

Solvares Field Service VISITOUR Accelerator

The problem

The organisation currently relies on Universal Resource Scheduling and/or Resource Scheduling Optimization within Microsoft Dynamics 365 Field Service. This approach creates significant operational challenges with planning teams face manual bottlenecks, high travel costs, and inflexible schedules, particularly under heavy workloads or frequent changes.

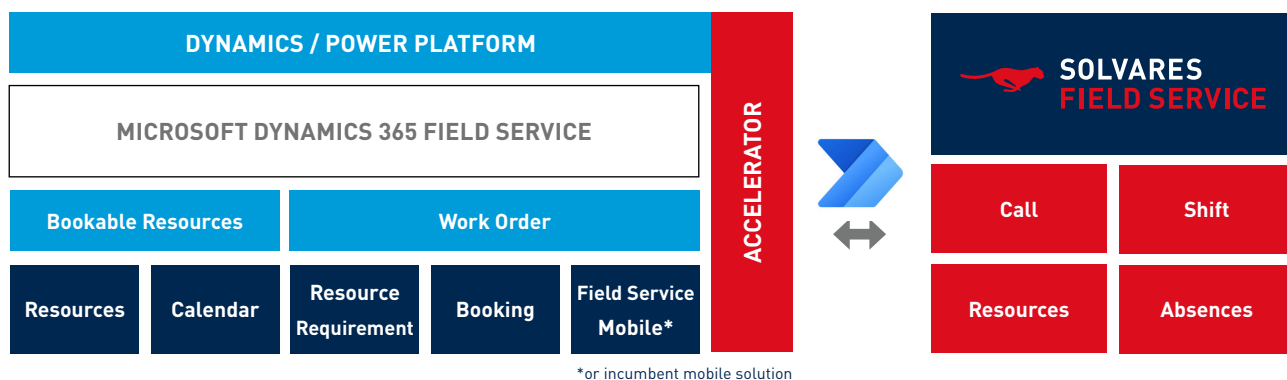
RSO scheduling lacks dynamic responsiveness, real-time optimization, and advanced routing or constraint logic, making it difficult to model complex service requirements. As a result, manual adjustments are frequent, costs rise, and productivity suffers.

The product

Solvares Field Service VISITOUR Accelerator

The solution

Overcome the limitations of standard D365 scheduling with AI-enhanced field scheduling and dynamic route optimization through the Solvares VISITOUR Field Service Accelerator. This delivers true real-time optimization and dynamic tour planning, leveraging advanced routing with time-of-day travel modelling and automated handling of complex constraints, including skills, SLAs, and multi-resource jobs. Seamless synchronization with D365 ensures cost-optimized bookings, completions, mobile updates, and up to date analytics. The expected benefits include reduced travel time and operational costs, higher technician productivity and job completion, improved SLA compliance and customer satisfaction, with a lighter dispatcher workload through intelligent automation.



- ✓ True real-time optimization
- ✓ Scale & elasticity: Unlimited resources
- ✓ Scheduling depth: 150+ specialisms

Solvares Field Service

+44 1183 800189

info@solvares.com

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