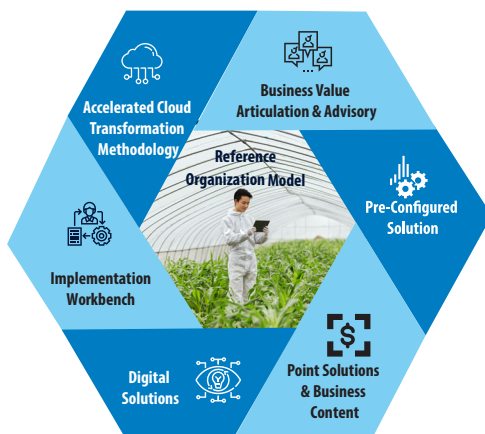# REF-OR-M SOLUTION FOR CONNECTED FIELD SERVICE MANAGEMENT

The REF-OR-M solution built for Connected Field Services, is a pre-configured, end-to-end reference solution, tailored to the Field Service line of business. The solution comprises of end to end process flows, foundational solution components, proven best practices from successful D365 transformation engagements, brought together in a unique solution concept to achieve greater business value with Microsoft Dynamics 365.

The REF-OR-M Solution for Connected Field Services offers solution components for efficient field services management, predictive maintenance, improved field force productivity, mobility, remote assistance resulting in enhanced customer experience

REF-OR-M Framework

Accelerated Cloud Transformation Methodology

Business Value Articulation & Advisory

Reference Organization Model

Pre-Configured Solution

Implementation Workbench

Digital Solutions

Point Solutions & Business Content

REF-OR-M » Reference Organization Model

The Connected Field Services solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

Infosys Dynamics 365 for Field Service Management	Work Order Creation & Management	Field Force Management & Scheduling	Work Order Triggers
	• Create/ Auto create work orders • Work Order routing, route optimization, time tracking, job allocation • Manual & Automated Scheduling • Quick book work orders • Integrated Invoice generation • Inventory Management	• Automated skill set tagging • GPS navigation and maps integration • Automated Jeopardy Management • Real time location tracking of mobile field force • Resource Scheduling Optimization • Remote Assistance	• Auto create work order from opportunity • Auto create work order from cases & service request management • Auto create work order from Project/ Contract
IoT enabled Predictive Maintenance	• Proactive automated alerts indicating malfunctioning by asset • Remote parameter setting of the device • Auto create cases/WOs from IoT alerts	• Auto Correct/ Remote Reset of Device • Manage Asset Details, Status, Ids, etc • Multiple device monitoring • Command Center Dashboard	
Infosys Digital Solutions and Point Solutions	• Self Service Portals for End Customers • Customer Facing Virtual Assistants Voice/ Text for self service • Capture Timesheet • Capture usage or material and equipment • Capture Digital signature	• Vendor onboarding and profile management using PowerApps Portals • Survey and Audit forms • Team management and tracking by Supervisor • Track work order created by IoT alerts • Device heath monitoring using Power BI	

Deployment Approach

Initial Due Diligence using our ACE program

Business Value Articulation about the business value, solution alignment , processes break-down / design, and road-map.

Pre-Configured Solution
- Ready to run foundational configurations specific to Field Service covering above processes
- System specific process flows for further customization analysis

Point Solutions, Business Content & Digital Solutions
- Extension Solutions specific to the industry requirement
- Digital Solutions (like chat-bots/ Power Apps, etc..) available in ready to deploy state, specific to customer context

Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365

- Focus on building application in **agile and incremental** way

- Enable the **business users early in the game and discover the solution with a Show-and-Tell approach in language of Banking** rather than only Tell approach

- Leverage **best practices from successfu**l Dynamics 365 transformation engagements to achieve greater business value

- Applicable across **multiple industry domains** like Manufacturing, Telecom, Facility Management, etc.

Key Benefits

Maximize uptime	Improved efficiency & productivity of field staff	Prevent costly equipment failures	Customer Delight
• Proactive detection and diagnosis of problems in physical assets. • Increase in operational efficiency • Reduced downtime	• Auto creation of Work orders • Quick scheduling of work orders • Improved efficiency	• Predictive Maintenance of equipment • Reduced maintenance cost • Improved ROI	• Increase in Case Deflection via Self-Service Portal • Improved Knowledgebase Publishing • Increased customer satisfaction score

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