



## Arbela Field Service Quick Start

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 a fixed cost. This infrastructure is then fine-tuned, optimized and customized to address your strategic goals in field service.

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

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>

### Benefits:

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

### Features:

- 30-60-90 day install
- Fixed Fee
- Warranty Management - Arbela IP
- Free Remote Assist Licenses
- 100% Remote Delivery
- Add-ons available

Contact [info@arbелatech.com](mailto:info@arbелatech.com) to get started.