# Asset Service Management
for Microsoft Dynamics 365 for Operations

As service companies aim to become a full-service provider for asset lifecycles and strive to achieve a high level of customer satisfaction for the management and maintenance of equipment, facilities, and other assets, they need effective tools that enable them to turn asset management into a profitable activity—including warranties, spare parts, and cost-effective scheduling and dispatch for service calls.

To-Increase Asset Service Management   provides all these capabilities and more, building on the Microsoft Dynamics 365 for Operations data model to provide advanced capabilities that integrate fully with your ERP and management infrastructure.
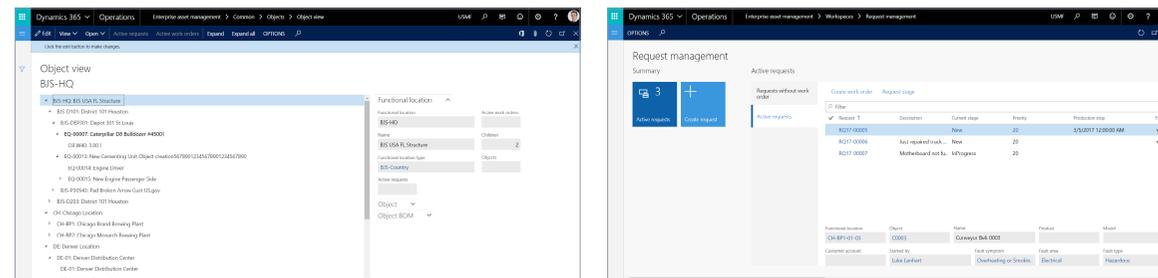
The solution's service capabilities ensure the longevity of equipment, facilities, and other assets, and enable companies to serve customers effectively with timely maintenance, upgrades, or replacements for the assets they have deployed

Benefits

→ **Control asset data.**
Create hierarchies that prioritize maintenance for asset parts and maintain statistics that ensure objects are being managed appropriately.

→ **Maximize contract revenues.**
Specify and execute on end-to-end payment processes and accurately define contract and warranty obligations, using forms and notifications that adapt to specific needs.

→ **Increase customer satisfaction.**
Predefined, yet flexible workflows and automation cover all aspects of maintenance and repair.

→ **Schedule maintenance to prevent outage.**
Schedule multiple dates for maintenance of different parts within one calendar and quickly view and adapt general timelines and specific dates.

→ **Never run out of spare parts.**
Track spare parts and eliminate "disconnects" to optimize inventory levels based on real-time visibility and service process integration with general inventory management.

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Features

Service Object Control	Structure service objects to model all manner of all types of equipment, facilities, vehicles, and other assets. A service object can be built as a hierarchical structure, where maintenance can be rendered on some or all levels of the structure. Statistics can be created for the individual level or as a sum of all sub-levels.
Warranty control	Define vendor and customer warranty entitlements against service objects and automatically control all warranty obligations—for example, registration for parts and labor consumption.
Activity Planning	View and analyze the costs of repair and coverage for maintenance based on priority, availability of tools, time, and contractual commitments to customers.
Scheduling and Dispatch	Planning and execution for a service job is based on a graphical calendar that shows available resources taking into account geographical location, tooling and capacity. Master job lists accumulate multiple activities within a single work order. Dispatch schedules ensure that field engineers know which specific jobs they need to execute and automatic scheduling can be done based on configurable rules.
Maintenance Management	Include usage and historical data for asset facilities, assets and vehicles in your maintenance costing, tracking, planning. Also Object KPI's are included giving insight in uptime, downtime, repair time, and Mean Time Between Failure (MTBF) for example.
Workflow	Ensure that a service job follows consistent, correct processes by building workflows for job types.
Spare Parts Documentation	Automatically register and record both spare parts consumption and impact on inventory availability and planning.
Location Control	Use functional locations to model any geographical representation and map this to the managed assets, or control the physical location of a service object via location, area, and zone, which simplifies planning, preventive maintenance, and service.
Notes and Digital Photos	Create notes that ensure repairs and job setups are not overlooked for service objects. Attach repair photos to any work order and create a clear, easy-to-follow documentation trail by associating all information with a service object.
Checklists	Set up checklists for specific tasks and ensure checks are logged into the system if appropriate.
Contract Management	Manage customer contracts regarding their assets and accommodate special requirements relating to coverage, payment terms, termination and identification of items not covered by the contract.

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