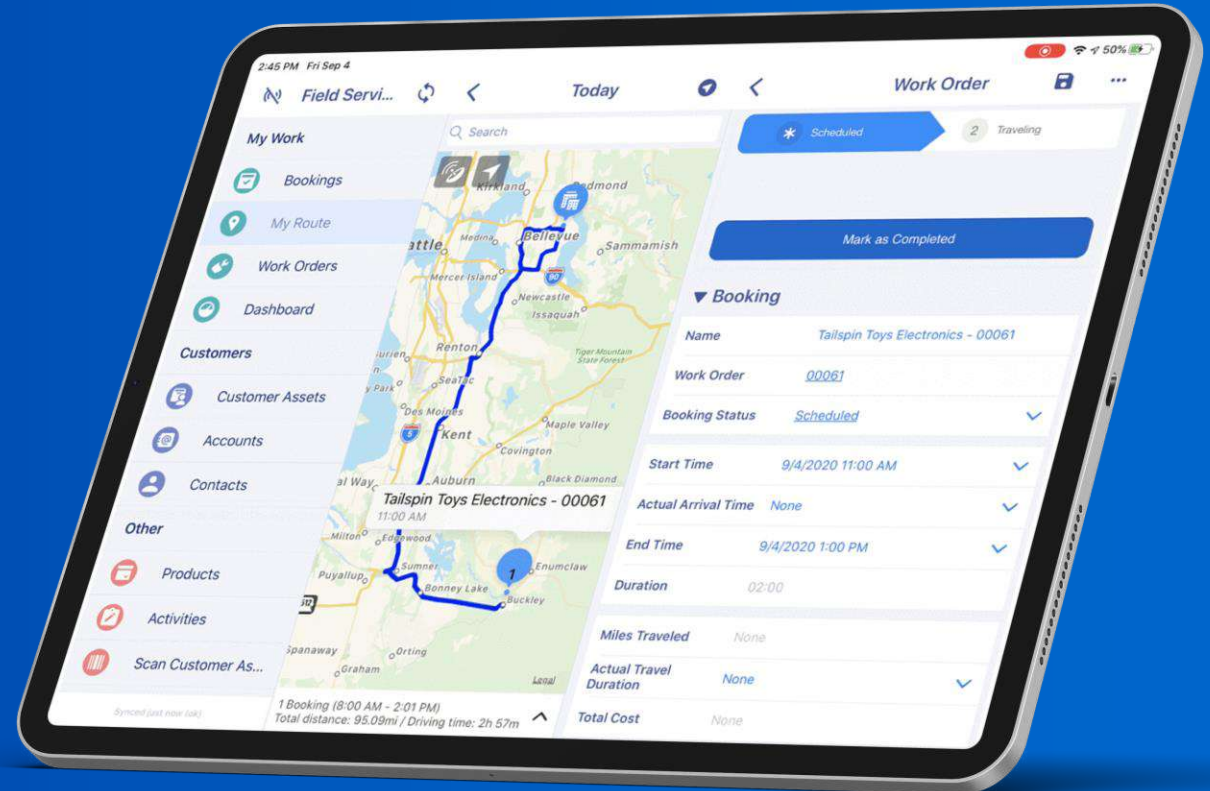


May 2023

Resco Field Service 2.0 for Dynamics 365

Mobility platform comparison highlights



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Executive Summary

For over a decade, Resco has consistently complemented Microsoft Dynamics with dependable and superior mobility solutions. When a company's field business operates in demanding offline environments, manages 100 thousands of records, and necessitates customized logic while maintaining high performance, there is no doubt that the Resco App is the superior choice.

However, for smaller records which need to be synced and smaller storage requirements Microsoft can provide a straightforward and efficient online solution.



Purpose

This document is intended to educate and support the sales teams. It helps them better understand the benefits, categories, and scenarios when to offer the Resco Mobile App and when Field Service (Dynamics 365) is more suitable.

Information contained in this document is provided for general educational purposes only and may not be applicable in every circumstance.



