Hitachi Solutions

Hitachi Solutions
Engage for Field Service

Accelerate Time to Value, Reduce Risk, and Deliver Superior Services with Hitachi Solutions Field Service Engage for Field Service

Hitachi Solutions Engage for Field Service takes Microsoft Dynamics 365 for Field Service to a whole new level. It offers pre-built functionality that empowers you to quickly and easily streamline service operations and leverage digital transformation technology.

The solution includes extensions that simplify the development and implementation of warranty management, asset location history, and data analysis. It also provides an easy path to new and exciting technologies such as predictive field service.

Hitachi Solutions Extended Field Service helps your field service organization:

- Move from a cost center to a profit center
- Increase efficiency and customer service
- Transform your service model from a traditional reactive model to a predictive and proactive model
- Improve visibility into operations and personnel activities

Hitachi Solutions Engage for Field Service Features

Hitachi Solutions Engage for Field Service offer the full capabilities of Dynamics 365 for Field Service with an extended solution set built specifically for the unique needs of field service organizations. Key features include:

Warranty Management

The warranty management solution gives you full visibility into warranty coverage, letting you see complete details on associated products, customers, length of warranty, etc.

These added capabilities empower you to:

- Capture and manage warranty activities and terms and conditions
- Capture equipment details and serviceable components in warranty agreements
- Manage product registrations, claims, RMAs, and approval workflows
- Access specific entities for installed equipment/ serviceable component

Asset Location History Module

Get timely insights into every component and subcomponent of your assets – where they're located, work history, parts replaced, and more.

- Track and denote equipment and serviceable component activity and history throughout the repair and maintenance lifecycle.
- Streamline maintenance and repair operations with enhanced activity and location history capture.
- Use this data to feed your predictive and preventive maintenance models. Data trends can be identified to help you spot problem areas and avoid them.

⚙️ Predictive Field Service

Hitachi Solutions [Lumada Empower Data Platform](#) utilizes machine learning and AI to get to a usable predictive model in just weeks. It's a shrink-wrapped data platform that rapidly ingests data where you can then leverage it to gain analytical and predictive insights your teams can leverage to radically improve the way you do business.

With these kinds of insights, you'll be able to gain:

- **Efficiency Improvement:** Predictive field service decreases the average handle time for customer service centers, enabling agents to handle more inbound calls.

- **Reduced Technicians' Return Trips:** The solution decreases the number of technician return trips due to increased incident-type accuracy.

- **Parts Cost Reduction:** Reduce waste costs from sending the wrong replacement parts onsite for maintenance and reduces overtime costs since overall technician repeat visits are lessened.

- **Improved Asset Uptime:** The solution suggests the most appropriate action to ensure increased asset uptime, while optimizing servicing costs.

- **Improved Customer Satisfaction:** Customer satisfaction is enhanced due to the increased ability of the company to fix the problem correctly the first time.

IoT Rules Engine

Easily create and configure rules to manage IoT data and events that will then allow you to prevent failures before they occur.

This simple to use tools allows anyone the ability to create rules for your service org without the need for coding or IT assistance. These rules are the groundwork for predictive maintenance. IoT Rules Engine creates rules, triggers workflows, and tests conditions at scale.

The IoT Rules Engine allows you to:

- Automate corrective actions and facilitate preventative maintenance workflows based on rules you've created.

- Increase asset lifespan by automating predictive maintenance activities before costly failures occur.

- Create new revenue streams by enabling performance-based service agreements or equipment-as-a-service offerings. Create new revenue streams by enabling performance-based service agreements or equipment-as-a-service offerings-based service agreements or equipment-as-a-service offering for connected devices.

Leverage our decades of field service and technical expertise to get more features and functionality in Dynamics 365.

[Contact us](#) to get started.

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