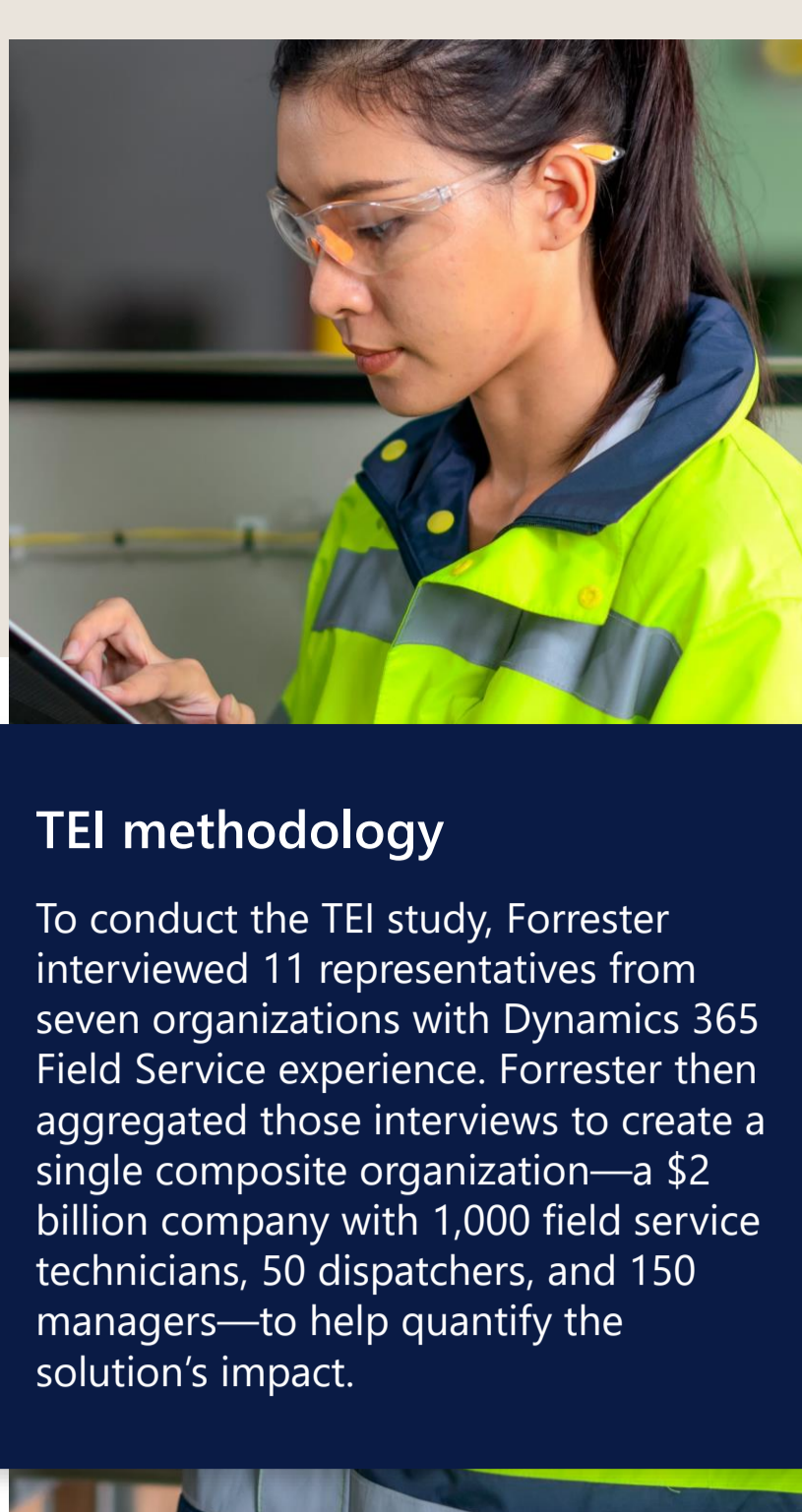


# The Total Economic Impact™ of Dynamics 365 Field Service

Evaluating the financial impact of Dynamics 365 Field Service



## Microsoft Dynamics 365 Field Service

is a holistic field service management solution that unifies cross-functional support to deliver connected and personalized service engagements to customers. With generative AI, IoT, and mixed reality capabilities through integrated offerings, field service frontline workers are equipped with essential knowledge and case-related information anchored within their real-world environment to resolve issues quickly the first time.

