



# 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

With Argano’s SmartStart for Field Service, organizations will be able to take advantage of a predictable implementation approach, standard Argano artifacts to reduce time to value of deploying Field Service. With AI capabilities like Copilot baked into the offering, even organizations moving from paper based/paper-based processes will be able to take advantage of the latest AI capabilities to augment or automate processes.

Manufacturers and Distributors – Transitioning from a pure product model to a service-oriented model—especially through aftermarket services—can significantly increase revenue, margin, and customer satisfaction. By providing high service quality through being proactive on your products – you will be able to differentiate your organization as a comprehensive solution provider while gaining recurring revenue!

## Benefits

- Increase first-time fix rates
- Predictive asset maintenance
- Improve customer satisfaction
- Flexible scheduling, real-time tracking
- AI-fueled, always-on service
- Add recurring revenue to your top of line



## 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.



### Preventive maintenance

Prevent equipment downtime and extend asset lifespan through automatically generated, recurring maintenance appointments.



### Improved employee insight

Centrally oversee how staff allocates time (including travel, breaks, and work activities) to improve productivity and accountability.



### AI support

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



### Enhanced asset management

Comprehensive real-time records of equipment, service/maintenance histories.



### Instant billing and invoicing

Generate accurate invoices on the spot, streamlining billing processes and fueling customer satisfaction.



### Real-time analytics and reporting

Instant access to the data that helps you analyze – and improve – key performance indicators.

## 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.

See our case study for **James M Pleasants** - by connecting their enterprise and implementing a field service profit center - they were able to add around \$200K per sales rep per year in revenue while cornering their market!

Contact us at [microsoft@argano.com](mailto:microsoft@argano.com) for more information.



Learn more at [argano.com](https://argano.com)