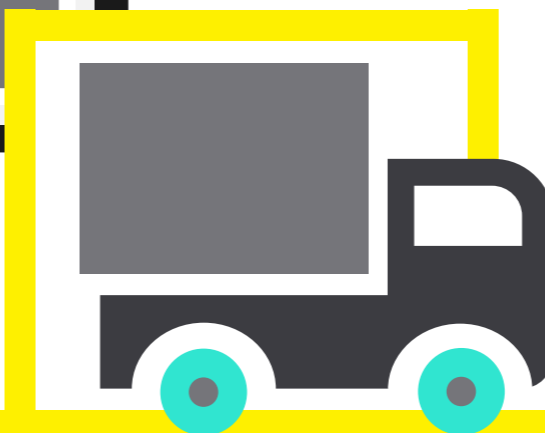
By 2020, customer experience will be the key differentiator across industries¹



26% of service calls require return visits²



Remote monitoring provides visibility into the performance of IoT-enabled devices



76% of manufacturers anticipate that remote monitoring will improve customer satisfaction³

Predictive maintenance using IoT reduces equipment downtime by up to **50%**⁴

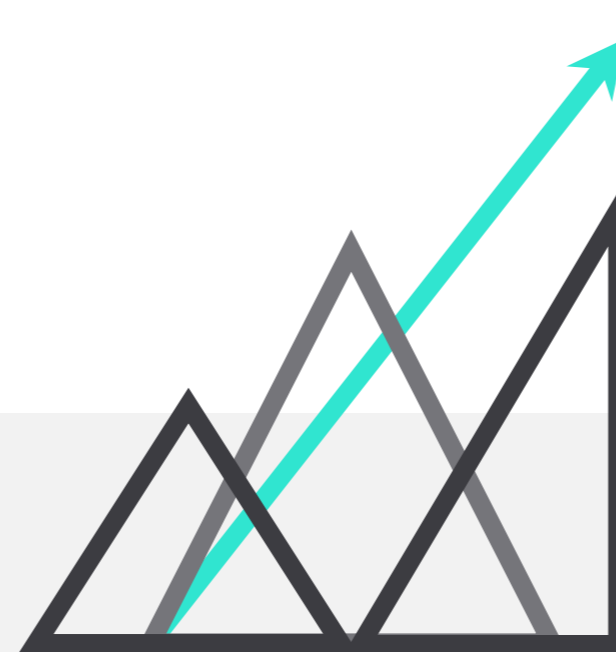


Predictive maintenance minimizes downtime through automated alerts and workflows

Cross-sell and upsell empowers technicians to increase revenue by leveraging intelligent insights when engaging with customers



72% of field service organizations treat services as a profit center⁵



Companies that servitize see a **35% increase** in service margins⁶

Predictive maintenance could reduce maintenance costs of factory equipment by **10 to 40%**⁷



Field service technicians ensure a first-time fix rate with intelligent computing, augmented reality tools, and remote guidance

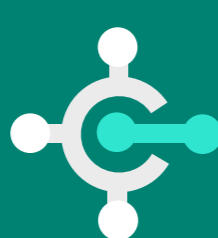
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