

audius

audius.CRM Mobile Service.  
The Field Service Management  
Solution of Tomorrow.

Strategic Partner for Field Service of



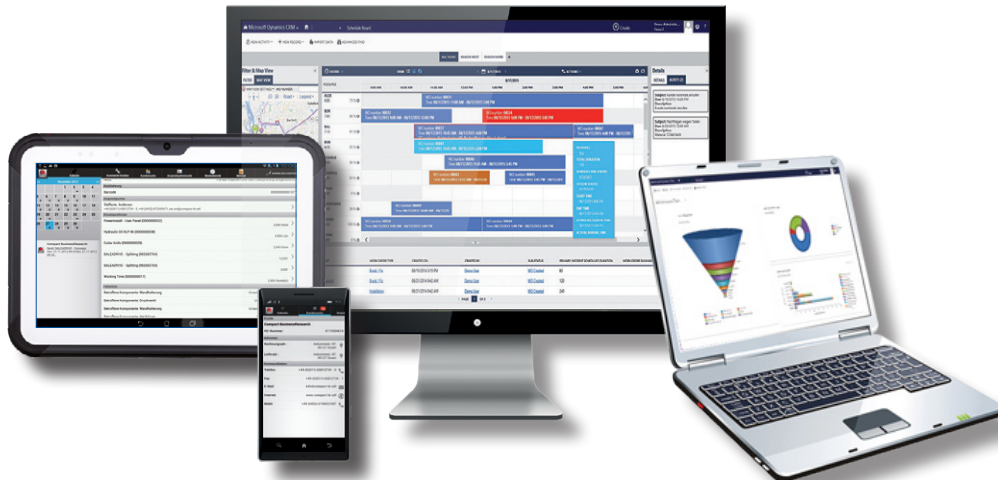
# What does a future Field Service Management System need to offer?

Optimal resource utilization, reduced implementation costs, identification of up- and cross-selling potential, increased end-customer satisfaction, and a high degree of user acceptance? Added value for you and your organization from the very first minute?

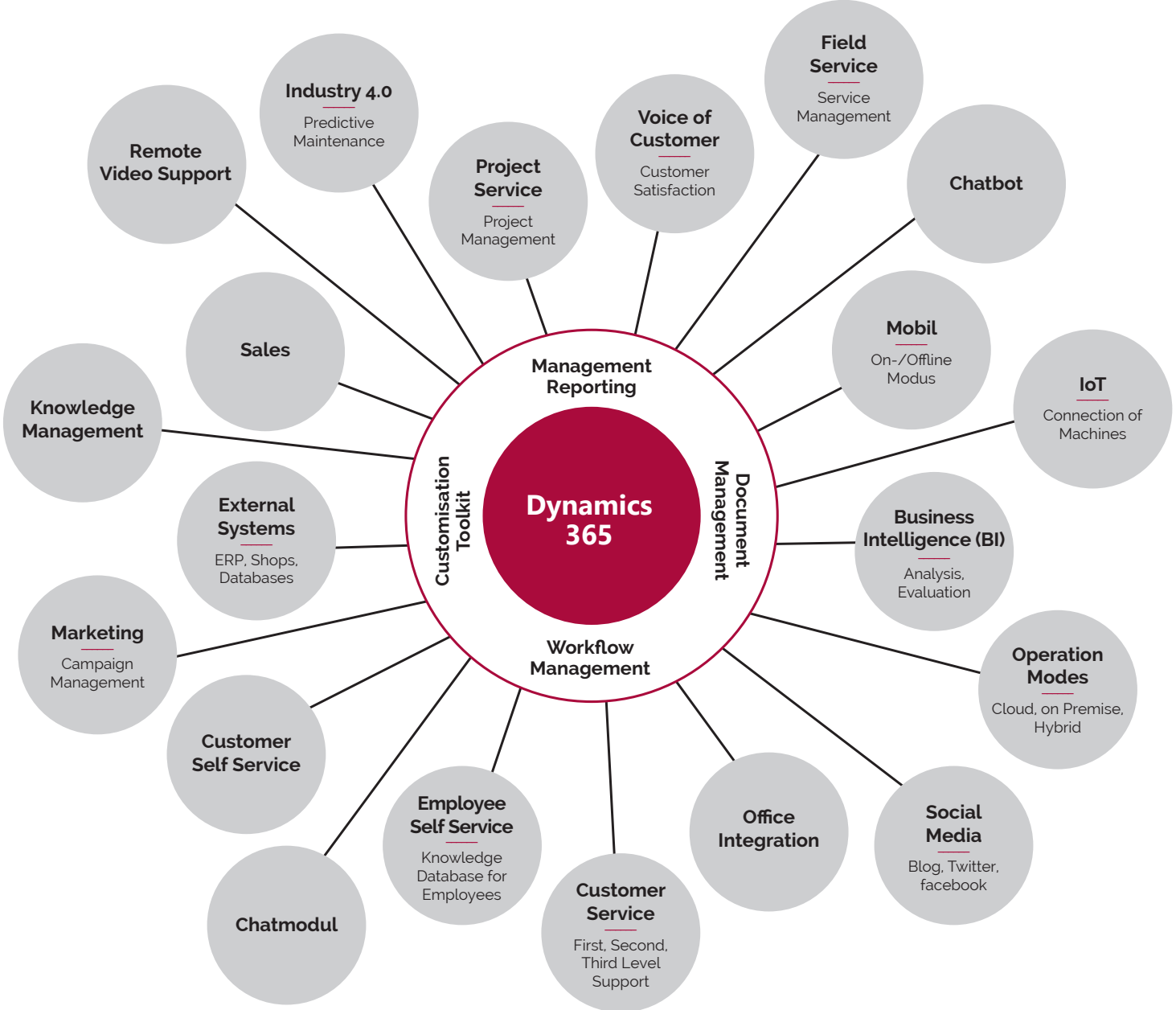
Based on the combination of Microsoft Dynamics 365 and our 29 years of experience, audius.CRM Mobile Service provides all this and more in one outstanding system. It constantly ensures smooth-running processes and a fully integrated customer experience.

