



FACILITIES MANAGEMENT WITH DYNAMICS 365 FIELD SERVICES

G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides a Facilities Management service based on Microsoft Dynamics 365 Field Service to support organisations in managing buildings, assets, maintenance activities and facilities operations through a single, integrated platform.

The service brings together facilities management, asset management and service delivery capabilities, enabling organisations to manage reactive and planned maintenance, coordinate mobile and on-site teams, and gain real-time visibility of facilities operations. Built on Microsoft's secure cloud platform, the service supports effective management of facilities and infrastructure while improving operational performance and extending asset lifecycles.

By incorporating AI-enabled capabilities, the service supports a more predictive, automated and insight-driven facilities management model, helping organisations anticipate issues, optimise resources and improve outcomes across their estates.

KEY FEATURES

- Facilities ticket logging at site, building or room level
- Work order and case management for facilities and maintenance requests
- Graphical scheduling and dispatch using the Dynamics 365 schedule board
- Resource allocation based on skills, location and availability
- Management of skills, certifications and compliance for facilities staff
- Mobile workforce enablement using Dynamics 365 Field Service
- Job-based timesheet and expense management
- Support for short-term and long-term facilities projects
- Asset lifecycle management from acquisition to disposal
- Preventive and corrective maintenance scheduling
- Space and facilities utilisation management
- Energy usage monitoring and insight
- Contract and vendor management for facilities services
- Remote Assist and virtual support for field and on-site workers
- AI-enabled insight to support predictive and proactive facilities management

KEY BENEFITS

- **Improved Operational Efficiency**
Streamlines facilities management processes, reducing manual coordination and improving service delivery.
- **Optimised Resource Scheduling**
Ensures the right people with the right skills are assigned to the right jobs, reducing downtime and cost.
- **Reduced Operating Costs**
Improves control of maintenance, energy usage, timesheets and expenses.

- **Extended Asset Lifecycles**
Predictive maintenance and better asset visibility support longer asset life and reduced unplanned failure.
- **Improved Compliance and Governance**
Automated tracking supports contractual, safety and regulatory compliance.
- **Better Workforce Productivity**
Mobile access, job visibility and Remote Assist reduce delays and rework.
- **Data-Driven Decision Making**
Real-time reporting and analytics support informed planning and investment decisions.
- **Secure and Scalable Platform**
Delivered on Microsoft's cloud platform, supporting security, resilience and growth.

ADDITIONAL SERVICES

- Facilities management discovery and readiness assessments
- Configuration and deployment of Dynamics 365 Field Service for facilities use cases
- Asset and maintenance strategy design
- Integration with ERP, finance and energy management systems
- Reporting and analytics optimisation
- AI and predictive maintenance enablement
- User training and adoption support
- Change management and service transition
- Ongoing optimisation, support and managed service options

Thank you

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Telefónica Tech

