

Manufacturing success with *connected services*





Table of Contents

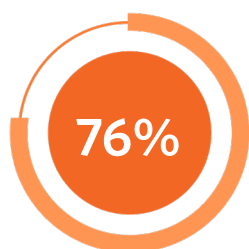
Manufacturers: Making connections	3
Connected services: bring new opportunities	4
Discover new revenue and reduce expenses with Partner and Microsoft Dynamics 365	5
Optimize service operations	6
Deliver exceptional service	7
Transform your business	8
Getting connected can sometimes be difficult	9
Argano and Microsoft: Better together	10
About Us	11



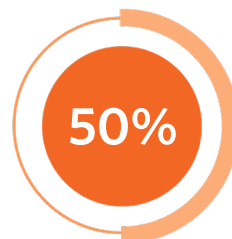
Manufacturers: Making connections

Rising costs, competition, shifting patterns of consumer behavior, and increased customer expectations have driven manufacturers to reevaluate the way they do business and their relationship with customers.

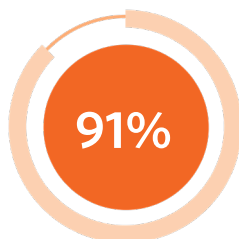
In response, more and more worldwide have turned to connected services to generate income, build customer trust, and enhance the customer experience.



of surveyed manufacturers
have connected their assets.¹



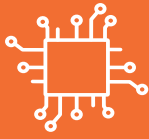
of surveyed manufacturers have
a partial or full smart connected
products strategy¹



of surveyed manufacturers
increased their investment in digital
transformation in the last year²

1. IoT Signals Manufacturing Spotlight, August 2022

2. 2021 State of Manufacturing Report, "Fictiv



Connected services: bring new opportunities

Connected services can help in many ways, such as providing predictive maintenance and generating new income by selling smart, connected products.

It offers a more seamless, efficient, and cost-effective business model that can help optimize operations. Data obtained through a new data layer can easily integrate and connect with relevant systems and apps. The gathered data can flow back into the enterprise resource planning (ERP) system.

It can also go to technicians in the field and customer service, saving them time and effort when addressing issues while delivering a more resilient supply chain that can guarantee the availability of replacement parts.

Top reasons manufacturers use connected services

- Increase uptime for connected products they sell
- Lower cost of servicing equipment
- Establish stronger relationships with their end users while continuing to sell their equipment through dealers and distributors
- Improve field service that relies on phone calls and paper records with digital alternatives that give up-to-date information
- Find easy, consistent, and effective ways to train new technicians



Discover new revenue and reduce expenses with Argano and Microsoft Dynamics 365

Dynamic connected service capabilities that boost uptime, enhance efficiency, and improve resiliency

Delivering exceptional service through predictive maintenance that improves customer satisfaction and decreases your operations costs.

“With Dynamics 365 IoT Intelligence, we can rely on meaningful signals and insights, thus reducing the cycle time to action, keeping our teams engaged, and delivering on our promise to our customers.”
- Consumer Goods manufacturer

Capabilities



End-to-end visibility



Optimize service operations



Preventative maintenance



Deliver exceptional service



Real-time view of production and inventory



Transform your business



Optimize service operations

Deliver proactive and predictive service through continuous monitoring

Predictive maintenance and remote management provide end-to-end lifecycle management of production assets. These capabilities enhance operations and maintenance, helping companies optimize reliability, extend product life, and reduce cost.

Stay at the forefront of field service with Argano's expert Dynamics 365 Field Service implementation and optimization. As a top Microsoft partner, we deliver tailored solutions to enhance customer service, cut maintenance costs, boost operational oversight, and shift your field service from reactive to predictive.

Benefits

- Monitor assets in real-time and detect service issues before they occur
- Automatically create and schedule work orders based on IoT triggers
- Enable "just-in-time parts" to reduce expenses related to inventory management
- Avoid service calls by remotely detecting and proactively resolving issues, before customers are aware, using IoT sensors
- Support rapid innovation through a unified analytics experience to rapidly develop, train, and fine-tune machine learning models





Deliver exceptional service

Enhance customer engagements by delivering service at the right time, the first time

Connected and customized service engagements personalize the service experience for customers by providing them with visibility into scheduled services, self-service, service history, and insights throughout the process.

Dynamics 365 Field Service empowers reps with real-time data for accurate customer responses and captures live feedback to enhance profiles and address field challenges promptly.

Benefits

- Meet customer expectations with on-time scheduling and technician location information
- Ensure that technicians are traveling into the field with the exact parts and information they need
- Deliver more value to end users by decreasing downtime for connected products
- Equip service professionals with the ability to manage appointments, schedules, route mapping, bookings, and customer work data
- Help technicians learn on the job with remote guides, remote assist, and other technologies
- Ensure technicians have the latest asset data, synchronized across Dynamics 365 Finance and Supply



Transform your business

Shift your business model from selling products to becoming a trusted advisor to end users

By improving inventory turns, optimizing logistics, reducing asset downtimes, strategic sourcing, and remote servicing, you can maximize your operating margins and profitability without compromising on resiliency.

Benefits

- Transform service from cost center to profit center by flowing connected product data into a comprehensive Enterprise Resource Planning (ERP) system
- Improve customer experiences with always up-to-date customer profiles that serve as the single source of truth across sales, service, and marketing
- Build relationships with end users through multi-year agreements that focus on end user business outcomes
- Move from scheduled services to “just-in-time” predictive maintenance triggered by IoT
- Discover new business models and increase customer satisfaction with Product-as-a-Service capabilities





Getting connected can sometimes be difficult

Many manufacturers want to add connected services to their business model but find challenges in getting there. Some still operate disconnected legacy products and systems, which can complicate modernizing to a digital platform and using the cloud.

Others can use connected services and collect some data, but not all of it, limiting visibility that can impact decision making. For those that can gather all their data, some still lack the workforce capacity and/or digital skillset required to optimize analysis and insight.

Common challenges to adding connected services

- Seamlessly integrating old and new systems
- Finding the right technology to introduce process improvements and connected services
- Gathering all data into one resource
- Defining business processes for adopting modern technologies
- Pulling insights from customer data
- Implementing big data solutions



Argano and Microsoft: Better together

Empowering manufacturing companies to achieve more

Having an experienced partner like Argano working with Microsoft can accelerate your time to value.

Argano

- Integrating disconnected legacy products and systems
- Eliminating data silos
- Increasing workforce bandwidth with automated analysis and insight
- Finding the right technology to optimize process improvements

Microsoft

- **Trust:** We are transparent about our practices, and we stand up for our customer's rights.
- **Scale:** We have an Industry-leading cloud scale, infrastructure, and partner ecosystem.
- **Security and compliance:** We provide strong customer data protection and are committed to the most comprehensive security and compliance offerings.



About Us

High-Performance Business Operations for greater agility and growth

We are all about you. Serving your strategy, working with your people and processes, using every technology available to modernize finance, the supply chain, sales and marketing, and create optimal experiences for your customers.

Argano is a two-time Microsoft Partner of the Year winner immersed in high-performance operations, a team of consultants and solution experts with proven expertise in Microsoft Dynamics 365, Power Platform, Azure, omnichannel contact center solutions, managed services, and everything you need to maximize your technology investments.



Learn more at argano.com/microsoft

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. Learn more at www.argano.com.