Maintain a consistent overview no matter how much your customer interaction channels vary and how extensive and complex your data becomes. Communicate seamlessly across departments with your sales and production areas, suppliers, and customers. Analyze machine data in real time. Launch marketing campaigns based on service and sales data.

That's how simple the future can be!



Implementation of the entire solution, incorporate specific functions into your current system landscape, operation in the cloud or on your own IT infrastructure – everything is possible!



## 360° View of the Customer

All the information you need, right where and when you need it. Gain access to every customer, with every contact, installed machines and systems, along with the corresponding documentation, installation history and current activities such as tickets or orders.

## Ticket and Escalation Management

Intelligent processing of customer inquiries – and not only through outstanding support for employees handling service hotline cases. Enable your customers to get in touch via the web, e-mail, social networks, or the trusty telephone.

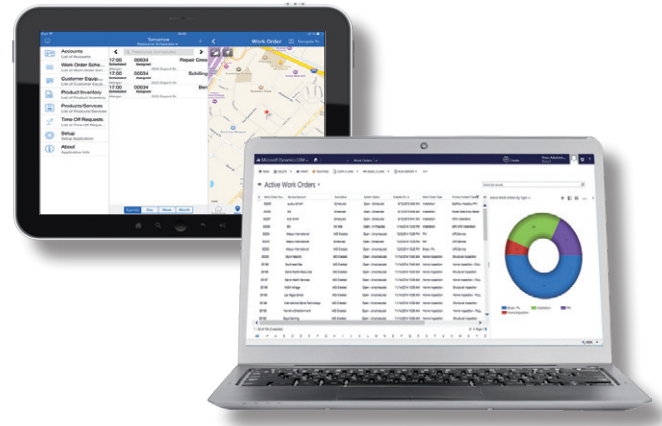
With the right contacts, all the relevant information, and the necessary expertise, you can provide comprehensive customer support.

## Contracts

Imagine having constant access to up-to-date contract information. With audius.CRM Mobile Service, you immediately gain a comprehensive overview of contract content, SLAs, guarantee terms, contract annexes, warranties, locations, and more.

## AI in Field Service

Optimize your processes with the help of a self-learning system, from material recognition and camera to the deployment of technicians and the required equipment.



## Portal

Whether for partners or customer self-service, this portal can help you integrate your clients and partners into your processes. Meanwhile, you control which users are allowed to view or enter certain types of information.

Take advantage of the opportunity to provide customers and partners with guides, articles from your knowledge database, the current status of their tickets and orders, and much more.

## Intelligent Reports

Comprehensive data provisioning makes a wide variety of reports possible. From weekly ticket statistics to support for dynamic pivot tables in Microsoft Excel, there's no limit to what your controlling can do. In addition, the ability to identify trends early on will help you get proactive about service management.

## **Dynamic Resource Planning**

Use drag-and-drop to adjust your planning across multiple dispatching schedules at the same time. With audius.CRM Mobile Service's planning wizard, you can apply practically any type of sorting criterion (planners, products, skills, service regions, customer preferences, etc.).

You also have the option to switch between list, map, and hybrid views. Whether automatically or manually, you'll have full control of all your planning processes at all times.

