

## Simply Dynamics Scores 3 Dynamics 365 Field Service software deals worth €250k



*As the leading Microsoft Dynamics 365 Partner in Ireland, Simply Dynamics kick-starts the year with an impressive achievement, securing Q1 software deals exceeding €250k in the Field Service domain and witnessing continuous expansion.*

Willie Fitzgerald, D365 Manager at Simply Dynamics, emphasises how *“the transformative impact of Dynamics 365 Field Service on service management, is propelling significant growth opportunities for Customers and reaffirms Simply Dynamics’ commitment to enabling customer success through innovative Microsoft technologies.”*

**Empowering Business Success with Microsoft Dynamics 365 Field Service: What Customer Stories are made of!**

**Client - IPS Limited:** Our featured Customer Success Story update showcases **IPS** - an award-winning Print Services and Cloud Print Management solutions company, based in Dublin.

- IPS wanted a Field Service application that could integrate with Lexmark’s Cloud Fleet Management Application - which monitors all devices in the field and automatically reports back on service interventions required or consumables fulfilment needed on their global fleet of devices.
- IPS take a “Cloud First Approach” to both client solutions and their in-house Business Applications, it was vital that the Field Service Application integrated seamlessly into IPS’s Dynamics 365 Environment to enhance the customer experience, plan for scheduled maintenance and reduce their carbon footprint by planning Engineer Routes more efficiently.
- D365 ticked all the boxes in this case.



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### **Some Key Benefits:**

- A Solution that integrates with their devices based in the field, enabling automation of service and replenishment tasks.
- Enhanced customer service with all tasks and issues logged and managed in the back office, to enable compliance with SLAs which is leading to happier customers.
- The option of a customer portal to enable clients to see log calls and monitor what is happening with planned tasks or tickets.
- Full end-to-end visibility of the service business, including profitability and efficiency of the operations.
- Cut down on manual workload by automating the collection of data from the field.

*“In today's dynamic business landscape, staying ahead requires more than just innovative solutions – it demands strategic investments that deliver tangible results. For IPS, the adoption of Microsoft Dynamics 365 Field Service proved to be a game-changer, revolutionising their approach to service management and unleashing significant opportunities for growth.” Willie Fitzgerald, Dynamics 365 Manager @ Simply Dynamics*

### **Below is a summary of the other D365 Field Service Customer Success Stories**

**Client Sector - IT Battery Energy Storage Systems (UPS) Installation & Maintenance:** - Already using Dynamics 365 Sales CRM, this client was looking for a Field Service solution which integrated seamlessly with their CRM.

- Service Orders in CRM are now received in Field Service, planned and sent to the appropriate engineer for completion.
- SLAs are also set up for active maintenance contracts ensuring all reactive and preventative maintenance tasks are responded to efficiently and greatly enhancing the customer service experience.



### **Some Key Benefits:**

- Access to a Field Service solution that integrates seamlessly with the existing CRM software.
- Enhanced customer service with well planned installation & maintenance jobs.
- Full transparency on customer service tasks from order to completion.
- A well-connected field workforce.

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**Client Sector - Retail Vending Partners:** An organisation providing leisure & candy vending machines in partnership with over 400 shopping centres throughout Ireland and the UK.

- Already using Dynamics 365 Business Central as their finance system, this client wanted to replace their existing Field Service system with something more tightly integrated to Business Central.
- They wanted an end-to-end solution to manage their entire operation and Dynamics 365 Field Service delivered just that.



### Some Key Benefits:

- Access to a comprehensive & integrated tool to plan service calls by a team of engineers based around Ireland & the UK.
- Full visibility of engineer's workload and capacity.
- Engineers can use the latest technology so that their routes and workloads are planned efficiently.
- Tasks such as routine maintenance, collecting of cash & basic repairs carried out on engineers' phones and sent to the back-office - even when no mobile coverage or WiFi is available!
- Reporting on what machines are the most profitable, enabling for enhanced decision-making on where best to place equipment to get the best ROI.

*"As our Customers continue to reap the rewards of their Microsoft technology investment, their success stories stand as a testament to the transformative impact of Dynamics 365 Field Service. By embracing innovation and leveraging cutting-edge solutions, they have not only elevated their operational efficiency and customer experience but have also unlocked new avenues for growth and prosperity in an increasingly competitive landscape." Willie Fitzgerald, D365 Manager @ Simply Dynamics.*

### Useful Resources:

- Check out what's new and planned for D365 Field Service - [Click Here](#)
- Watch the Video Highlights for D365 Field & Customer Service Release Wave 1 - [Click Here](#)
- Blog - [What is Dynamics 365 Field Service](#)
- Blog - [Copilot AI for Dynamics 365 Field Service](#)
- Check out the D365 Field Service Brochure - [Click Here](#)
- Learn more about D365 Field Service - [Click Here](#)