Service Management in Microsoft Dynamics AX

Plan, track, and analyze service operations to maximize efficiency, gain a complete overview of costs and revenue, and improve profitability for service operations.
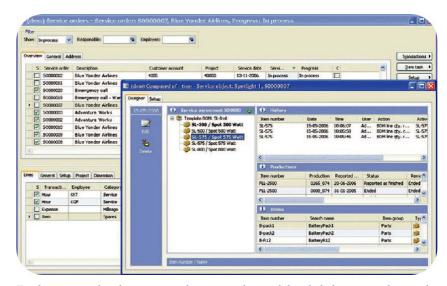
BENEFITS:

- **Meet demanding customer needs.** Ideal for companies that support customized, changing service requirements, Service Management streamlines the process of creating and maintaining a wide range of service agreements.

- **Manage financials more effectively.** Tight integration with Project Accounting for Microsoft Dynamics AX enables managers to track exact costs for service orders, monitor and manage invoicing, and handle multiple revenue models based on resource consumption or periodic payments with.

- **Drive efficiency to keep costs down.** Optimize resource usage with automated planning for service orders; save time and reduce errors with integrated processes that reduce data re-entry and update information automatically across your business system.

- **Transform service operations into business profitability.** From identifying recurring product issues to understanding problem resolution ratios, running customer feedback reports, and building detailed profit and loss analyses, Service Management enables you to transform service information into profitable insight.

Easily create and update integrated service orders and detailed object records over the lifetime of a service agreement.

Designed for simplicity and ease of use, Service Management for Microsoft Dynamics™ AX can support a wide range of service operations. Your service people can easily create agreements tailored to customer requirements and access service orders, contract details, and repair histories to quickly respond to customer queries. Flexible capabilities and full integration with Microsoft Dynamics AX enable companies to plan service orders proactively, manage costs effectively, track current service resource consumption, and analyze past use from both service and financial perspectives.

Microsoft Dynamics AX

FEATURES:

Service agreements	Working with flexible templates, quickly create detailed, multilevel agreements, define tasks and frequency for service calls, and link agreements to projects in Project Accounting. Tailor agreements to a wide range of customer requirements, service prices, and payment arrangements.
Objects	Register objects to be serviced and quickly link object forms to service agreements. Easily maintain and access detailed object records over the lifetime of an agreement.
BOM templates	Help ensure accurate tracking for parts replacement with bill of material (BOM) templates for object subcomponents.
Service orders	Set up service orders to be created manually or automatically at periodic intervals from a service agreement. Define individual service calls and register the actual work done by field service technicians. Track incoming or planned service requests. For each service visit, record service, technical, and staff hours, expenses incurred, items consumed, and fixed fees payable.
Repair management	For each repair task, customer service people can register the object to be serviced and the problems reported, and then assign a diagnosis code. Service technicians can track the diagnosis of a faulty or malfunctioning product and record the resolution. Technicians can also easily register an incoming complaint and track the progress of the complaint through the different repair processes. Service managers can evaluate histories to identify faulty products, problem resolution issues, and future customer needs.
Integration with Project Accounting	From within Project Accounting, accurately track costs and revenues, manage invoicing, and handle multiple revenue models. Analyze service operations, budgeted versus actual expenses, and customer requirements to determine service needs and profit or loss associated with the service engagement.
Integration with Microsoft Office Outlook	Create service tasks and appointments within Microsoft® Office Outlook® to enable remote or offline access. Information entered in Outlook will update automatically across Microsoft Dynamics AX.
Service subscriptions	Accommodate revenue based on fixed or irregular periods and multiple price arrangements, and adjust for reduction days and price increases. Set current and future pricing based on prices that can be indexed. Service subscriptions can be run independently or as a part of Service Management.

For more information about Service Management for Microsoft Dynamics AX, visit www.microsoft.com/dynamics/ax.

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