



 Hitachi Solutions

Advanced Connect for Field Service

Quickly and Cost-Effectively Realize True End-to-End Field Service Automation

You've done your best to find ways to improve efficiency and productivity, optimize resources, and enhance service delivery – including streamlining and automating financial and field service functionality with Microsoft Dynamics 365 Finance & Operations (F&O) and Microsoft Dynamics 365 Field Service. But to realize maximum value, it's critical to automate key field service processes such as invoicing and inventory, something that requires complex back-office integration that goes well beyond the capabilities of a basic solution.

You can customize an out-of-the box integration or build one from scratch – a daunting task for a field service

company. To help, we've developed Advanced Connect for Field Service, a robust pre-built integration between D365 F&O and D365 Field Service that eliminates the need for you to develop an expensive and time-consuming custom in-house integration.

The plug-and-play connector provides advanced functionality right out-of-the-box to simply, securely, and seamlessly automate common yet complex field service transactions – including billing, inventory, parts, and records – and centralize and share the data across your entire business.

With Advanced Connect for Field Service, there's no development needed, and Hitachi Solutions manages the integration for you. This makes it affordable and easy to create a true end-to-end field service automation solution that optimizes inventory processes, tracks service stock accurately at mobile and fixed locations, provides more accurate warehouse levels, and automates invoicing.

Implementing Advanced Connect for Field Service provides greater consistency and reliability, faster response times, and an enhanced customer experience. It also:

- ✓ Reduces IT and consultant time, resources, costs, and risks
- ✓ Accelerates time to value
- ✓ Removes data silos and data integrity issues
- ✓ Reduces time to invoice and improves cash flow
- ✓ Improves operational efficiencies and lowers costs
- ✓ Enables accurate, real-time warehouse and inventory management

Features and Capabilities

☐☐☐ Built by Field Service Experts

Created for the unique needs of field service companies by field service and D365 experts, the pre-built, industry-focused integration handles the difficult tasks of merging, organizing, and mapping inventory and invoicing data points and makes automating the transition of work orders into billing and actual revenue quick and easy.

☐☐☐ Advanced Out-of-the-Box Functionality

The advanced integration is ready to go and works right out-of-the-box. There's no development, code, or IT resources required, speeding time to value. And, everything you need is included in the solution – product, implementation, and maintenance – all at one fixed subscription price point.

☐☐☐ Seamless Invoice & Inventory Management

Advanced Connect for Field Service shares information between D365 Field Service and D365 F&O for real-time visibility of inventory levels within field service warehouses, accurate billing for inventory consumption and billable time spent, and improved repair turnaround time. This allows you to create and manage work orders from anywhere and automatically generate invoices from work orders.

☐☐☐ Robust Integration

Designed specifically for the unique needs of field service, Advanced Connect for Field Service allows for synchronization of customer/accounts, warehouses, released products, vendors, purchase orders, purchase order receipts, inventory adjustments, inventory transfers, and F&O project journal entities.

☐☐☐ Powered by Scribe

The integration is powered by Scribe, an agile, reliable, future-proof integration platform that is easy to learn and use and is the trusted leader in Microsoft Dynamics integrations.

☐☐☐ Hands-off Management

With Advanced Connect for Field Service, you can be “hands off.” It's fully managed by Hitachi Solutions – including implementation, upgrades, error resolution, exception handling, and on-going maintenance. You don't need to worry about dealing with IT requests or managing multiple vendors – you can remain focused on running the business and meeting strategic goals.

☐☐☐ Extends Microsoft Capabilities

While Microsoft offers a basic integration and common data model, they don't address the complete needs of most field service customers. We extend the base integrations of D365 Field Service and F&O and provide automation models for common processes such as detailed billing and inventory, bi-directional syncing, and inventory and parts filtering – creating a truly seamless, end-to-end field service automation experience.

Get Started. Request a Customized Demo.

Interested in learning more about Hitachi Solution's Advanced Connect for Field Service? Get a customized demo to see how you can re-invent your business solutions.



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Call Us at 888.599.4332

Why Hitachi Solutions

We offer deep industry expertise combined with decades of experience providing high-value solutions that deliver rapid return on investment. Our implementation methodology is designed to give you faster, lower-risk implementation and rapid adoption through proven best practices.

1

It starts with **core technologies** built on Microsoft Dynamics 365 so you can get up and running quickly

2

We extend that with our own **industry modules** that give you capabilities tailored to the needs of the field service industry

3

Finally, we deliver a **customized solution** to provide the best fit for your business, so you can focus on your unique strengths, not on basic technology