What's inside?

The following mobility platform categories showcase Resco's unique approach and its suitability for various customer scenarios.

1. UX/UI of mobile apps – mobile first design

2. Offline-first architecture and Synchronization

3. Data volume

4. Data collection

5. Configurability / customization

1. UX/UI of mobile apps – mobile first design



Field Service (Dynamics 365)

Resco Mobile CRM

Approach

Simplicity of development and a **generic approach** towards device compatibilities and seamless user experience.

Mobile-first approach while designing mobile apps. This mobile-first approach is rooted in progressive advancement, when a designer creates a layout specifically for mobile screens.

Highlight

Generic approach to device compatibility. A one-size-fits-all approach can lead to significantly different experience for mobile users when adapting from PC monitors.

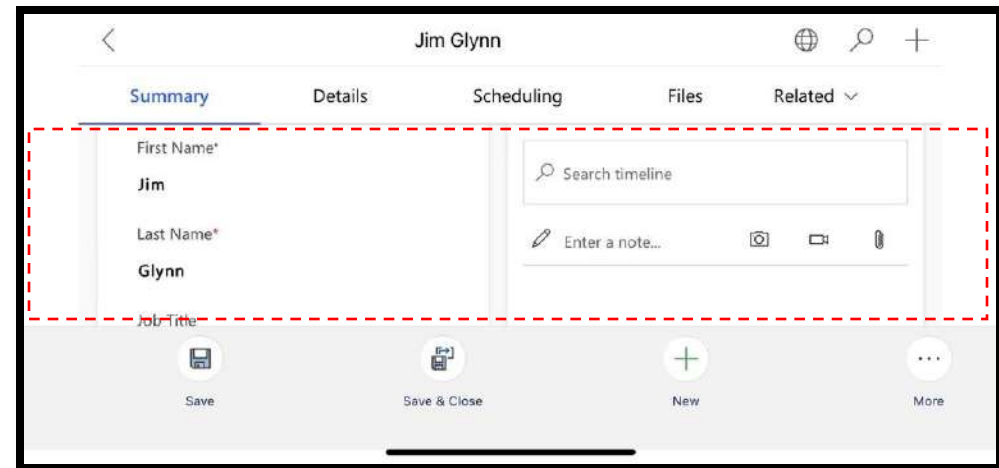
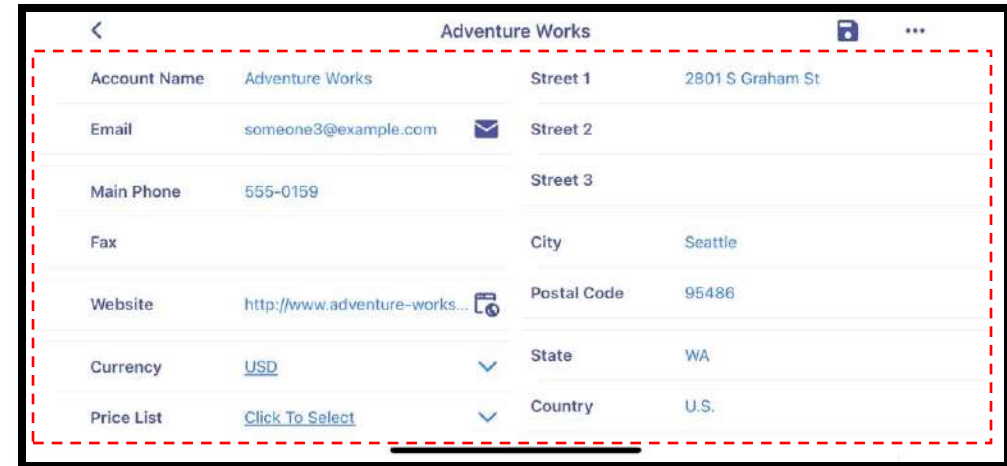
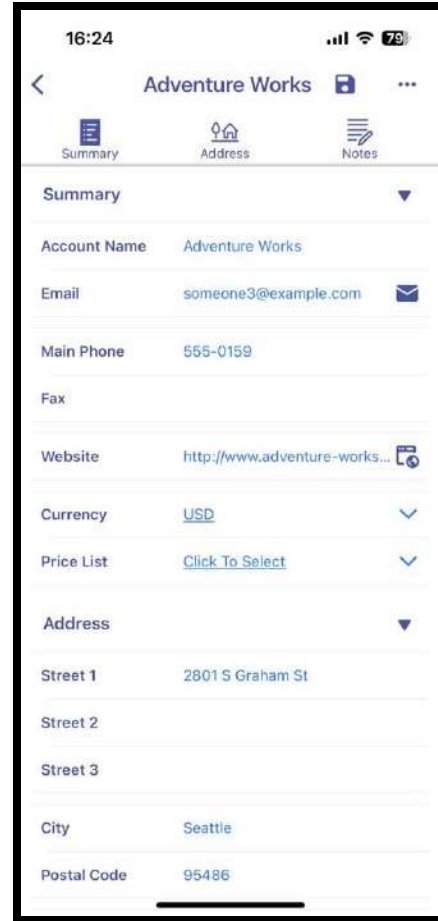
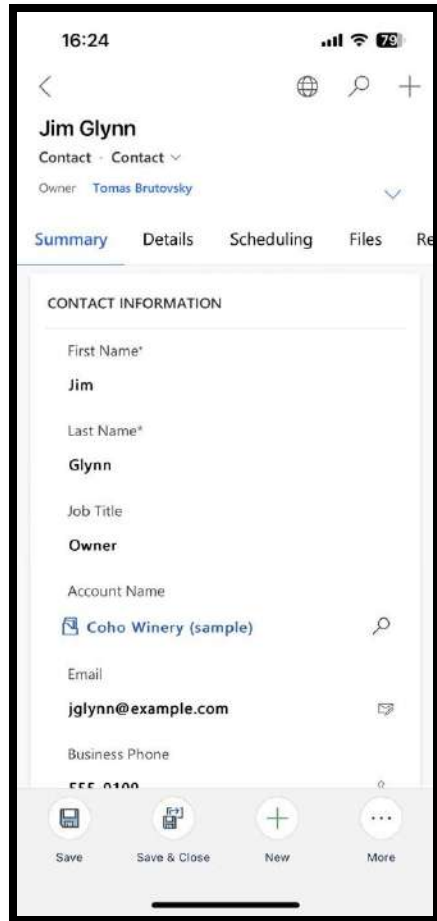
Specifically built for mobile devices. All design tools and choices are oriented towards mobile devices.

