



Dynamics 365 Field service: Super-sized and optimized

Get way more from your solution with an award-winning D365 Field Service partner

Keep up with seismic shifts in field service with Dynamics 365 Field Service implementation and optimization services from Argano — a Microsoft US Partner of the Year winner for Connected Field Service.

Argano provides the teams, technology, experience, and business expertise required to help field service companies provide better, faster service to customers, reduce equipment maintenance costs, improve oversight of operations, and transform field service from reactive to predictive.

Every Argano D365 Field Service implementation and service is designed around helping clients improve most every critical KPIs:

- First time fix rates
- Case resolution times
- SLA compliance
- Warranty/contract management
- “Per work order” revenue
- “Per technician” revenue

Specific features and benefits baked into those KPIs include:



Optimized scheduling and dispatching: Assign resources and equipment efficiently, visualize appointments, and improve routing and skill matching.



Enhanced asset management: comprehensive real-time records of equipment, service/maintenance histories.

Benefits:

- Increase first-time fix rates
- Predictive asset maintenance
- Improve customer satisfaction
- Flexible scheduling, real-time tracking
- AI-fueled, always-on service



Preventive maintenance: prevent equipment downtime and extend asset lifespan through automatically generated, recurring maintenance appointments.



Instant billing and invoicing: generate accurate invoices on the spot, streamlining billing processes and fueling customer satisfaction.



Improved employee insight: centrally oversee how staff allocates time (including travel, breaks, and work activities) to improve productivity and accountability.



Real-time analytics and reporting: instant access to the data that helps you analyze — and improve — key performance indicators.



AI support: provide always-on service, by leveraging Microsoft AI, providing customers and technicians alike with a constant connection to critical information.

Why Argano for D365 Field Service?

In two words, proven expertise.

Our team has been “in the trenches” for nearly 30 years, equipping field service companies and departments with the technological tools and strategic support required to excel across multiple industries: energy, manufacturing, consumer goods, and more.

In addition to being an award-winning field service partner, Argano is also a Microsoft Inner Circle partner with deep experience in every tier of the Microsoft Stack: Dynamics, Azure, Power Platform, Copilot, and more. For a strategic, industry-specific implementation of D365 Field Service, no one comes close to Argano.



About Argano

Argano is the world's largest global digital consultancy exclusively connecting design and delivery for the transformation of high-performance business operations, extending our clients' commercial agility, profitability, customer experience, and growth.