



MICROSOFT DYNAMICS 365 REMOTE ASSIST

kickstarter packages



Microsoft Dynamics 365 Remote Assist – kickstarter packages

Real-time support from an expert is just a click away.

With Microsoft Dynamics 365 Remote Assist, you can share your real-time view with experts at different locations and continue working unhindered while you get the help you need.

ORBIS supports you quickly and easily with the help of Microsoft Dynamics 365 Remote Assist to connect your service technicians, internal maintenance and customers with experts from the back or home office through the use of „Augmented Reality Technology“ to network efficiently.

You will receive an „Augmented Reality Solution,“* based on Microsoft Dynamics 365 Remote Assist using the Smartphone App and Microsoft Teams.

ORBIS offers you the technological basis to reduce on-site presence (travel time & costs), optimize first resolution rates and increase customer satisfaction.



REMOTE ASSIST – package „standalone“



Process

- ◆ We set up an online meeting in which we present our approach to the solution.
- ◆ Together we define the next steps to get the solution up and running as quickly as possible.
- ◆ We provide the solution in your Office 365 environment and train the key users.



Required persons

- ◆ process owner
- ◆ support staff
- ◆ key users and users
- ◆ IT department (Office 365 administrator)



Benefits

- ◆ quick use of a standard software
- ◆ all work can be carried out remotely
- ◆ work in a familiar environment of Microsoft technology like Microsoft Teams and Office 365
- ◆ 90 days test phase for a fast and unbureaucratic use of the solution
- ◆ Dynamics 365 Remote Assist
 - cooperation - from any place
 - switch on experts and further team colleagues simply into the remote call
 - real time troubleshooting
 - critical informations are in view
 - location overview, without being on site



Costs

- ◆ **Licenses***
Dynamics 365 Remote Assist licenses can currently be obtained from Microsoft free of charge for 90 days (test phase).
- ◆ **Service Standalone Package****
4000 €
(included: presentation of solution approach, technical setup, remote workshop for process definition, online training and 4 hours of support)

* After the 90-day trial period, license fees are due (details at: <https://bit.ly/2RJBC0V>). Licenses can also be purchased via ORBIS (CSP).

** Based on your existing Microsoft Azure Active Directory, Microsoft Office 365, Microsoft Teams

REMOTE ASSIST – package „integrated“



Process

- ◆ We set up an online meeting in which we present our approach to the solution.
- ◆ Together we define the next steps to get the solution up and running as quickly as possible.
- ◆ We provide the solution in your Office 365 environment and Microsoft Dynamics 365 Field Service and train the key users.



Required persons

- ◆ process owner
- ◆ support staff
- ◆ key users and users
- ◆ IT department (Office 365 administrator)



Benefits

- ◆ quick use of a standard software
- ◆ all work can be carried out remotely
- ◆ work in a familiar environment of Microsoft technology like Microsoft Teams, Office 365 and Microsoft Dynamics 365 Customer Engagement
- ◆ tracking of remote times for your service order (work order)
- ◆ 90 days test phase for a fast and unbureaucratic use of the solution
- ◆ Dynamics 365 Remote Assist
 - cooperation - from any place
 - switch on experts and further team colleagues simply into the remote call
 - real-time troubleshooting
 - critical information is in view



Costs

- ◆ **Licenses***
Dynamics 365 Remote Assist licenses can currently be obtained from Microsoft free of charge for 90 days (test phase).
- ◆ **Service Integrated Package****
6000 €
(includes: presentation solution approach, technical setup, remote workshop for process definition, online training and 4 hours of support)

* After the 90-day trial period, license fees are due (details at: <https://bit.ly/2RJbc0V>). Licenses can also be purchased via ORBIS (CSP).

** Based on your existing Microsoft Azure Active Directory, Microsoft Office 365, Microsoft Teams



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