Scenarios

If a company wants to create a general purpose app with similar experience for administrators in the office and mobile users, then Microsoft is the better option.

If a company needs the best experience for mobile users, then Resco is the better option with its own proven mobile app designer.

1. UX/UI of mobile apps – mobile first design



2. Offline-first architecture and Synchronization



Field Service (Dynamics 365)

Resco Mobile CRM

Approach

Offline is a feature with limited options. Microsoft's sequential transfer approach (waiting for the database, page by page) is 3-9x slower than Resco Sync.

A decade-long track record in offline mobility. Offline functionality with a wide range of setup and configuration options is a priority. Resco uses a multi thread-synchronization engine (async DB writing, many optimizations).

Highlight

- Out of the box setup does not require much work to set up, but sync times are longer.
- Incremental sync with a small number of server changes will be faster in PowerApps.
- Monitoring and auditing of synchronization is not available.

- A large number of tools enable admins to set up synchronization with unmatched speed.
- Resco allows you to select table fields that you need to take offline (synchronize) – there is no need to synchronize the whole table with unnecessary data.
- Advanced tools for backend sync, monitoring, and audit.
- Multi thread-synchronization engine.

Full sync and syncing large data volumes is up to 10x times faster in Resco Mobile CRM than in Field Service (Dynamics 365) app.

