

D365 SERVICE CENTRIC ACCELERATOR



Today's discussion leader



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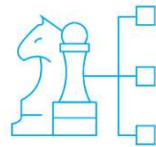
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Agenda



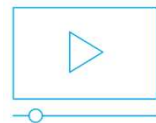
Technology trends in service delivery



What are we trying to solve for?



Leveraging technology



Demo



TECHNOLOGY TRENDS

Setting the stage for service transformation

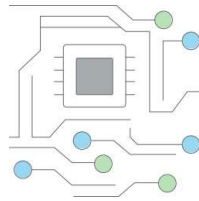


Megatrends facing service centric organizations



Cyber & privacy

- ❖ Compliance with privacy laws (US & Global)
- ❖ Ransomware threats
- ❖ Data integrity & classification
- ❖ Strategies to mitigate risk of cyber attacks
- ❖ Timely incident response upon breach
- ❖ Understanding threats within the deep dark web
- ❖ Employee training to minimize cyber risks



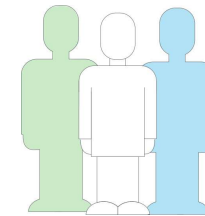
Digital evolution

- ❖ Customer and client focused technologies (be more digital)
- ❖ Practical automation
- ❖ Data-driven decision making
- ❖ Operational efficiencies and process innovation
- ❖ Conduct assessments to prepare a “digital roadmap”
- ❖ Connect systems to access various sources of data and track KPIs



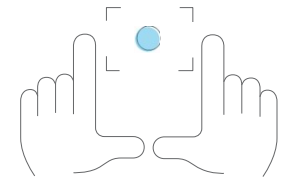
Global expansion & growth

- ❖ Global growth considerations (culture, scalability, regulatory issues, etc.)
- ❖ Budgeting & planning
- ❖ Organic growth vs. mergers & acquisitions
- ❖ Customer relationship management (CRM)
- ❖ Access to financing
- ❖ Leveraging private equity channels
- ❖ Exploring managed services or outsourcing of non-core functions



Dynamic workforce

- ❖ Recruiting, developing and retaining
- ❖ Importance of culture, diversity & inclusion (CDI) programs
- ❖ Talent empowerment
- ❖ Leveraging resource management tools
- ❖ Exploring a mix of offshoring, contractors & outsourcing models to supplement workforce
- ❖ Assess impact of ESG on recruiting & retaining staff



Business model transformation

- ❖ Focus on client centricity (the “client experience”)
- ❖ Impact of moving to the cloud (including security)
- ❖ Path to IPO or a sale
- ❖ Divestitures / spin-offs
- ❖ Succession planning
- ❖ Remote and/or hybrid approach to work
- ❖ Developing industry strategies to be more intentional around growth
- ❖ Scenario modeling

Service operations – deliver the right resource at the right time to the right place and succeed the first time

The accelerated pace in technology advancements, workforce challenges, increasing operating costs and intensifying customer expectations are putting more pressure on service organizations.

Additional challenges include:



Inadequate access to required on-the-job information



A lack of access to the right tools or parts in the field



Insufficient time to complete jobs



A lack of expertise to solve customer issues

Impact on customers and technicians

- Dissatisfied customers
- Broken service level agreements
- Frustrated technicians
- Wasted time and resources
- Rising costs and shrinking margins

Benefits for addressing the challenges

Addressing these operational and process challenges is critical for business services organizations to maintain profitability, competitiveness, and customer satisfaction. Organizations that can effectively manage these challenges are better positioned for long-term success.

1. Reduced cost: By automating manual processes like scheduling, dispatching, and invoicing, companies can reduce labor costs and improve efficiency.

2. Increased margin: By reducing costs and improving efficiency, automation can help companies improve their margins.



6. Improve cash flow: By reducing manual processes and improving efficiency, automation can help companies complete more service calls in less time, leading to faster invoicing and payment.

3. Improved quality: Automation can help improve the quality of work produced by business services firms by reducing errors and improving accuracy.

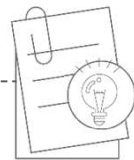
5. Increased revenue: Automation can help increase revenue by enabling firms to take on more business and improve the quality of their service delivery.

