



Let's Solve

Case Study

Field Service Automation for
leading Brand in
Fire & Security Business



A Larsen & Toubro
Group Company

Client

The client is a global provider of building technologies offering fire safety, security, building automation, heating, ventilating, air-conditioning and refrigeration systems and services.

Challenges

To manage field service operations of Fire & Security equipment and streamline field agent activities.

LTI Solution

- MS Dynamics CRM 2015 slated for upgrade to Dynamics CRM 365.
- Field One mobile app for field operations.
- Field One CRM application for back office work.
- Upgrade to Field Service - A new upgrade to Field One from Microsoft after acquisition.
- KingswaySoft and SSIS combination for on the go Integration with legacy systems & Data migration.

Business Benefits Delivered

- Missing billing components were identified and addressed. Billing process improved as a whole.
- App performance issues fixed which ensured more productivity from field technicians and revenue growth.
- System stability is successfully bringing in remaining workforce's interest to work on Field One platform as acknowledged by GM-Field Operations.

Technology IP

- Dynamics CRM 365
- Field One
- KingswaySoft
- SSIS

Scale

- Back office users: 400+
- Field Technicians using Field One Mobile app: 1,200+

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