Scenarios

Can be readily deployed in uncomplicated scenarios with minimal offline demands and provides built-in choices for synchronization.

If your solution needs offline capabilities and involves work with high volumes of data and thousands of records, Resco is the clear choice.

Real life use cases

Example 1: Client reduced the Full Sync time required while using Field Service (Dynamics 365) from 8 hours to 1.5 hours by transitioning to Resco Mobile CRM and the Standard Sync time from 8 minutes to 1.5 minutes.

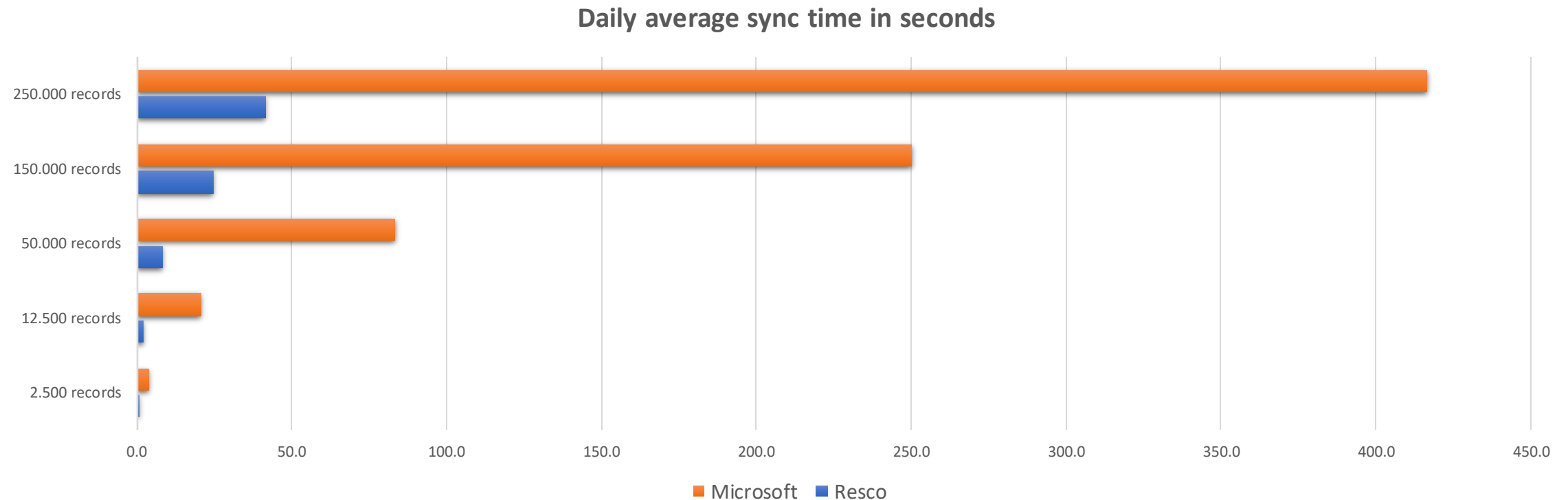
Example 2: With the option to select the required fields for synchronization offered by Resco, a client eliminated 80% of the standard incident table fields (189 exactly) from mobile customization and added 16 custom fields instead.

Note: Resco outperforms Powers Apps in the download speed. The relevance of this superiority grows with the number of records that are needed in the offline database. Each user will spend some time synchronizing every day, and the more data that is required offline the more time the sync will take.

2. Offline-first architecture and Synchronization

We have compared average download speeds for different volumes of data and various configurations. (Your results might vary based on your specific configuration.) As you can see, in the scenarios in the graph below, there is a big difference in download speed (in seconds) between both mobile apps. For this reason, it is very important to optimize the number of records that you want to take offline. This will have a direct impact on user experience and waiting times for users, who can use this precious time working.

This chart is based on multiple tests with different data sets and different data structures, which are averaged and show the synchronization time in seconds for the Field Service (Dynamics 365) and Resco Mobile CRM application when a client has up to 2.5K, 12.5K, 50K, 150K and 250K records to be synchronized.



