



# Arbela Quick Start for Field Service

Field service is customer service. It's about having the right tools at the right place at the right time and providing a solution to ensure both customer satisfaction and retention.

If you're doing field service at the highest level, it's about doing the preceding ahead of time, and focused more on proactive maintenance rather than reactive repairs — i.e., you're ensuring customer satisfaction by preventing problems in the first place.

## An industry adaptable field service platform

Arbela's new Microsoft Dynamics 365 Field Service Quick Start package is about all of the above: it's the right solution, at the right time and for the right cost. It proactively addresses every pressing need the contemporary field service business may have.

Arbela's technology engineers and business

advisors have identified components critical to both the successful implementation and adoption of the platform, and bundled them into a Quick Start service.

## Custom, and quick

We can implement the most critical infrastructure within 30 days — and at a fixed cost. This infrastructure is then fine-tuned, optimized and customized to address your strategic goals in field service.

Warehouse by leveraging ADI as a platform to start your analytics journey:

- **Essentials** - digitizes field service, from top to bottom
- **Standard** - adds proactive service tools and capabilities
- **Enterprise** - moves field service from proactive to predictive

Contact Arbela Technologies today at [info@arbela.com](mailto:info@arbela.com) to get started.

## Benefits

- Three implementation offerings with fixed time frame and fixed fee
- Resolve service issues the first time, every time
- Empower your frontline workers

## Features

- 30-60-90 day install
- Fixed fee
- Arbela Warranty Management
- Free remote assist licenses
- 100% remote delivery
- Add-ons available

Field Service Enterprise: Fixed Fee / 90 Days					
Field Service Standard: Fixed Fee / 60 Days			Field Service Essentials: Fixed Fee / 30 Days		
Work Orders	Schedule and Dispatch	Mobile	Customer Service	Contract Management	Surveys
<ul style="list-style-type: none"> <li>• Service Tasks</li> <li>• Service Parts</li> <li>• Preventative Maintenance</li> <li>• Incident Management</li> <li>• Date and Time Stamp</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible Scheduling</li> <li>• Multi-resource Scheduling</li> <li>• Scheduling Optimization</li> <li>• Interactive Schedule Boards</li> <li>• Resource Categorization</li> <li>• Characteristic Matching</li> </ul>	<ul style="list-style-type: none"> <li>• Offline</li> <li>• Signatures</li> <li>• Videos</li> <li>• Photographs</li> <li>• Mixed Reality</li> <li>• Directions</li> <li>• Geo-fencing</li> </ul>	<ul style="list-style-type: none"> <li>• Cases</li> <li>• KB Articles</li> <li>• Warranty Management</li> <li>• Guided Process</li> <li>• Routing</li> <li>• Customer Assets</li> </ul>	<ul style="list-style-type: none"> <li>• Service Requirements Tracking</li> <li>• Service Templates</li> <li>• Service Agreements</li> <li>• Entitlements</li> <li>• SLAs</li> </ul>	<ul style="list-style-type: none"> <li>• Inspections</li> <li>• Assessments</li> <li>• Safety Checks</li> <li>• Check Lists</li> <li>• VoC</li> </ul>