4. Scalability: Automation can also facilitate scalability by allowing business services firms to handle more clients and larger projects without increasing overhead costs.

The services company is evolving, and organizations need:



flexible ways to respond to changing business models in the services world

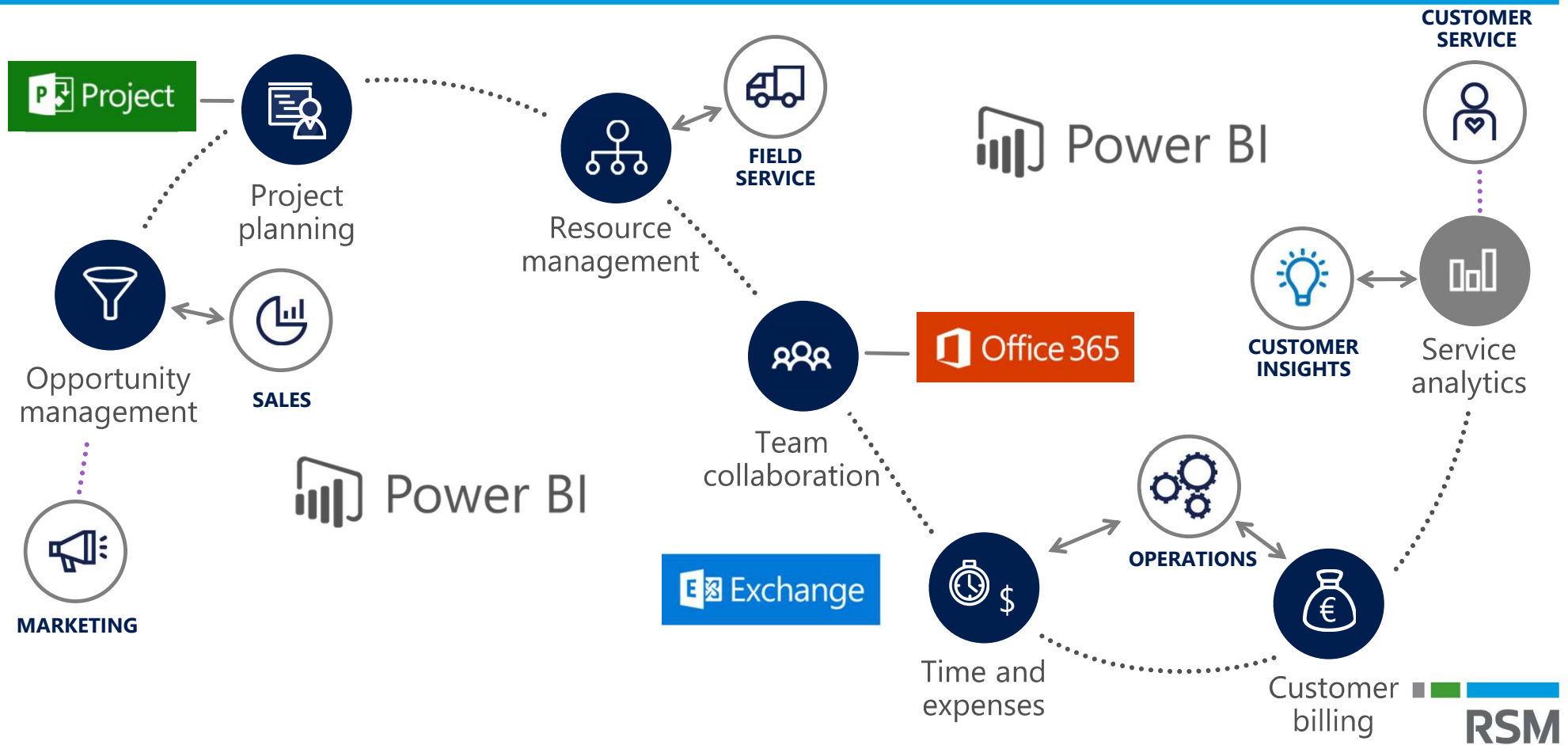


automation of business processes from lead to billing to insight



optimization of their workforce and productivity to ensure project success

Leveraging technology of the D365 platform





SERVICE CENTRIC DEMO

Transform your service based organization



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