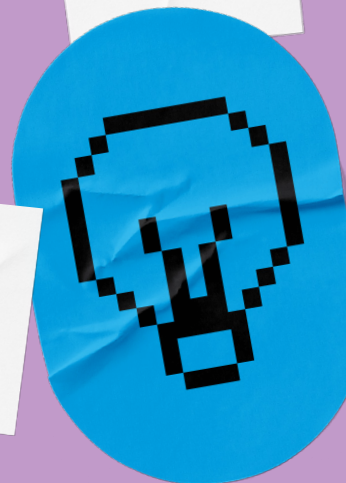


**INFINITY
GROUP**



Field Service under the spotlight_



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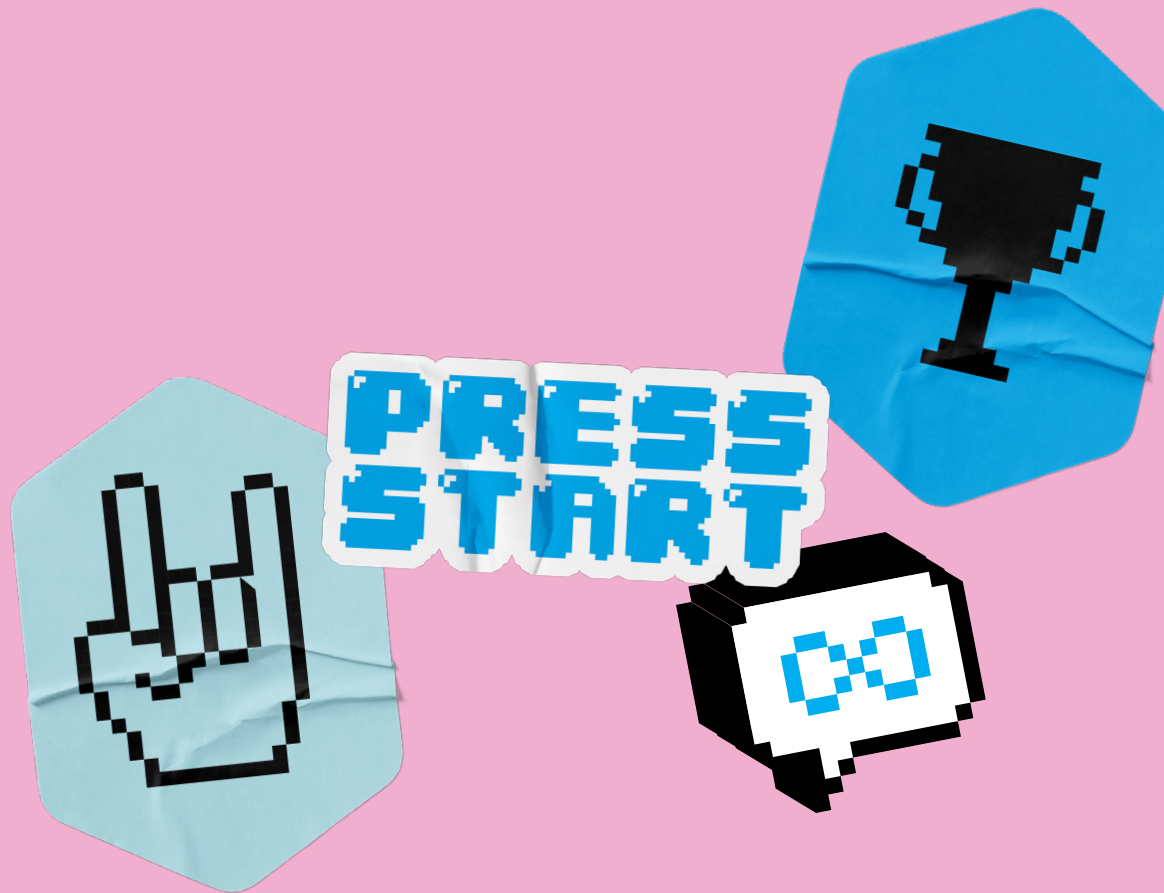
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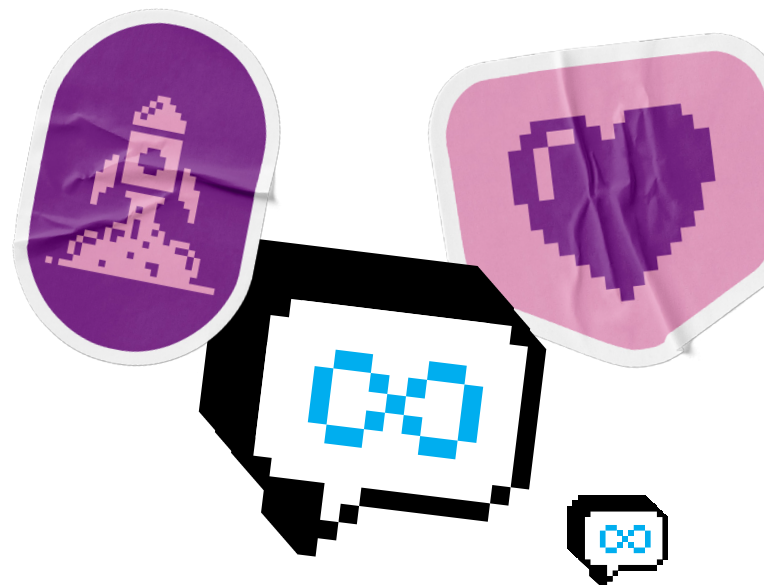




