

Birlasoft Dynamics 365 Field Service

Maximize field service efficiency by digitizing work orders, service contracts, assets, and technician workflows with IoT - enabled intelligence



Overview:

Field service organizations today manage complex assets, diverse service contracts, and distributed field teams—where service uptime, safety, and customer experience are critical. Yet, fragmented systems, manual coordination, and reactive maintenance models continue to limit operational efficiency and first-time fix rates.

bFSM (Birlasoft Field Service Management) is an integrated, cloud-based field service solution that enables end-to-end management of service operations across the asset lifecycle. Built on the Microsoft Dynamics 365 platform and enhanced with Birlasoft's industry accelerators, bFSM brings together work order management, asset and inventory management, service contract management, resource scheduling, safety and Inspection Checklists, grievance portal and field execution into a single unified solution.

bFSM supports contract-driven and proactive service models with automated maintenance plans, entitlement management, and renewals. Intelligent scheduling ensures optimal technician assignment based on skills, availability, and location, while the mobile field service application empowers technicians with offline access to work orders, asset history, safety and inspection checklists, spares usage, and digital proof of service.

With IoT-enabled monitoring and event-based triggers, bFSM helps organizations shift from reactive to proactive maintenance. Integrated analytics and reporting provide real-time visibility across service operations, enabling better decision-making, improved technician productivity, optimized asset utilization, and consistent service delivery—especially for asset-intensive industries such as Manufacturing , Oil & Gas, Utilities and Renewable Energy.

Birlasoft FSM Offerings:

Our digital field service solution acts as the interface between your enterprise technology, your field force, your back-office workforce, and each action point on the field. It can help you minimize machine failures and turn your field operations into a profitable value proposition for all stakeholders.

Birlasoft

- Digitizes contract management and automates performance reporting with dashboards
- Helps prevent asset failures by enabling proactive monitoring powered by IoT data streams
- Maximizes field force utilization improves technician experience and maximizes FTFR
- Automates procurement with inventory and consumption-aware triggers
- Keeps technicians informed about the possible cause of asset failure
- Plans the most efficient routes to sites in the field
- Builds complete visibility into field operations with efficient tracking and updating mechanisms

Under the hood

Birlasoft FSM listens for maintenance/repair triggers via multiple channels:

- Phone calls
- Emails
- IoT sensor data, and
- Customer complaints portal

The solution provides an intuitive mobile/tablet/laptop-based UI that lets technicians:

- Request spares with a few taps
- Update workorder status
- Confirm resolution, and
- Verify with picture/video uploads

Birlasoft FSM also empowers the following workflows digitally with AI and automation:

- Service contract management and entitlements
- Running proactive maintenance plans
- Automated shutdown of malfunctioning devices
- Scheduling repairs and installations
- Parts procurement via ERP integration
- Safety and Inspection Checklists

Activates other enterprise technology use cases, such as:

- Fleet geo-fencing
- Barcode scanning/track-and-trace
- Asset management with ERP integration
- Reporting and analytics

Birlasoft FSM: Industry Alignment

Manufacturing

- Keep your industrial assets up and running round the clock with near-zero downtime, maximize the productivity of field technicians, and maintain optimal inventory levels without running out of spares. Differentiate yourself with machine-as-a-service propositions in the market and exceed promised SLAs without bleeding revenues.

Oil and gas

- Both upstream and downstream operations in the O&G industry are asset-intensive. Each failure in the field can cost money, worker safety, and productivity of the field force. Birlasoft FSM can help you execute corrective, predictive, and proactive repairs and maintenance jobs while maximizing your value to your client in turn.

Energy and Utilities

- For energy and utility businesses, keeping the lights on is no longer enough. Customers expect their providers to proactively inform them about outages while maximizing the uptime of their service. Birlasoft FSM helps you meet the needs of demanding customers in a cost-effective, optimal, and profitable manner.

Success Story

One of the largest industrial manufacturing American MNCs and worldwide provider of equipment and components used in oil and gas drilling and production operations, oilfield services, and supply chain integration services to the upstream oil and gas industry.

Problem Statements

- Manual asset verification process for thousands of active assets deployed in tough field environment.
- Challenging to locate all Assets, Clean them to read and capture their ID's, and human error is accurately ready and capturing Asset ID causing discrepancies and mismatch and time-consuming process.
- Capturing inspections data and attach pictures to the findings.
- Scheduling, optimizing resources based on location
- Onsite application performance, with poor or no network connectivity with complex processes and millions of records.

Our Solution

- Field Services solution with capability to schedule visit for field service technicians visit, locate tool, capture tool readings
- Guided workflows and comprehensive inspection reports with pictures and diagrams.
- Include quotes for services and spares along with inspection report.
- RFID based Scanning improved billing accuracy, flagging assets located on the unexpected site and reduced time spent verifying assets as it allow to just point and scan assets without manually entering serial numbers.
- Offline capable Mobile App to capture the real-time details in offline or poor network connectivity mode
- Customized Project Module to capture project details and Integrated with ERP to track the project status

Value Created

- Streamlined field service processes for 6 countries and more in pipeline
- Productivity improvement by ~40% of 150+ Field Service Engineers and massive reduction in manual errors and return trips to sites.
- 45% reduction in cycle time of field service Work Orders
- Calibration data from different tools centrally helped for faster decisions for tool maintenance
- Near to real-time reporting of field services data even in offline mode
- Improved Client satisfaction and user experience

3 Business Units

6 Countries

150+ Field Agents

250K+ Products

3 Languages

Why Birlasoft?

At Birlasoft, we have collaborated with customers from multiple industries and helped them obliterate unique challenges in field operations. Our experience with field operations spans multiple industries, and our teams bring multi-technology expertise to the table. Armed with the openness to learn from your experience, our insights from our work with businesses like yours, and up-to-date deep tech expertise, nothing is stopping us from reinventing your field operations with digital.

Write to us today at contactus@birlasoft.com to get started with your field service operations transformation.

Powering Progress

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CKA Birla Group, Birlasoft with its 11,500+ professionals, is committed to continuing the Group's 170 year heritage of building sustainable communities.

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