3. Data volume



Field Service (Dynamics 365)

Resco Mobile CRM

Approach

Good for simple scenarios with small amounts of data required offline.

Resco Mobile CRM excels in all kinds of implementations but can be used for data-heavy and complex scenarios.

Highlight

MS suggests the following on their webpage:

- Limit the total records synced to no more than 200,000.
- Limit the number of tables to fewer than 100.
- Limit the total data size to less than 4 GB.

Resco clients successfully synchronize millions of records, including 100+ tables, and have successful implementations of projects with 10GB+ of data available fully offline.

4. Data collection



Field Service (Dynamics 365)

Resco Mobile CRM

Approach

No code/low code approach for questionnaires only.

No code/low code approach for questionnaires and reports.

Highlight

Dedicated tool for Inspections (digital questionnaires) for Field service.

To create reports, you must use code or pay an extra license(s) for 3rd-party solutions.

- **Dedicated drag and drop tool for building digital questionnaires** for any scenario (Sales, Field Service, any custom project)
- **Dedicated visual report designer** that you can use to design pixel perfect reports.
- Simple inline rules controlling whether the question should be visible, enabled and/or mandatory.
- **Complex logic** can be defined in a Rules Editor allowing use cases such as pre-filled questions from any entity record, saving data from a completed questionnaire to a new/update existing entity record.
- **Data mapping** to read and update existing database records directly from the questionnaire (we are working on a possibility to create new records in the database).

Scenarios

Option to create simple questionnaires with simple rules that cover basic scenarios for data collection.

Option to create simple and complex questionnaires with advanced business logic and option to automatically create reports from questionnaires with no additional work required.

5. Configurability / customization



Field Service (Dynamics 365)

Resco Mobile CRM

<p>Approach</p>	<p>No-code/low-code customization web-based tools available (https://make.powerapps.com).</p> <p>Concept of app projects - all the customizations and configurations can be placed in one container.</p>	<p>No-code/low-code customization web-based tool available (Woodford).</p> <p>Concept of solutions: all the customizations and configurations can be placed in one container.</p>
<p>Highlight</p>	<p>A concept that enables you to use an additional custom app module within Field Service app.</p>	<p>All scenarios can be covered within a single Resco Mobile CRM app, and there is no need to manage more apps to achieve the desired outcomes.</p> <p>Vast options for customization, including the ability to use Offline HTML/Custom JavaScript (see details below) and to customize Forms and Views.</p>
<p>Offline HTML / Custom JavaScript</p>	<p>Usage of web resources on form handlers, form scripts and ribbon commands, works in offline mode.</p> <p>It is possible to run the basic functions for creating and managing records via Xrm.WebApi.offline namespace.</p> <ul style="list-style-type: none"> • Not possible to access device components (camera, local storage) or create files. • Several limitations compared to web resources in online mode (not possible to create fetchXML, webpages via sitemap, HTML resources). • Web resources on iOS is even more limited or only partially supported. 	<p>Provides the Resco JavaScript Bridge API which provides hundreds of dedicated functions for controlling UI, offline or online data, services, platform components and more.</p> <ul style="list-style-type: none"> • Capability to control the UI, add components and create custom UI. • JavaScript functionality has full offline support and works the same for Windows, Android, and iOS. • Possibility to fetch data, control the camera, track the GPS coordinates, run and save mobile reports in the background and implement third-party JavaScript SDKs.
<p>Scenarios</p>	<p>Field Service (Dynamics 365) is suitable if your use case is covered with the out of the box solution provided by Microsoft or can be extended by simple business logic customization.</p>	<p>More advanced scenarios where you need to customize Forms, Views, design, or work with Offline HTML/ Custom JavaScript.</p>

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Leading provider of cross-platform mobile solutions for Microsoft Dynamics 365

About Resco

160,000+

Licensed users

800+

Corporate Customers

500+

Partners

80+

Countries

23+

Years

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