Introduction_

One of the largest privately-owned installers of security systems in the South East, Spy Alarms services over 75,000 domestic and commercial customers. They provide services such as burglar alarms, CCTV, door entry systems and more, along with associated monitoring and maintenance services.

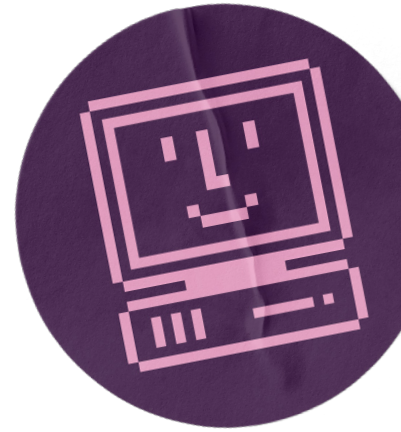
Spy Alarms has grown rapidly. Over the last ten years, they've acquired 25 businesses and Group Technical Director at Spy Alarms Hugo De Beer, felt that their existing business systems were "creaking at the seams". Older technologies are a common problem for fast growing businesses, often holding them back when it comes to scaling up their operations.



The Challenge_

Spy Alarms were operating on an out-dated Line of Business (LOB) application to run their operations, capture data, manage scheduling, and fulfil field service requirements. The existing system had several limitations which were stifling their growth plans, including:

- The systems in place couldn't keep up with the rapidly changing needs of the business; they weren't scalable and couldn't be customised or integrated across the operation.
- Inefficient data handling systems and poor-quality data capture was slowing the business down.
- Manual processes were costing the business time and money.
- Limited remote access and no offline capabilities were causing problems with field service agents which was affecting productivity and creating a barrier to collaboration.



Spy Alarms needed digital transformation, so they partnered with Infinity Group to help them review their current situation, and come up with a plan to not only bring Spy Alarms up to date but empower them to provide excellent customer service and face the future with everything they need to keep growing their business.



“Infinity stood out early in the process as the front runner. My first engagement was efficient, and I got the attention required. The second tick on my list was when I met the team, clearly showing knowledge of the product and just a general understanding of my requirements.”

Hugo De Beer, Group Technical Director.



