Service365.

A specialist end-to-end solution for the service and facilities management sector.

Powered by Microsoft Dynamics 365 Business Central.

About Us

Xperience is a specialist provider of end-to-end solutions which have been designed with and for the service and facilities management industry.

Working with clients across the UK our solutions ensure that finance and non-finance staff, such as service managers and field engineers, process activities within a single, fully integrated system that's powered by industry leading Microsoft's Dynamics 365 Business Central.

Service365: Maintaining a Strong Financial Future

Service and facilities management businesses are reliant on IT systems to improve profitability, retain customers and improve workforce utilisation. With contracts subject to fierce price competition, the emphasis is on meeting customer SLAs to maximise customer satisfaction and retention.

Service365 is powered by Microsoft Dynamics 365 Business Central. It is a complete end-to-end service management solution with comprehensive functionality and features designed to help your business gain greater control, improve margins, and drive growth. This includes SLAs, Service Desk Call Management and Resource Scheduling. The system offers full mobile capabilities including customisable workflow, signature capture and configurable surveys and questionnaires.

Service365 can be accessed on PCs / Laptops, Tablets and Smartphones.

Service365 Functionality

Service365 manages details of contracts, sites and equipment including contractual SLA terms, planned and reactive visits, tasks and service history.

Role Centres

Role Centres provide users with immediate access to relevant information and data to enable effective call and SLA management. Information can be displayed graphically with immediate drill down to underlying data.

Service Contracts

Allows you to maintain all the information needed to manage service contracts, including site details, equipment, SLA's, planned call schedules, contract tasks and billing terms.
It is extremely flexible and allows your business to set up different contracts to reflect both your customer and your business needs.

SLAs

Service365 allows you to set up SLA terms against each contract including call priorities and required response times. SLA performance is constantly monitored, and users can easily view or be alerted to calls that are nearing SLA limits. SLA data can be updated in real time by your workforce via the mobile solution.

Service Sites

Allows you to record details of all the sites where you need to carry out service work - including address, contact information, notes, equipment, and planned tasks. A full history of all service work carried out at a site is maintained.

Workforce Resources

Resources such as engineers and sub-contractors can be set up with details such as skill sets and geographical regions. Calls can be allocated either automatically or manually based on skills and region matching, availability and resource tracking/map information.

Service Calls

Service calls can be raised against a contract, site, and equipment item. Types of calls include reactive, planned, installation and quoted. Each call can be broken down into tasks and then tracked by user-defined stages such as received, allocated, accepted, travelling, on-site and completed.

Calls can be created with multiple tasks with different requirements such as annual, quarterly or monthly visits. Consolidated call routines allow for tasks to be grouped together ensuring call efficiency.

Van Stock and Replenishment

Van stocks can be managed in Service365. Stock can be issued to service calls enabling first time fixes and maximising customer satisfaction. Van stock replenishment routines can be automated based on re-order levels with requisition and approval routines if required.

Integrated Invoicing

Integrated invoicing routines clearly highlight calls that are due for invoicing. Flexible invoicing options are available and are set at a contract level including fixed price, schedule of rates, time and materials, cost plus or based on quoted work. Users can adjust suggested invoicing and authorisation options are available if required. Customer consolidated invoicing (by call type if required) is also available.

Scheduling

Service365 includes a powerful graphical resource planning tool, allowing for service calls to be automatically scheduled to drive efficiency of both field service engineers and scheduling staff. This ensures that calls are allocated to the right people with the right skills and are at the right place at the right time to meet the SLA demands of your clients.


Open Tasks

All open service calls can be clearly viewed in a list format. These can be easily filtered by priority, call type, region, skill type and customer.
Using automation or 'Drag and Drop' calls can be allocated to one or more resources on the main planning board.

Map

The built-in map graphically shows the whereabouts of your resources and the location of calls that need to be planned.

This allows for planners to easily determine which resource is best placed to attend reactive calls.
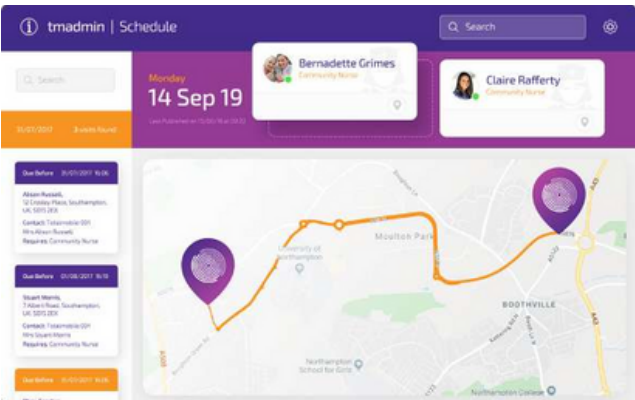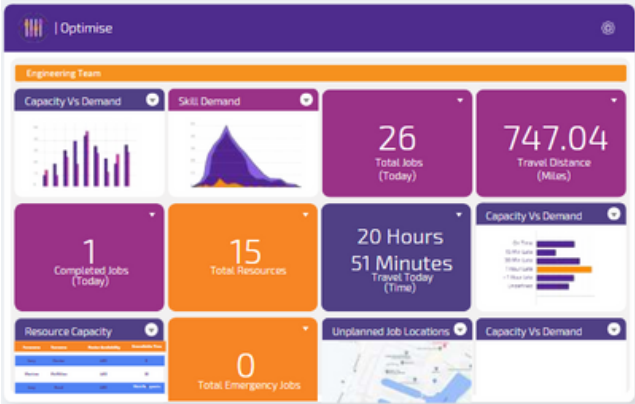
Task View

The task view provides more detailed information on a highlighted service call.

