

Microsoft Authorised AI Cloud Partner

# Stop Dispatching Manually. Start Deploying Intelligently.

Microsoft Dynamics 365 Field Service + Copilot AI for UK private utility, renewable energy, and EV charging companies running 20–250 field engineers.

**346%**  
Forrester ROI

**<6 mths**  
Payback period

**90-day**  
Go-live guarantee

**12 wks**  
Fixed delivery

## THE PROGRAMME

**PHASE 1 · 4 WEEKS · FIXED PRICE**  
**Discovery & Business Case Sprint**

- ✓ **AS-IS Analysis**  
Processes · systems · data · root cause workshops
- ✓ **Options & Benefits Report**  
TO-BE design · 3-option appraisal · validated ROI model
- ✓ **12-Week Delivery Plan**  
Board-ready go/no-go recommendation

**PHASE 2 · 12 WEEKS · FIXED PRICE**  
**AI-First Field Service Accelerator**

- ✓ D1 Wks 1–4  
**Core D365 + Copilot AI**  
Work orders · schedule board · Outlook/Teams · OOTB Copilot
- ✓ D2 Wks 5–7  
**Smart RSO**  
AI routing · real-time optimisation · dispatcher dashboard
- ✓ D3 Wks 8–9  
**Mobile Copilot**  
Voice updates · on-site AI guide · offline access
- ✓ D4 Wks 10–11  
**Scheduling Ops Agent**  
Autonomous schedule AI (public preview) · agent feed
- ✓ D5 Wk 12  
**ERP / Finance Sync**  
Instant invoicing · Business Central / Sage / Xero

- ✓ **Fixed-price, fixed-scope guarantee**  
The price we quote is the price you pay.  
No hidden hours or change requests — on either phase.
- ✓ **90-day go-live guarantee**  
Not live within 90 days of Phase 2 kickoff?  
We work for free until you are. Written into the contract.

## OUT-OF-THE-BOX COPILOT AI CAPABILITIES — NO CUSTOM DEVELOPMENT REQUIRED

Scheduling Operations Agent (preview)	Copilot in Outlook	Teams integration	Work order AI summary	Natural language Q&A
Mobile voice updates	On-site AI technical guide	Form fill assistance	Natural language search	Agent feed & oversight

## ILLUSTRATIVE ROI — 50-ENGINEER FIELD TEAM (Forrester TEI benchmarks)

<b>£1,938,750</b> First-time fix rate improvement 58% → 80%	<b>£2,937,500</b> Technician capacity unlocked +1 job/eng/day	<b>£42,829</b> Fuel & fleet route savings 15% mileage↓	<b>£54,000</b> Dispatcher efficiency 40% workflow↑	<b>£90,137</b> Invoice lag elimination 4 days → 0.5
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TOTAL POTENTIAL ANNUAL SAVINGS (50 engineers): **£5,063,216**

Source: Forrester Consulting TEI Study, Dec 2023 · Microsoft Dynamics 365 Field Service · Concordant ROI Calculator

## ENTERPRISE TRACK RECORD

<b>UK GOVERNMENT</b> <b>DVSA — Driver &amp; Vehicle Standards Agency</b> via Kerv Digital D365 Field Service: scheduling Vehicle Standards Assessors across 80+ test centres, 450+ examiners. Functional Consultant from inception to go-live.	<b>ENTERPRISE ENERGY</b> <b>Major UK Energy Supplier</b> Confidential End-to-end D365 Field Service + RSO for thousands of field engineers. Complex SLA tiers and legacy energy management system integration.
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## THREE WAYS TO TAKE THE NEXT STEP

<b>01</b> <b>Run the ROI calculator</b> fsroi.concordantdigital.com 2 minutes · your numbers · free PDF report	<b>02</b> <b>Book an Executive Briefing</b> 1-hour call with Rehan Gul Personalised ROI walkthrough + live D365 demo	<b>03</b> <b>Download this one-pager</b> Share with your COO or CFO concordantdigital.com/field-service
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