Our Response_

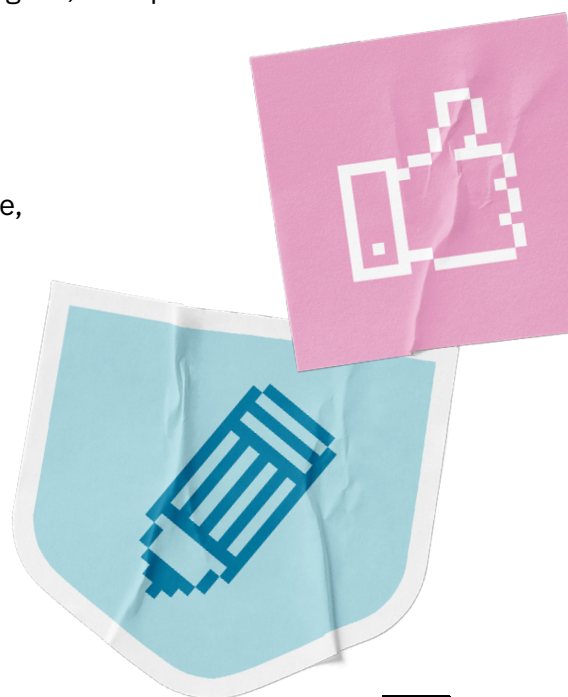
After carrying out our Business Value Assessment, we selected Microsoft Dynamics 365 (D365) to support Spy Alarms' digital transformation.



Why Spy Alarms chose Dynamics 365

D365 was a natural choice because the solution could;

- **Improve Field Service operations** using RSO Optimisation to automatically book scheduled maintenance visits.
- **Automate approvals, notifications, and billing** using Power Platform.
- **Enhance reporting and analytics** using Azure Synapse Analytics with Power BI.
- **Integrate Sales & Marketing applications** with a long-term roadmap.
- **Improve Field Service capabilities** giving access to product catalogues, multiple price lists and site survey bookings.
- **Automatically update product pricing** using Power Automate to integrate with their main distributor.
- **Automate document and email verification** using Power Automate, MSCRM Addons, Documents Core Pack and DocuSign.
- **Communicate better with customers** using Twilio for SMS integration.
- **Support future acquisition** using a templated data migration solution and robust data model.

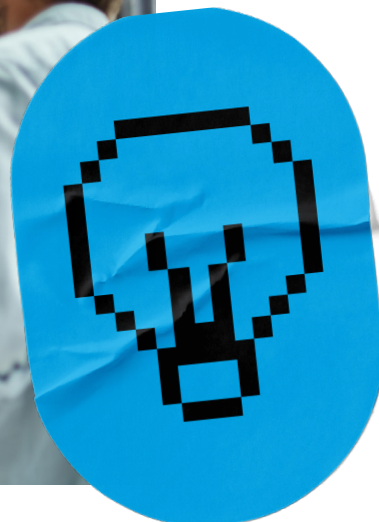


The plan of action;

- 1 Migrate existing **financial data** to Microsoft Business Central.
- 2 Migrate **historic customer and job data** to Dynamics 365.
- 3 Customise the **sales and approval** process using Microsoft Power Automate.
- 4 Create a **Quote-to-Order** process using a combination of Microsoft Power Automate and JavaScript.
- 5 Create an interactive **Inspection Template** that uses json data and Microsoft tools to populate templates using field engineer data input.

“Straight away I could see the differences it was going to make within our service desk, particularly with making sure we had more time with our customers.”

Steven Shippey, Group Service Director.



The Outcome_

Our solution for Spy Alarms was successful because we took the time to consider the pain points, strategic goals and objectives unique to their business. We delivered a product and service plan designed to optimise their operations and facilitate future growth.

44%

increase in productivity_

Engineers went from completing 5-6 jobs/day to 8-9 jobs/day thanks to intelligent scheduling.

Automated

end-to-end process_

D365 manages data from initial enquiry, through to completed service activity. Functionality such as e-signatures have already saved significant amounts of time, whilst enhancing the customer experience.

Improved

customer experience with a bespoke engineer tracking solution_

Customers can now view their job status, make changes to their appointment and track their engineers, through a self-service portal, without going through the control centre.

Automated scheduling has saved 3 x Fixed Terms Employees and significantly improved customer experience.

Increased

revenue_

Minimising the manual processes of agreements and work orders dramatically reduced mistakes and missed billing opportunities. This means that staff can focus on higher value activities for customers, ensuring greater customer satisfaction.

9%

decrease in mileage_

Time, money and the environment have been saved by reducing engineers' mileage from 75 to 68 miles per day.

