Hitachi Solutions
Extended Field Service

Purpose Built Software to Take Microsoft Dynamics Even Further
Improve Business Operations and Capitalize on Data Insights

Hitachi Solutions Extended Field Service is taking the capabilities of Microsoft Dynamics 365 for Field Service one step further. Now you have the ability to not only increase customer satisfaction with intelligent scheduling, native mobile support and remote asset monitoring, but you can streamline processes with enhanced mobile time sheets and full warranty management. Additionally, Hitachi Solutions Extended Field Service offers your business the ability to collect data through the internet of Things (IoT).

For organizations looking to fully leverage this data to power machine learning and improve operational efficiencies, Hitachi Solutions Extended Field Service software can be combined with the Hitachi Solutions Predictive Service Hub to create an all in one solution. This combined solution allows your field service organization to truly transform — increasing first time fix rates and customer satisfaction by moving from a cost center to a profit center and from a preventative maintenance model to a predictive maintenance model.

Hitachi Solutions Extended Field Service will enable your field service organization to:

• Move from cost center to profit center
• Increase efficiency with mobile time cards that automatically track time spent on work orders and eliminate double time entry
• Lay the foundation for moving from the traditional preventative maintenance model to a predictive maintenance model
• Improve visibility into field service operations and personnel activities
Hitachi Solutions Extended Field Service - Features and Capabilities

Hitachi Solutions Extended Field Service offers the full capabilities of Dynamics 365 for Field Service with an extended tool set built specifically for the unique needs of field service organizations. Additionally, it provides you with the ability to take advantage of machine learning and IoT to capitalize on data insights, and realize greater efficiency in business operations and communication.

Warranty Management

The warranty management tool gives your organization full visibility into warranty coverage, letting you see complete details on associated products, customers, length of warranty, etc.

- Capture and manage warranty activities, terms and conditions
- Capture equipment details and serviceable components in warranty agreements
- Product registration, claims and RMA management, and approval workflows
- Specific entities for installed equipment/serviceable components

Time Card Module

The time card module, which can be integrated with the human resources and payroll system, gives your organization the ability to manage workflows and track time across all devices, including mobile. Mobile time cards automatically track time spent on work orders and eliminate double time entry.

- Automatically capture, track and manage work on non-work-related time
- Complete mobile experience with offline capabilities
- Approval workflows
- Integration to payroll/HR

Preventative Maintenance

Preventative maintenance offers the ability to track and maintain equipment history and records. Maintenance plans can be usage or time based and intervals can be defined to be major or minor. By utilizing the preventative maintenance capabilities of Hitachi Solutions Extended Field Service, your organization can build a platform on which you can add the Hitachi Solutions Predictive Service Hub — using the data you have gathered to evolve your operating model.

- Usage and time based preventative maintenance
- Create and manage maintenance plans, logs and journals, events and workflows
- Manage equipment certifications to ensure equipment complies with regulatory standards
- Integration with Hitachi Solutions’ Predictive Service Hub enables IoT based service management

Depot Repair

When an asset needs to be returned to the manufacturer or dealer for service, depot repair makes it easy, with immediate warranty information, triage and serialization capabilities.

- Get immediate warranty information to understand whether the asset will be covered or charged to the customer
- Repair depot assignments based on product type and location
- Enhanced “Return to Vendor” capabilities to streamline maintenance and repair operations
- Serialization capabilities to track and denote equipment and serviceable components throughout the repair and maintenance lifecycle
Harmonize Field Service and ERP with the Scribe Connector

With the Scribe Connector, you can optimize your service operations through Hitachi’s end-to-end Extended Field Service solution, for simple inventory, contract, warranty and asset management. The Scribe Connector makes it easy to connect your Field Service solution with whatever major ERP platform you rely on.

Built on Microsoft technologies, the solution is familiar, easy to use, and compatible with your current infrastructure so you can take advantage of existing IT investments. You will be utilizing one integrated solution with drill-down data across common business processes that support the metrics driving your company.

When you use the Scribe Connector to harmonize your field service and ERP software, your business will be able to:

- Adjust inventory records automatically based on field use or en-route purchasing
- Take advantage of bulk and just-in-time ordering that can reduce inventory costs
- Track service stock accurately at mobile and fixed locations to reduce loss and write-offs
- Classify assets with serial numbers to track asset location, maintenance needs and repair history while capturing costs, revenue and time spent on each asset

The Next Step: Hitachi Solutions Advanced Analytics for Field Service*

Advanced Analytics for Field Service

Hitachi Solutions Predictive Service Hub enables organizations that manage industrial equipment assets to maximize their operational efficiency by moving from a preventative maintenance model to a predictive service model. Delivering autonomous predictive service capabilities, the solution intelligently predicts failures before they occur, initiates corrective actions and facilitates the repair process to prevent equipment failure.

Utilizing aggregated IoT data collected from the preventative maintenance module in Hitachi Solutions’ Extended Field Service, your organization can build the foundation required to move to a predictive service model. By combining Hitachi Solutions’ field service domain expertise and advanced analytics skills with Microsoft Azure, Hitachi Solutions is able to deliver a packaged Predictive Service Hub. Our Predictive Service Hub enables you to implement innovative solutions that can transform your equipment service management operating models. Hitachi Solutions Predictive Service Hub offers the following capabilities:

- Autonomous predictive service capabilities
- Predictive service works based on the data that is aggregated from preventative maintenance
- Predicts failures before they occur, initiates corrective actions and facilitates the repair process to prevent the failure
- Leverages machine learning to continuously improve predictions
- Increases equipment uptime by allowing businesses to schedule predictive service during off-peak periods
- Improves quality of service delivery by prioritizing and optimizing service based on need; this can reduce maintenance costs 10 to 40 percent and reduce equipment capital investment by 3 to 5 percent over the life of the machinery
- Creates new equipment service revenue streams by offering profitable, guaranteed equipment performance contracts and by monitoring equipment and aggregate data to enable offering equipment-as-a-service
Hitachi Solutions’ deep expertise in the field service space, our data science knowledge and integration services capabilities make us uniquely qualified to help organizations transition toward the future with the latest innovations in field service and IoT technology.

Our implementation methodology is designed to offer faster, lower-risk implementation and rapid adoption through proven best practices. Hitachi Solutions boasts:

- 13+ year delivering Field Service Solutions to market
- 500+ dedicated Microsoft Dynamics 365 consultants
- Hundreds of companies working with us to deploy field service solutions
- Thousands of users driving engagement and productivity with Microsoft Dynamics 365

Our success comes from our unique understanding of each customer’s specific industry needs, our ability to translate those needs into technological tools that can evolve with a business over time, and our commitment to customer growth - starting at implementation and continuing along every step of the journey.

Our implementation approach starts with core technologies built on the Microsoft Cloud so you can get up and running quickly. We then build upon the Microsoft platform with our own industry modules designed specifically for common industry scenarios. Finally, we customize the solution for the unique needs of your individual business.

Our implementation approach is designed to offer:

- Faster delivery, with core technologies already in place
- Lower cost, with less money and time spent on custom development
- Higher quality delivered through industry expertise and technology built specifically for each vertical
- A solution that’s customized for your organization and based on your unique requirements and business needs

Digital transformation is changing how every business operates and we want to be there to help your organization keep pace with the latest technological advances.

*The Hitachi Solutions Predictive Service Hub is an add on, that does not come standard with the Extended Field Service product.*