



**ORBIS ServiceONE Dynamics 365 for Customer Engagement**

**Integrated Service Management in the Digital Age**

**ORBIS SERVICEONE**  
Dynamics 365 for Customer Engagement



# Integrated Service Management

Customer service has become indispensable in today's world. It is an essential factor for differentiation in competition and for exploiting after-sales potential. Good customer service leads to customer satisfaction and ultimately to customer loyalty. For many companies, the growing importance of the service business is reflected in significant increases in turnover, margins and employees.

With the growing service demands of customers, it is becoming more important for companies to establish a powerful solution for efficient and integrated service processes.

With Dynamics 365 Customer Service and Dynamics 365 Field Service, Microsoft offers a solution portfolio that comprises integrated service management from self-service to personal customer care. This includes various field service processes which enable smooth service at the customer's site.

## ORBIS ServiceONE – Dynamics 365 Customer Engagement

Based on the service components of Microsoft Dynamics 365, ORBIS ServiceONE offers an integrated solution, enriched with practical enhancements in order to be able to respond even better to the processes within your service organisation. Based on many years of experience in the digital transformation of service management, we assist you to focus on the essentials – the professional support of your customers!

## Highlights of ORBIS ServiceONE

### Self-service for customers

- ◆ Provision of a customer self-service portal with integrated knowledge database and installed base management
- ◆ Structured problem solving with the help of decision trees with ORBIS SMART KNOWLEDGE CLOUD
- ◆ Seamless forwarding of cases to technical support

### Service request management

- ◆ Direct creation of service requests via various contact channels (telephone call, email, portal, chat, social media, etc.)
- ◆ Automatic inclusion of additional information (e.g. contract, warranty details) based on selected assets

### Connected devices / predictive maintenance

- ◆ Proactively detect and solve anomalies of connected devices before they affect customers or cause downtime
- ◆ Use of machine learning algorithms for improved identification of emerging problems

### Service agreements, warranties and maintenance management

- ◆ Easy management of service contracts including SLAs and warranties at device level
- ◆ Determination of a maintenance cycle via a maintenance plan with direct reference to a machine or plant

### Installed base

- ◆ Hierarchical management of plants, assemblies and components
- ◆ Plant history including service activities and sales information

## AN EXCERPT OF OUR SERVICE CUSTOMERS

Mazak

STIHL

ferrum



KÄRCHER

PERI

# Convincing service experiences for your customers

## Effective resource planning

- ◆ Graphical scheduling board for clear planning of work orders (via drag & drop including map view, with system support or fully automated)
- ◆ Consideration of existing appointments, absences and skills of the service technicians

## Mobile productivity in the field

- ◆ Provision of a mobile app for laptop, tablet or smartphone (with full offline capability)
- ◆ Access to all relevant information about the customer, work orders and problem solving
- ◆ Processing of the entire field service response including expenses and generation of mobile service reports with customer signature
- ◆ Capture and digital documentation of necessary responses to activities to be performed such as maintenance, repair and safety checks using extended checklists

## Digital intelligence

- ◆ Interactive dashboards and data visualisations for analysing your KPIs, identifying trends and sales opportunities

