

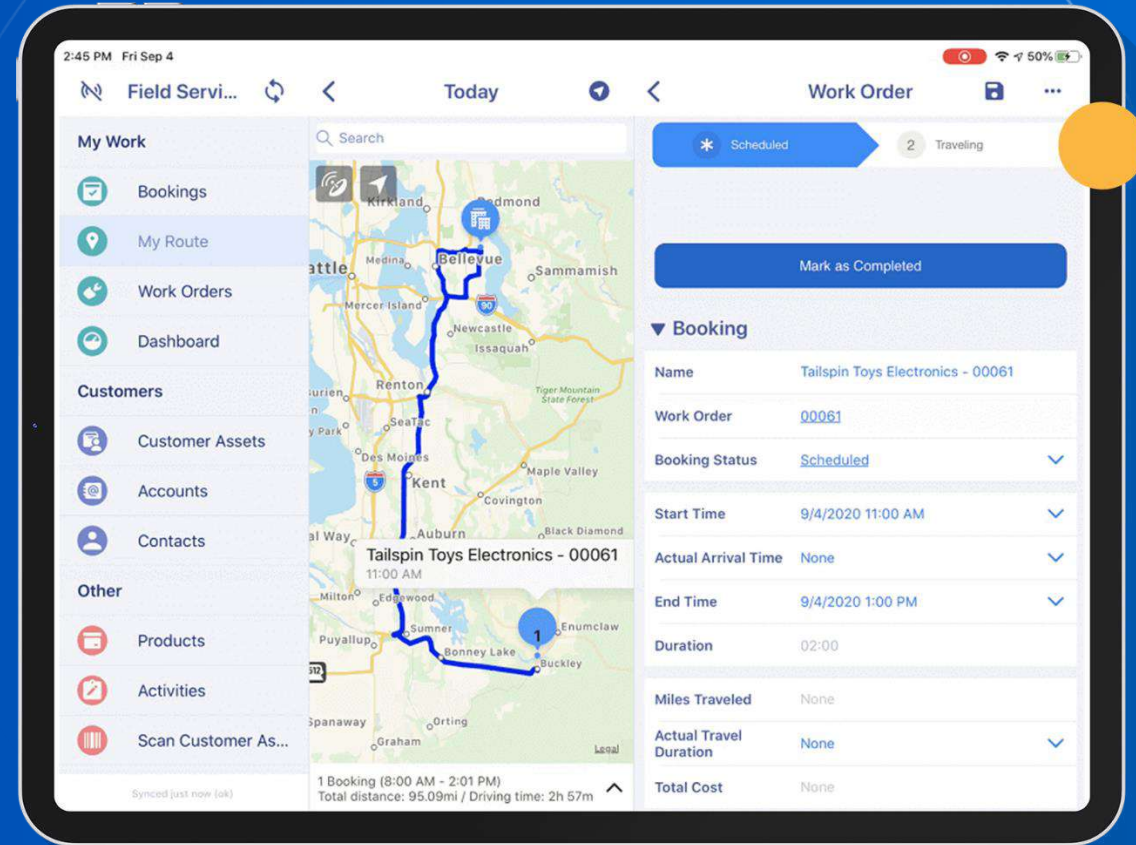
Resco Field Service 2.0 for Dynamics 365

Comparison Guide

How to choose the right mobility
for Dynamics 365 Field Service

April 2023

resco.net



What's going on with mobility for Dynamics 365 Field Service?

Resco has been filling the mobile gap for Dynamics 365 Field Service since 2015.

Microsoft's **Field Service Mobile (Xamarin app)**; hereinafter referred to as "**Xamarin app**", was built on Resco and included with every Field Service license since 2018.

The Xamarin app has been discontinued by Microsoft and replaced by the **Field Service (Dynamics 365)**; hereinafter referred to as "**D365 app**" or "**Dynamics 365 app**".