## Total Economic Impact™ (TEI)

is a Microsoft-commissioned study from Forrester Consulting that examines the potential return on investment of Dynamics 365 Field Service. This infographic summarizes the findings from that study, which was published in December 2023.

## TEI methodology

To conduct the TEI study, Forrester interviewed 11 representatives from seven organizations with Dynamics 365 Field Service experience. Forrester then aggregated those interviews to create a single composite organization—a \$2 billion company with 1,000 field service technicians, 50 dispatchers, and 150 managers—to help quantify the solution's impact.

## Common challenges for field service orgs

### Lack of visibility into field service status



Legacy systems and manual processes—whiteboards and paper—limit real-time job information for dispatchers and managers.

### Communication issues across roles



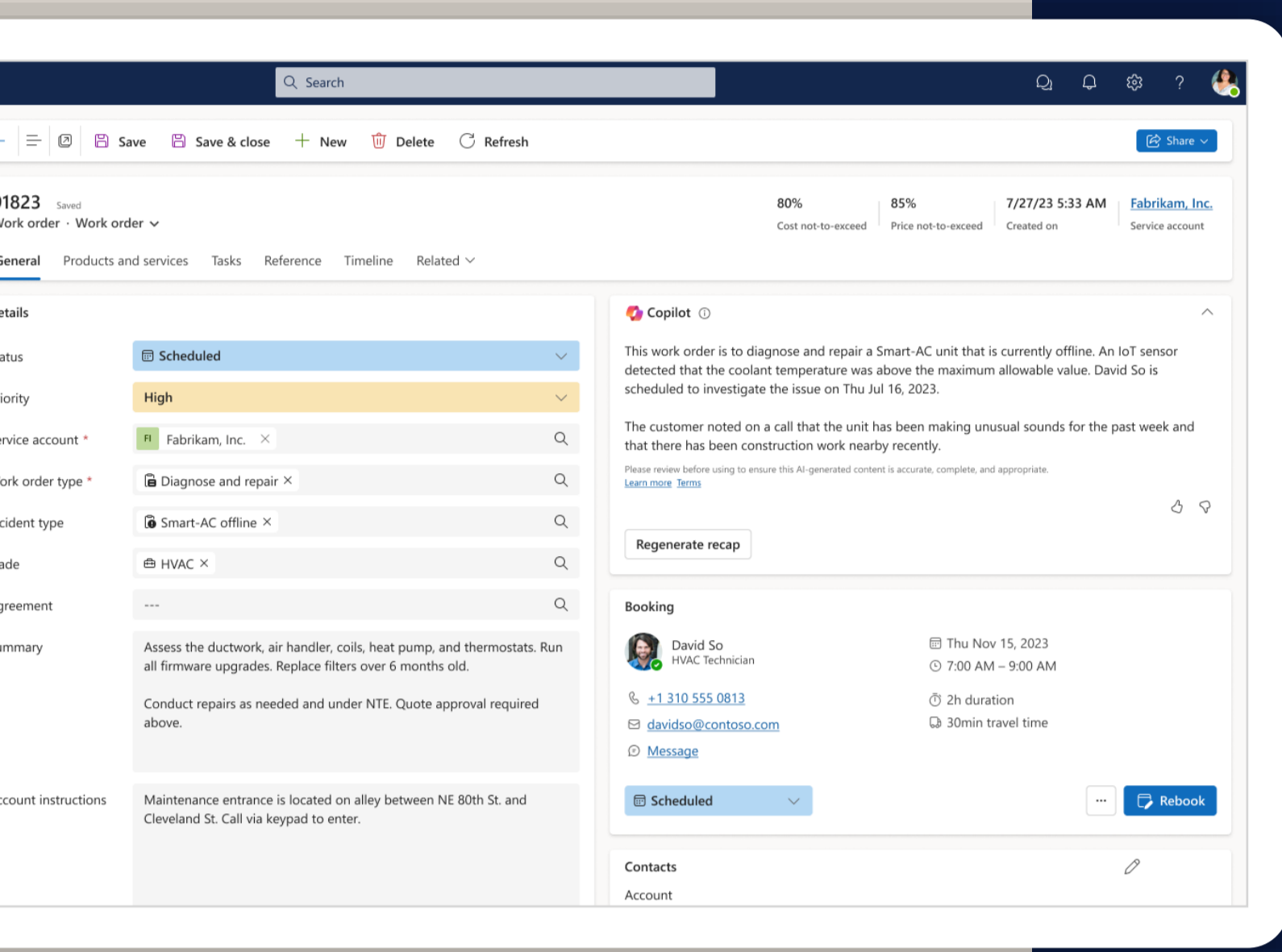
Disconnected communication tools means important work updates can get missed or lost among management, sales, and service teams.