Increased

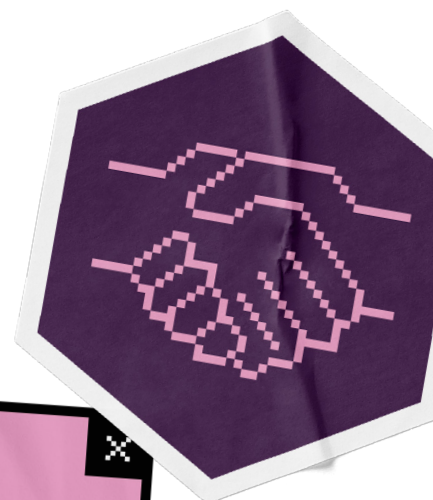
NPS_

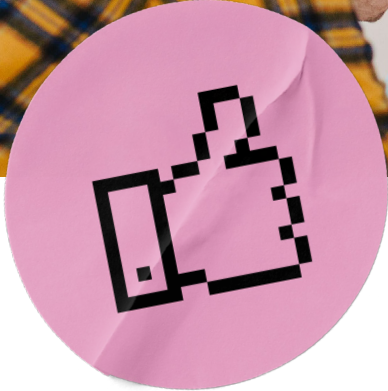
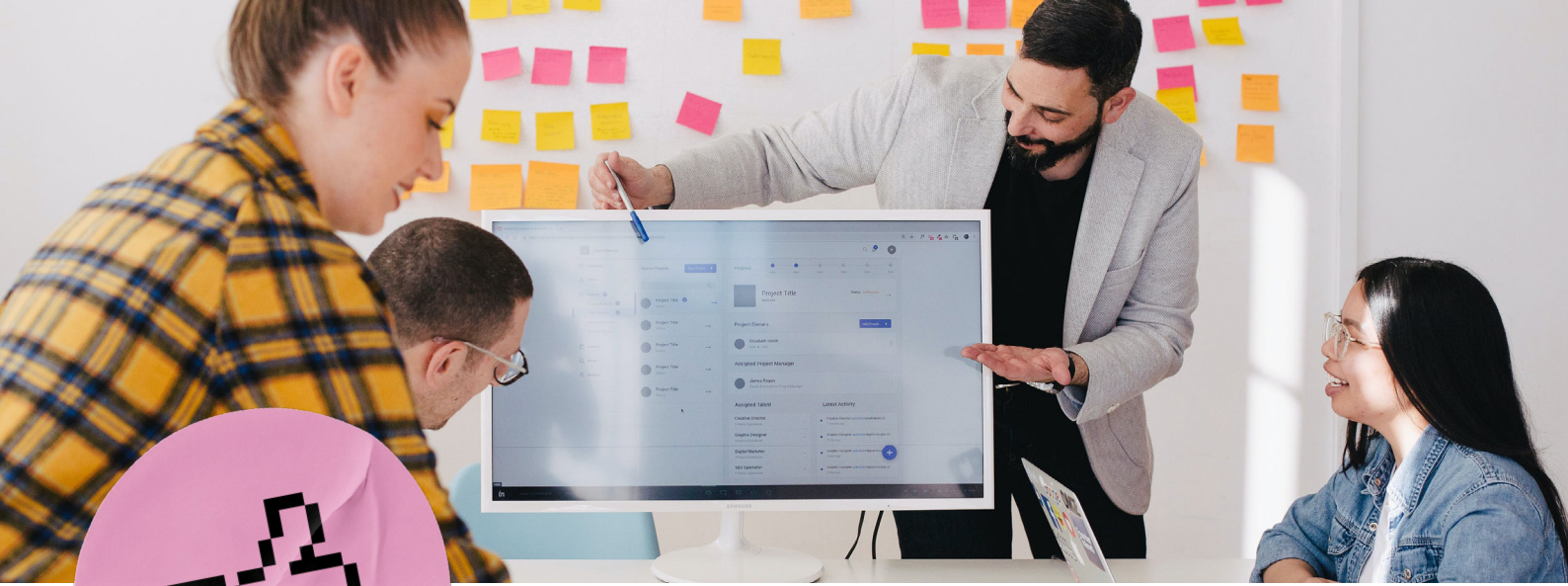
NPS has risen from 64 to 69 in the last 8 months thanks to improved booking communications.