In June 2020, Resco has launched its **Resco Field Service 2.0** program, to enable business continuity for companies relying on Resco technology.

Dynamics 365 Field Service customers currently using the Xamarin app have two options:

- Transition to Resco's Field Service 2.0 app and continue using their current mobile setup with additional benefits and capabilities
- Adopt the new Power Apps-based D365 app from Microsoft, starting from scratch with a different mobile technology

Transition period from Xamarin app
to Resco Field Service 2.0 or D365 app

Xamarin app discontinued;
only Resco Field Service 2.0 and D365 app available

July 1 2021

New Dynamics 365 Field Service
customers cannot use the Xamarin app

June 2022

Microsoft retires and will not support
the Xamarin app any longer

Why should you choose Resco Field Service 2.0?

Features that make a difference



Offline-first DNA

Ensure application performance even with millions of records and complex tables.



Mobile-first design

Benefit from our platform, apps, and customization options that are designed with the mobile user at the forefront.



Superior sync

Control which fields are being synchronized and how. Sync your mobile devices with a local on-premise server that works in an environment with no internet connection. Take advantage of advanced sync filters, optimized app storage, and up to 10X faster sync than alternatives.



Native no-code integrations

Seamlessly connect your app with various third-party solutions. Save time and money on custom development, time consuming integrations, and related maintenance costs.

Why should you choose Resco Field Service 2.0?

Features that make a difference



Questionnaire Designer

Use a simple drag-and-drop editor to create mobile forms with advanced features like business logic, rules, or smart questions.



Report generation

Create pixel perfect reports in your corporate design without coding for both mobile and back-office use (via Power Automate).

Offline mobile reports included.



Guides and knowledge collaboration

Capture, standardize, and apply tribal knowledge. Engage your field team via effective on-the-job training.



Tailored branding across the entire app

Add custom color scheme and your logo and make the app feel truly yours

Main differences between the Resco and Dynamics 365 app

Find out which app is more suitable for your business based on your intended areas of application.

Area	RESCO	MICROSOFT
Mobile device is the primary working device for technicians	Suitable	Less suitable
Configuration and optimization for mobility is required	Rapid development and configuration	Longer development and customization time
Technician works with >10K of records per entity on mobile device	Suitable	Less suitable
Inspections functionality	Robust, with dedicated tools	Basic
Digital forms (Inspections) required for field work	Suitable	Basic scenarios
Native map support	Yes	Yes, Bing Maps
Cloud document integration (SHAREPOINT)	Yes, offline support	Yes, online only
Exchange email service integration	Yes, offline support	Yes, online only
Legally binding signatures support	DocuSign – native integration, offline support	DocuSign – needs to be further configured, online only
Complex business logic required for field work	Suitable, great no/low code possibilities	Less suitable, custom development needed
Offline mobility performance is important and needed	Suitable, fast and reliable offline	Less suitable

Functionality

Which functionalities are the most important for your specific scenario?

Area	RESCO	MICROSOFT
Native map support	Yes	Yes, Bing Maps
Visit planning and travel optimization for technician on mobile device	Yes	No
OS support	iOS, Android, Windows 7 and Windows 10	iOS, Android, Windows 10
Wearables support	Real Wear, Apple Watch (Inspections functionality)	No
Private views (manager can define)	Yes, defined by admin	Yes, view defined by business user can be shares with others
Private views (user can define)	Yes, private views defined in app	No
Guest user access support	Yes	No
No/Low code business logic extensibility (without programming)	Yes, configurable using form rules, view rules, custom command actions and custom buttons	Only basic steps on form
Programmable business logic extensibility	Yes, HTML & JavaScript that works offline	Yes, PCF (link)

Mobile App User Experience

Which app is the right choice if superior UX is your priority?

