



CASE STUDY

Clean Energy Fuels Corp. Implements Dynamics 365 for Field Service

Arbela helps Clean Energy Deploy Dynamics 365 for Field Service Integrated with Dynamics 365 for Customer Engagement & Finance and Operations



Finance & Operations



Field Service



Customer Engagement

The Vision

Looking for Efficiencies and Improvements to the Following Areas of Business:

- Scheduling and Dispatching
- Managing Service Contracts and Pricing
- Maintenance Work Order Generation, and Accurate, Timely Billing
- Integration with ERP
- Accurate Inventory
- Visibility of Vehicle and Warehouse Inventory in the field
- Vehicle to Vehicle Inventory Transfers
- Incident Types and Services Tasks
- Easy to use Mobile App for Field Technicians
- Reporting and Business Intelligence

The Results

- Optimized Resource Scheduling Based on Skills, Proximity, and Customer Preference
- Increased Technician Utilization and Reduction of Travel Times
- Improvement of Inventory Management and Visibility of Warehouse and Vehicle Inventory for Back Office Users & Field Technicians
- Improvement in Response Time for Customer Calls Resulting in Higher Customer Satisfaction
- Improvement of Demand Forecasting
- Reduction of Reactive (corrective) Maintenance with More Planned Maintenance
- Streamlined Technician Workflows (Service Tasks) using Multiple Incident Types Associated with Work Orders
- Increased First-Time Fix Rates and On-Time Delivery Performance
- Improvement of Technician Adoption and Satisfaction with Easy-to-Use Mobile Access

Turning to Arbela & Dynamics 365 for Field Service to Manage Operations

Clean Energy Fuels Corp. provides natural gas as an alternative fuel for vehicle fleets in the United States and Canada. They supply renewable natural gas (RNG), compressed natural gas (CNG), and liquefied natural gas (LNG) for light, medium, and heavy-duty vehicles; and provide operation and maintenance services for vehicle fleet customer stations. It also designs, builds, operates, and maintains fueling stations; and sells and services natural gas fueling compressors and other equipment used in CNG and LNG stations.

Clean Energy and Arbela have been working together to implement Field Service solution by replacing Clean Energy's legacy solution with Dynamics 365 Field Service integrated with Dynamics 365 Customer Engagement & Dynamics 365 Finance and Operations.

Clean Energy is using Microsoft Dynamics 365 to manage its Field Service operations, including:

- Management of service locations
- Customer assets and agreements
- Preventative maintenance
- SLAs
- Work orders and customer billing
- Resources (field technicians)
- Product inventory and returns
- Scheduling and dispatch
- Mobility
- Collaboration and analytics