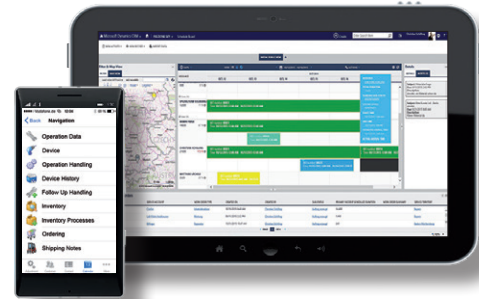
## **Automatic Routing Module**

The industry's most advanced routing module automatically optimizes every customer service assignment based on the technician dispatched, changes in service times, and more. After recalculating these assignments, the module always allocates the ideal resources while providing:

- Real directions (no point-to-point routing)
- Information on technician availability
- Optimized routing
- Time frames / preferred appointments
- Planned service times
- Skill-based dispatching
- Workload balancing

## **Stock Management**

Intelligent stock management can synchronize all of your spare parts warehouses (both mobile and stationary) in real time. You'll benefit from having constant access to the latest information at a glance – for improved service and greater efficiency.



## **An End-to-End Process**

Regardless of whether your orders come directly from your ERP system or from service management, audius.CRM Mobile Service automatically transfers the corresponding data. All of the information is processed electronically or forwarded on as appropriate, and once entered, it's available throughout the system. This makes the process chain completely digital and free of media discontinuity – from your ERP system to your office-based personnel, planning department, technicians, and back again.

## **Integration with Microsoft**

Whether you use Office, Skype for Business, or SharePoint, audius.CRM Mobile Service comes with built-in support for seamless integration with a road range of Microsoft products.

## **Internet of Things**

Connecting your customers' systems and devices directly to audius.CRM Mobile Service. You receive automated warnings and error notifications right within your CRM system. As a result, you'll be able to react with greater efficiency and speed.



## Mobile Technician Client

No matter what devices or operating systems they use, your technicians will be able to access all of the information relevant to them through a single application. Optimal support for “bring-your-own-device” environments is thus guaranteed.



## Online, Offline

Even when you don't have any reception at the moment, you can keep working with audius.CRM Mobile Service, any time from any location.



## Paperless Service Reports

While still on-site with customers, technicians can use current order data to create, complete, sign, and e-mail service reports to them.



## Checklists and Data

Clearly arranged forms and checklists ensure the fastest processing possible. audius.CRM Mobile Service also supports the integration of measuring equipment and other machines for rapid transfers of operational data.



## Deployment / Architecture

With audius.CRM Mobile Service, you can choose between cloud, on-premise, or hybrid architecture. You're also free to run your own application in a hosting arrangement or in a SaaS format that offers full flexibility.

And that's not all: If you decide to get started on-premise and eventually want to switch to the cloud, you can do so whenever you wish.

This makes it easy to integrate audius.CRM Mobile Service into your current IT infrastructure in no time.



## Chatbot

Chatbots, also called "virtual assistants", can be used for both internal and external communication. The embedding of FAQs or an in-house knowledge database offers great added value for all employees.

The service employee in the back office can, for example, access the internal chatbot and search for similar incidents that have already been solved in order to help the customer quickly.

For the service technician, the solution is also interesting. The technician can use the chatbot to solve problems directly on site by showing possible solutions based on the correct question.



## Chatmodul

So-called chat modules simplify the entire internal communication of a company and optimize the collaboration.

In addition, image files, appointments and text files can be exchanged via the chat module and meetings or group chats can be organized.



## Remote Video Support

By using Remote Video Support, you increase your sales volume and your quality in the service area – with simultaneous cost reduction!

Using a secure video connection with a mobile device or smart glasses, remote video support can be used both in the environment of your technicians and for customers in conjunction with your hotline.

## Why audius?

audius stands for growth, progress, innovation and, above all, our ability to listen. From our point of view, the focus on the concrete needs of our customers is the basis of our success. audius was founded in 1991 as a software house with four employees, and since then the company has developed into a leading medium-sized IT and software company.

Today, we have approximately 500 employees, 15 global locations and several subsidiaries. Our customer base includes organizations from all industries and segments, from medium-sized businesses to global corporations and public institutions.

What has not changed in the past decades, however, is our company-wide team spirit. We are still an owner-managed company with lean structures and fast decision-making processes. And that is why audius is also able to deliver customized solutions efficiently and quickly.

Visit us at [www.audius.de/en](http://www.audius.de/en)

## Why you can trust us!

- 29 years of experience in service management and sales management
- Use of proven cutting-edge technologies
- First black-belt partner for Microsoft Dynamics Field Service implementations in the German-speaking countries
- Long-standing Microsoft Gold Certified partner
- Long-standing SAP partner
- Certified quality management
- An extraordinary drive to innovate
- Midsize, corporate, and public customers from a wide variety of industries
- Europe-wide support

Microsoft  
Partner

Gold Application Development  
Silver Cloud Customer Relationship Management



For further information, videos, scheduled webinars, please visit  
<https://www.audius.de/en/solutions/field-service-management>



You can also schedule a personal online presentation. Contact:



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**audius**

**30** years  
of running **IT**  
for people