## ERP integration

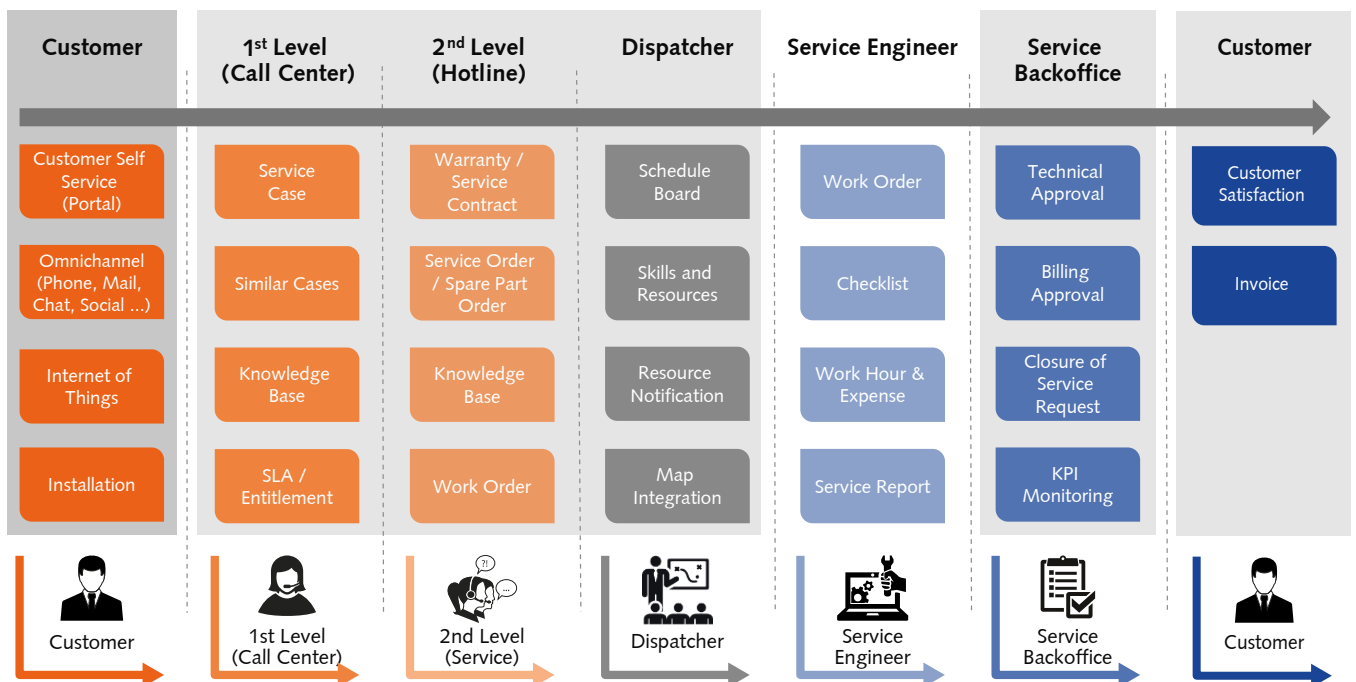
- ◆ Best practice scenarios for the integration of SAP ERP (SD/CS) and SAP S/4HANA
- ◆ Automatic transfer of data from your ERP system

## Your benefits

- ◆ Consistent and smooth omni-channel service processes without media disruptions
- ◆ Proactive service using IoT
- ◆ Installation, repair and maintenance management
- ◆ Optimised service administration through digital processing
- ◆ Documentation of field service activities during delivery at the customer's site
- ◆ Documents, customer data and contracts are available at the push of a button
- ◆ Transparent information at all times for all service employees in the office and in the field
- ◆ Structured solution finding with the help of agent scripting
- ◆ Savings through optimised route planning
- ◆ Increased earnings due to increased quantity of field service visits
- ◆ Higher customer satisfaction and more contract renewals
- ◆ Increased earning potential through proactive customer care
- ◆ Faster throughput times due to higher process automation

**With ORBIS ServiceONE we support you and your employees in providing professional and efficient customer service - anytime and anywhere!**

## SMART END-TO-END SERVICE PROCESSES



## Contact

Andreas Krenz  
Key Account Manager  
Phone: +49 (0) 162 / 1 09 29 16  
E-Mail: andreas.krenz@orbis.de

## Find out more



[www.orbis.de/en/microsoft-by-orbis/](http://www.orbis.de/en/microsoft-by-orbis/)

Gold  
Microsoft Partner



ORBIS AG, Nell-Breuning-Allee 3-5, D-66115 Saarbrücken, Phone: +49 (0) 681 / 99 24-0, E-Mail: info@orbis.de, www.orbis.de

Germany ♦ France ♦ Switzerland ♦ Austria ♦ Netherlands ♦ USA ♦ China