### Long completion times for work orders



Inefficient routing, multiple return trips, and a lack of easily accessible expertise adds unnecessary time (and cost) to work orders.

## Impact of Dynamics 365 Field Service<sup>1</sup>



**346%**  
return on investment

**< 6 months**  
to recoup investment

**\$42.65M**  
of present value benefits

**\$33.10M**  
in net present value

“The platform has **paid for itself 10 times over**. And now we have a system we feel is flexible to take on additional work, so it will support our plans to expand into servicing adjacent equipment at our customers’ locations.”

— Enterprise Infrastructure Director, Beverage Distribution

### Increased first-time fix rates

**12%**

reduction in second visits

- Scheduled the best technician for the job
- Suggested required parts and tools so technicians were prepared for the job
- Connected on-site technicians to at-office experts with mixed reality

### Boosted field tech productivity

**14%**

productivity increase for technicians<sup>2</sup>

- Reduced tedious and repetitive admin tasks
- Alerted customers so they could prepare for the technician's arrival
- Helped technicians and managers discover productivity insights

### Decreased time to invoice

**\$2.8M**

in interest savings on accounts receivable

- Reduced the time between work order completion and invoicing

### Minimized lengthy, unnecessary travel

**\$2.1M**

saved in travel time

- Found the most efficient route for technicians, with continuous updates to reflect traffic changes
- Reduced the need for remote experts to travel with technicians thanks to mixed reality

### Improved dispatcher productivity

**40%**

productivity increase for dispatchers

- Eliminated traditional, manual processes for assigning technicians
- Streamlined schedule changes

### Enhanced management

**100 hours**

saved from efficient management

- Eliminated inadequacies of legacy systems, freeing managers to focus more on service
- Gave helpful technician information in one place

