Prodware reinvents field service with IoT-enabled solution

Transform industries with integrated solutions

Prodware exclusively uses Microsoft products to support more than 19,000 customers globally across various industries and workloads. They have been a partner since 1999 and, when Microsoft announced Microsoft Dynamics 365 for Field Service, expanded to provide field service solutions.

Field service companies rely on manual processes that often delay service visits and reduce technician efficacy to 75% on the first visit, causing expensive downtime and reducing customer satisfaction. Prodware saw an opportunity to create an integrated solution leveraging Dynamics 365 for Field Service, Internet of Things (IoT), artificial intelligence (AI), and augmented reality technologies to digitally transform field service operations.

Accelerate innovation in field service

Timo Schramm, Group Field Service Lead, Prodware cites their integrated field service solution, powered by Dynamics 365, as a significant differentiator that established them as an innovator. They are now the “go-to” provider of field service solutions throughout EMEA, supporting their field service practice’s growth in 2 years from nothing to 20% of business in Germany.

Fast deployment is a critical component to success, and the out-of-box capabilities and accelerated implementation of Dynamics 365 solutions have helped Prodware land important customers. They won a key field service contract with Siemens by delivering a mixed reality proof of concept four times faster than the competition.

“We used the entire platform and out-of-box Dynamics 365 for Field Service capabilities to create a solution in less time than competitors.”

— Timo Schramm, Group Field Service Lead, Prodware
Increase impact with current customers

The breadth of the Dynamics platform empowers Prodware to support any customer need and increase footprint with existing customers. Field service engagements give Prodware a foot in the door to expand into other service areas 90% of the time.

“We win with customers because we are focused and partner solely with Microsoft. We focus on field services using the Connected Field Service scenario and are set up to expand into other services. Field service is one possible foot in the door with customers, where 90% of the time we can engage with other workloads and extend our service offering.”

- Dirk Fedder
Director Professional Services, Prodware

Partner proactively to foster growth

Prodware attributes their success to a willingness to partner closely through the years and to work with Microsoft to create a field service use case, which has opened doors to new lines of business. Now, most of their business are referred through Microsoft. Prodware expects the field service industry to grow and will continue to transform it with Microsoft.

The resources provided by Microsoft, notably from the Microsoft incubation teams including bootcamps and training content, propelled Prodware to excellence as an employer as well. Their reputation as an innovator has attracted top employee talent, which increases their ability to evolve and create unique solutions. Prodware invests heavily in internal training to prepare their employees to expertly deliver Dynamics 365 solutions and exceed customer expectations.

Field service is often the first workload but, by leveraging the full suite of Business Applications, we have an opportunity to bring in other workloads like Finance and Operations and Power BI.

— Dirk Fedder, Director Professional Services, Prodware