Microsoft Dynamics 365 Field Service (CRM)

Warp is a Microsoft Partner, providing end-to-end solutions utilising Microsoft Dynamics 365 Field Service. Used to maximise service efficiency to reduce costs, boost productivity, and provide exceptional service in the field, we use our in-depth automation and technical skills to design and implement Dynamics Field Service transformational business solutions.

Service features

- Predict/detect customer issues with Internet of Things (IoT) integration
- Business transformation planning and change management supporting project implementation
- Optimise resource scheduling and utilisation including travel time
- Get actionable insights and share critical data
- Allow field resources access to real-time remote expert support
- Streamline work orders management by automating workflows and scheduling
- Real-time location tracking and geo-fencing available to all users
- Service design, development, implementation and support for Field Service
- Enhanced SLAs and support tailored to organisational requirements
- Warp are ISO 9001, ISO 14001, and ISO 27001 accredited

Service benefits

- Secure, cloud-based service to deliver exceptional customer experiences
- Flexibility that fits all types across the public sector
- Improve both customer fulfilment and field agent productivity
- Improve customer engagement and accelerate resolutions through self-service scheduling
- Deliver relevant work order data and offer predictive maintenance
- Increase operational productivity with cloud-based accounting software
- Equip employees with the right tools and relevant work-order data
- Rapid configuration, customisation and deployment to transform your organisation
- Ease of configuration where needed, reducing immediate and future costs
- Design services that meet the Service Standard (Alpha and Beta)

What do we do?

Warp is more than just a software company. We're an agile team of proven experts and trusted advisors partnering with clients across a variety of industries, including audit, risk, healthcare and insurance. Our team of implementation consultants and developers deliver transformational business solutions using Microsoft Dynamics 365. Our expertise and understanding of complex business processes allow us to implement secure, compliant solutions. We can also build custom solutions that leverage our vast experience with Microsoft technologies such as PowerBI, Logic Apps, PowerApps, .Net, Flow and Azure.

Why work with us?

We care about customer relationships and take pride in our work. You'll find us hands-on and human. We'll listen, collaborate, customise, challenge, and bring new ideas into the mix to make our design fit for purpose. Our team is dedicated to finding the right solution to your business issues, and ensuring it fits within your business workflow and needs. Our aim is to form long-lasting partnerships with our clients, so we can become an extension of your team and understand your needs as your business grows and adapts to the needs of your own clients and business.