Planning Board

The Planning Board is pivotal to the scheduling function, clearly displaying the workloads of each resource over the selected timeline.

Calls can be allocated to or moved between resources using 'Fully Automated' or 'Drag and Drop' functionality. A clear visual display allows users to differentiate between different call types. Calls are updated in real time to show the status of each call as it progresses.

Views

The view functionality allows users to view the planning board by day, week, month, and timeline.
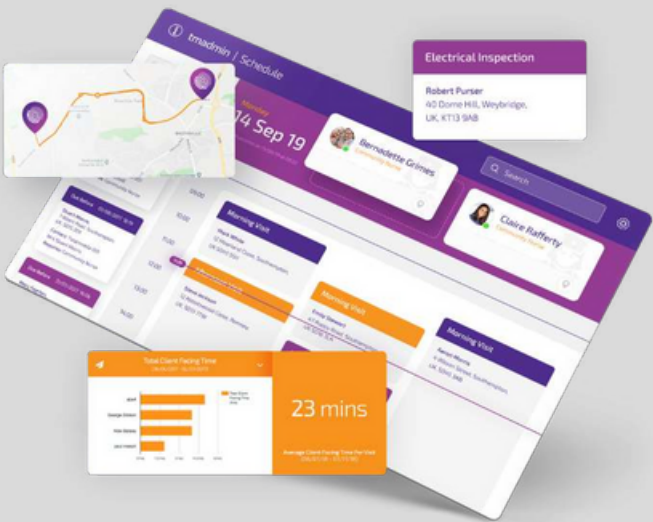
Mobile

Mobile is fully integrated with Service365 allowing for calls to be sent and completed by remote field engineers. This eliminates the need for paper-based job sheets, allows real time reporting, and speeds up the billing process.

Mobile is a device independent solution that is fully configurable and allows for the specific workflow and form requirements of each organisation.

Online/Offline

Mobile works in both an on-line and off-line mode. Remote workers can continue to process calls on their mobile device even when they are out of signal. When the mobile device picks up a signal, it will send the relevant information back to Service365 and pick up any new calls that have been allocated.

Multiple Platforms

Mobile works seamlessly on smart phones, tablets, and rugged devices. Multiple operating systems are supported including IOS and Android.

Customisable Workflow

Whether you want to create a simple workflow on a smart phone or a complicated process chain on a tablet device, mobile is configurable to your needs. Functionality can include raising purchase orders for goods and using van stocks.
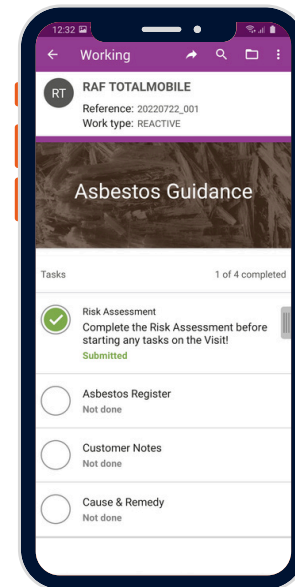
Surveys/Questionnaires

Mandatory surveys and questionnaires can be customised to suit different call types that remote workers have to complete before being able to progress a call through different stages. This could include health and safety checklists, equipment calibration readings and customer satisfaction surveys. All data that is recorded in a survey or questionnaire is stored in Service365.

Signature & Photo Capture

Mobile provides signature capture functionality for call completion, surveys, and checklists. Photographs can be taken throughout the call using the mobile device camera and captured and retained against the call in service365. All signatures and photographs can be stored against a call and embedded in reports and forms that can then be issued to customers as PDF documents.

Real Stories, Real Results.

Hear from some of our clients.

"The biggest benefit is the efficiencies we've gained, which increased our service level dramatically. For example, we have a client we do an awful lot of service work with which meant small jobs, lots of invoices, and ultimately lots of paper. Now this all is automated."
-BL Group.

"We decided to go to the market with the hope of finding a construction industry solution, tailored to meet our unique business needs, without being bespoke. When we learned about Xperience and its industry-specific solutions, Contracts365, and Service365, we felt it would be an excellent fit."
- Emtec Group.

Why Xperience?

Service & Facilities Management Specialists.

end-to-end software **DEVELOPED SPECIFICALLY for** the Service & Facilities Management industry

TRANSPARENT costs and methodology

Unrivalled Industry Specific Functionality

Proven **implementation methodology**

The team that designs your solution, is the team that deploys and supports your solution

Powered by Microsoft Dynamics 365 Business Central

Want to learn **more?**

Book a Service365 Demo.

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