

Enhancing Sales and Field Services for Construction Surveyors

Provides a range of surveys related to building & construction, whether planning to sell, expand, or making changes to better suit the lifestyle or new requirements.



Industry
Construction
survey



Workforce
10-12

Solutions

- **Dynamics 365 Sales and Field Service:** Streamlined scheduling, dispatching, and service technician management for better customer support and faster service delivery.
- **Integration with Third-Party Payment Gateways and Address API:** Enabled secure payment processing with Stripe and enhanced address accuracy for field operations.
- **Power Platform for Database and Task Management:** Created a unified system for managing inquiries, tasks, and customer progress, while addressing duplicate data issues.
- **Azure DevOps and D365 Supply Chain Management:** Integrated the backend for smooth data flow and real-time updates across operations.

Services

- D365 Sales
- D365 Field Service
- Power Platform
- Third-Party Payment Gateways
- Third-Party Address APIs
- Azure DevOps
- Database Management
- D365 Supply Chain Management
- Fabric

Benefits

- Efficient scheduling and dispatching of field service technicians led to reduced travel time and costs. It also resulted in response times and improved arrival accuracy.
- Ensured secure payment processing and enhanced communication with customers.
- Centralized work order management, resulting in real-time tracking, improved task management, and comprehensive analytics.
- Unification of customer engagement processes, leading to better visibility into operations, reduced inefficiencies, and enhanced customer satisfaction.