Reduced

incoming calls by 20%_

Incoming calls have gone from 14,500/month to 11,500/month YTFD despite increased number of customers (due to acquisitions).





How we did it_

We did this by **talking to people**, and making sure we understood what was needed and keeping stakeholders up to date with our progress and challenges the whole time.

For this project, we used a combination of Waterfall and Agile Methodologies, which allowed us to maintain the **flexibility** we needed while ensuring the **larger strategic goals** were always in sight. This approach meant that stakeholders across the business were engaged throughout the process and we could demonstrate value and help drive adoption for the executive sponsors.

By using more out-of-the-box solutions, Spy Alarms can benefit from the biannual software updates issued by Microsoft which means their systems will always be **supported by the latest technology**.

We carried out the complete switch to the new system over **one weekend**, making sure Spy Alarms were up and running for Monday morning. We were on-hand for the next 2 weeks to make sure that any teething problems were addressed and resolved immediately. We call this **Hyper Care**, and this ensures a smooth transition by supporting adoption across all users and instilling confidence in the new system.



Next Steps_

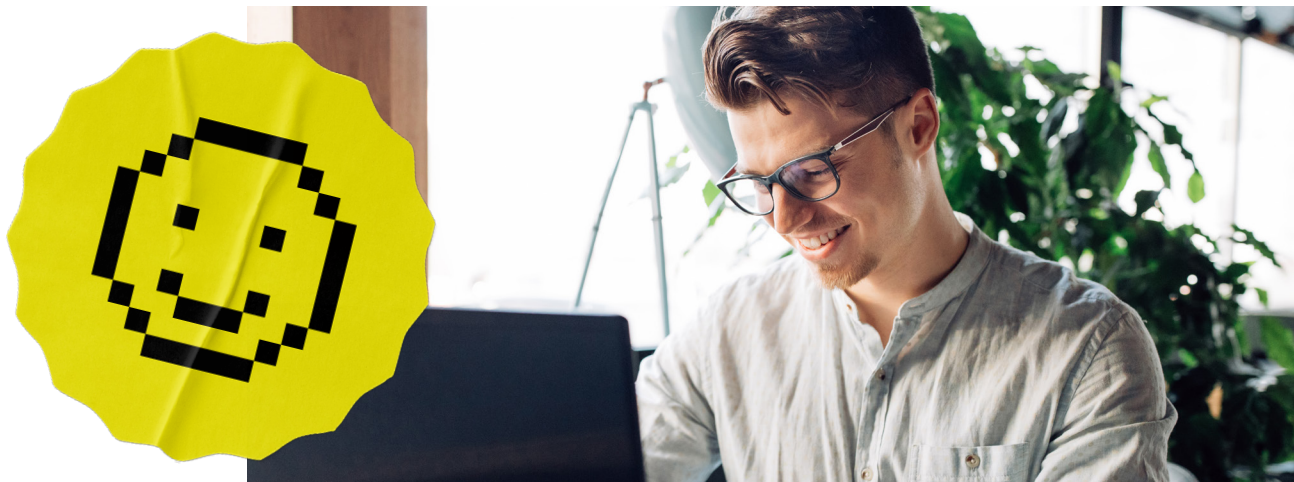
Accelerating growth with the Microsoft Cloud

Spy Alarms are looking at several cloud-enabled solutions across Azure, M365 and D365 as they look to unlock further efficiencies, reduce operational costs and, most importantly, improve other service levels to deliver the best customer experience in the market.

As standard, all clients receive a Quarterly Business Review to help make sense of on-going objectives and challenges. This is designed to support the review, build and commitment to the D365 roadmap, and showcase additional integrations across the Microsoft cloud.

“Infinity are one of the fastest growing partners in the UK. I’m really excited by their proposition, their people and their plan for the future, which sees them supporting clients across Microsoft’s three clouds. I look forward to a continued long-term partnership with Microsoft.”

Rob Smithson, UK BusApps Lead, Microsoft.



Get in touch_



Contact us on our website **here**



Call us on **03301913481**