### Reduced licensing costs

**\$829K**

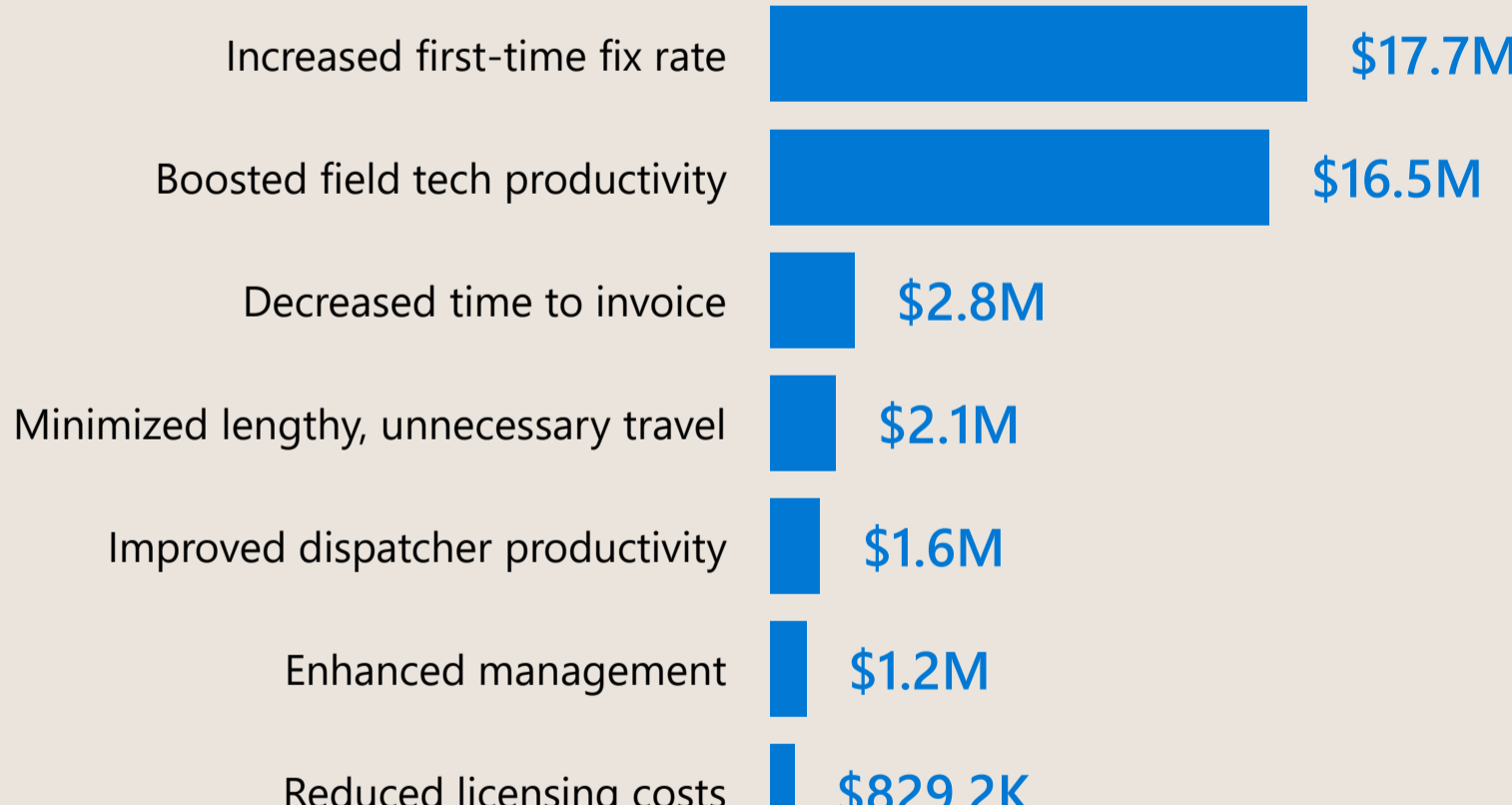
saved in licensing costs

- Enabled field service orgs to retire outdated software and hardware

“We measure efficiency for each technician, and we have been able to plan more work orders because we have seen the increase in technician utilization.”

— Senior Product Manager, Telecommunications

**\$42.65M**  
in total present value of benefits  
(three-year, risk adjusted)



## Unquantified benefits

### Improved customer experience

Customers received accurate updates about work orders while technicians were prepared to finish the job fast and reduce downtime.

### Unique customization options

Developers customized the solution for specific use cases, like tracking environmental health or managing equipment repairs.

