

# Serialized Inventory Solution for Microsoft Dynamics 365 for Field Services

**The custom solution that saves your organization time and money**

Regardless of what industry you work in, one thing holds true across the board: all parts have a cost. In the field services industry, keeping track of these individual components is critical to your success. After all, it's not just a question of efficiency or profit margin: there are regulatory agencies who have a stake in your business's activity, and it's essential that you keep adequate records.

Microsoft Dynamics 365 for Field Service is a great solution to help companies streamline work order dispatching and routing. Many field service companies require the ability to track high value inventory or regulated parts at a serialized level for everything from receipt to movement history, issuing of components, throughout the complete lifecycle.

JourneyTEAM provides serialized inventory solutions for clients in a variety of industries, including heavy industrial equipment, healthcare, maintenance, aerospace, and electrical. We help companies track their high value and regulate products. Our serialized inventory solution offers our customers a seamless experience, while capturing the full lifecycle of inventory.

## **Full Lifecycle Tracking**

With JourneyTEAM, you'll never have to worry about tracking the full lifecycle of your serialized inventory. We support tracking of the following transaction types:

- Purchase order receipts
- Inventory transfers
- Inventory adjustments
- Work orders
- Return Material Authorization (RMA) receipts (originate with customer)
- Return to Vendor (RTV) receipts (originating with stock and directed to vendors)

## **Sample Client**

To demonstrate what JourneyTEAM has to offer when it comes to serialized inventory, consider the case of one of our clients.

JourneyTEAM worked with a national medical devices service company looking to improve their service level and scale their organization. Dynamics 365 Field Service was a good fit in many ways but lacked the necessary serialized inventory controls required to maintain regulatory compliance.

In order to provide the necessary tracking and management of medical device components that were tracked at by serial number JourneyTEAM built a new solution. JourneyTEAM's serialized inventory management for Dynamics 365 Field Service provided the needed tracking in a completely integrated and seamless way.

JourneyTEAM assisted this client with transitioning from their legacy system to Dynamics 365 Field Service. They are now able to track service parts (including the incredibly expensive ones), warranties (including those that are expiring), government compliance and audits, inventory movement history, technician time, and more.

Using JourneyTEAM's plug-and-play solution for serialized inventory. All you do is enter your parts, ID them, and our solution takes care of the rest.

### **Benefits of Serialized Inventory**

With a JourneyTEAM serialized inventory solution running your business is easier. Serialized inventory can:

- 1) Improve credibility by aiding in regulatory compliance
- 2) Save time by improving UX when tracking and viewing parts
- 3) Improve quality with warranty tracking
- 4) Reduce and streamline costs by coupling costs with serial numbers