

To-Increase Mobile Service

for Microsoft Dynamics 365 Enterprise Operations (and Microsoft Dynamics AX)

Timely, reliable, and efficient service is an essential business activity for construction companies that need to keep their equipment in perfect running order across all job locations. It's the same for rental businesses that provide equipment to their customers. Field project workers and managers delivering and coordinating services often travel among locations where lack of internet access makes it difficult to review maintenance records and work orders, access parts lists, or enter time and expenses as the work proceeds. In consequence, updates in company systems may lag and service delivery may become inefficient.

To-Increase Mobile Service, a component of the To-Increase Construction Solution for Microsoft Dynamics 365 Enterprise Operations, resolves these concerns by making service records, schedules, work orders, equipment counters, and other service-related information available to workers through the browser on their mobile devices, no matter where they are. When connectivity is available, the solution updates the information with the most current data from the ERP and To-Increase systems. Without taking extra steps to locate pertinent detail regarding their assignments, field service workers can review this information on their devices and effectively provide service for equipment the company uses or for customers' rental or leased machinery. When they also have To-Increase

Mobile Time and Expense available to them, they can efficiently record their time and expenses while mobile. The solution automatically syncs to update the ERP system and ensure that field service workers can use the latest rate and account details.

By using Mobile Service, roaming and remote workers can access detailed equipment records and perform the right maintenance tasks in a timely manner.



Benefits

- **Keep equipment running and jobs on track.** Ensure trouble-free operations of your cranes, excavators, trucks, and other equipment by providing field service workers with the ability to access and review all service-related information—including service histories and work orders—so they can complete the right service tasks in the most efficient manner.
- **Enable service workers to be optimally productive.** In addition to furnishing workers with all service-related information, make it easy for them to transition from one assignment to the next with efficient travel routes and the ability to enter their time and expenses as they go—no matter whether they are working on rental equipment in use at a customer site, your own company's job locations, or move from one to the other.
- **Make service operations more efficient and productive.** Minimize interruptions caused when workers need to retrieve information. Make more effective use of mobile devices workers already carry. Allow them to enter relevant data right where they are, and provide them with efficient travel routes.

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for Microsoft Dynamics 365 Enterprise Operations

For more information about To-Increase Mobile Service for Microsoft Dynamics 365 Enterprise Operations, visit www.to-increase.com 

Features

Availability of all service-related information in the field	Provide field service workers and mobile managers with all detail on work orders, maintenance histories, equipment counters, fault history, maintenance schedules, and more, without having to interrupt productive work to retrieve information. Mobile team members not only know what they need to do next, but also understand the full context of their maintenance tasks, so they can perform effective service planning and make sound decisions.
Automatic synchronization when online	Ensure that service-related updates in the ERP system are reflected on field service workers' mobile devices whenever they have connectivity, so they can always rely on the most current information.
Registrations on service objects or work orders	Allow service workers to register information and status updates on work orders and other service objects, which the solution syncs with the ERP system.
Ability to transition easily from one job to the next	Enable field service workers to complete service assignments promptly and productively, accessing all pertinent information on their mobile devices, traveling efficient routes to and from job sites, and reporting their time and expenses as they go along.
Directions and maps	Make it easier for workers to get to job locations on time and by traveling the most direct route, by providing them with reliable directions on their mobile devices.
Integration with Mobile Time and Expense	Allow field service workers anywhere to record their time and expenses on their devices as assignments progress, thus eliminating inaccuracies and delays in updates. The solution syncs with the ERP system as soon as mobile connectivity is available. Mobile Time and Expense connects to service work orders to make expense and time reporting accurate and easy.
Solution based on HTML5	Rely on the efficiencies, robustness, and geolocation support of HTML5 to give mobile workers reliable, fast, and easy access to service-related information and the most efficient travel routes.
Support for a wide variety of devices and environments	Access service capabilities easily from widely used operating systems—Windows 8; Android for mobile devices and tablets; and iOS for the iPad and iPhone—and from popular browsers, such as Apple Safari, Mozilla Firefox, and Google Chrome.
Flexible deployment options	To ready your ERP and Construction Solution infrastructure for Mobile Service, you can deploy on-premise or in the cloud through the Windows Azure Service Bus relay service.