### Included access to mixed reality

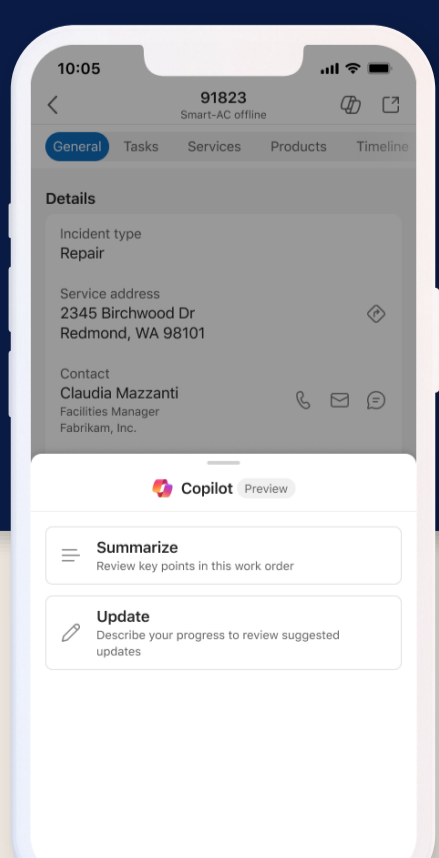
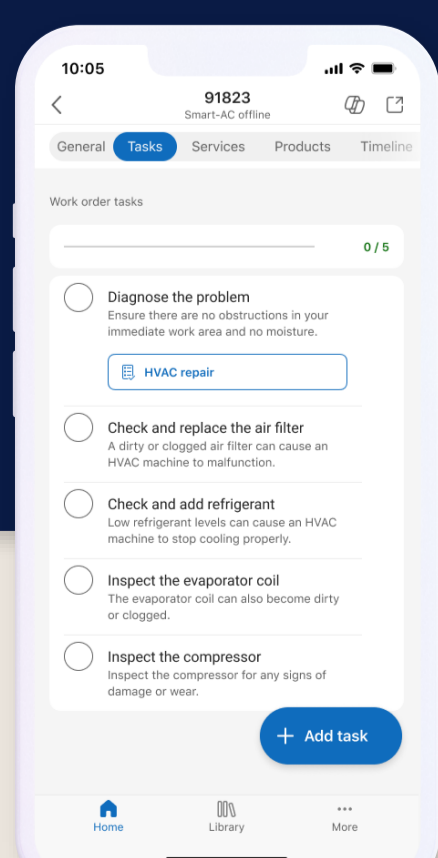
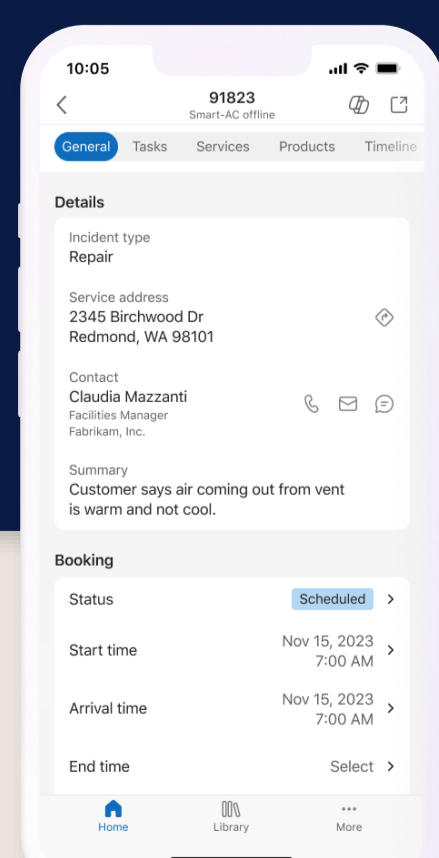
Dynamics 365 Field Service includes free access to mixed reality apps Dynamics 365 Remote Assist and Dynamics 365 Guides.<sup>3</sup>

### Enhanced employee experience

Technicians used their phones to check schedules, get assistance, report issues, and complete jobs, reducing admin complexity.

### Opportunity to incorporate AI

Copilot capabilities helped service orgs streamline processes using AI functions that leveraged customer, equipment, and historical job data.



“The technicians on the road used to have dinner and then go back to their hotel room to complete paperwork and send it to their office. That doesn't happen anymore. So, it's really helped work-life balance.”

— IT Director of Business Applications for EMEA, Industrial Manufacturing

## Deployment considerations

- Change management:** Assemble a change management team and campaign to help users and IT ease into the solution
- Regular maintenance:** Some ongoing resources will be required to maintain the solution, as well as continue the change management effort during the first couple years
- Training:** Formal and on-the-job training is key, especially around critical processes

## Learn more

Read the [full TEI study](#) to understand your company's potential ROI when deploying Dynamics 365 Field Service

Watch the [Dynamics 365 Field Service video](#) to explore new ways to deliver exceptional service

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<sup>1</sup>All quantified monetary benefits represent the three-year, risk-adjusted present value for the composite organization.  
<sup>2</sup>Productivity gains realized after Dynamics 365 Field Service is fully implemented.  
<sup>3</sup>Read our [announcement blog](#) to learn more about complementary access to Dynamics 365 Remote Assist and Dynamics 365 Guides.