Area	RESCO	MICROSOFT
Working with list of records	Fast and seamless	Slow for large lists
Form loading speed	Fast also for complex forms	Slow for complex forms
Working with multiple forms	Multiple forms can be open and edited at the same time (e.g., Account and Contact)	Only one form can be opened at any time. It is possible to embed form in another form through Form Component Control
Optimized for large amounts of data	Works well with 100s of thousands of records per table	Slower download, search and other in app actions Recommended offline storage should not exceed 200,000 records

Offline Capabilities

Resco has a decade-long track record in offline mobile apps. Would you rather rely on mobile and offline-first application design, or will offline as an add-on suffice?

Area	RESCO	MICROSOFT
Offline-first architecture	Yes, Resco designed and embedded offline functionality as a first principle	No, architectural design of Power Apps is primarily web technology. Offline functionality is "a feature"
Custom offline database indexing. Indexes can greatly improve the performance of queries on entities with a lot of data, which results in much faster load of forms and views.	Yes (admin can define)	No
Limitations	No	Yes, many native Power Apps functionalities do not work in offline (Microsoft Offline Limitations)

Management and administration

Would you like to have insight into synchronization process and possible issues? Do you need to analyze root causes of problems? Our Comparison Guide will help you choose the right app for your needs.

Area	RESCO	MICROSOFT
Visibility and transparency of synchronization process	Dedicated tools for mobile device management and synchronization analysis: Device Control and Sync Dashboard	Only in app: real time visibility of tables being download, application sync status icons
Application Log	Detailed app log with details of each sync process and errors (sync, rules, JavaScript, integrations)	Sync errors with error messages are stored in dedicated table
Synchronization conflict investigation	Yes, root causes can be determined and rectified	Not possible
Synchronization troubleshooting	Comprehensive diagnostic logs, accessible via Sync Dashboard.	Possible to report to admin when error or warning occurs
Conflict resolution	Multiple options, adjustable per entity and per field	One global option: server wins or device wins
Remote conflict resolution	Yes	No
Monitoring device performance	Yes, Sync Dashboard	No
Remote device lock, sync, wipe	Yes	No

Sync Performance

Do you agree that fast and reliable data synchronization is a must for field mobility? If you need control of what is being synchronized and how, Resco is the better choice.

Area	RESCO	MICROSOFT
Initial sync (>1M records)	3-10x faster than Microsoft	Slower
Download speed (milliseconds per record)	Typically, 1.1 , can be optimized up to 0.3	Typically, 3-4, for huge tables can be 10-20
App storage usage	Optimized, fields for offline can be selected	Typically, double or more, all table fields are stored offline

Synchronization Options

Area	RESCO	MICROSOFT
Synchronization filters configuration (what entities and related records are synced)	Synchronization filters can be configured for each entity individually	Synchronization filters can be configured for each entity individually
Data filter possibilities	Conditional filtering allows creating filters using combination of fields from any linked entities/tables	Conditional filtering allows creating filters using fields within one table/entity
Data filter import/export per entity (useful for migration)	Yes, ability to create data filter per entity on one environment and move to another	No, offline profile can be exported only as a whole
Synchronization optimization	Auto-logic that determines the best synchronization type	No options
Synchronization of selected entity fields	Yes, ability to select which fields of an entity should be synchronized to mobile devices, resulting into efficient synchronization times and storage usage	All entity fields are downloaded. This can lead to unnecessarily long synchronization times and inefficient storage usage
Field level security offline	Yes	No
Lookups pointing outside data filter/app customization	Allowed	Not allowed

Advanced Synchronization Options

Area	RESCO	MICROSOFT
Set max number of synchronized records (download and upload)	Yes	No
Set max size of synchronized attachments	Yes	No
Synchronization method adjustable per entity (ability to configure how each entity is synchronized)	Yes	No
Download in multiple threads	Yes, up to 5 threads can download simultaneously	No, only one thread download
Shared record synchronization for Access Teams	Yes	No
Options for auto sync	Periodic, On (App) Start, On Change	Periodic per each entity, possible intervals: 5 min, 15 min, 1 hour, 6 hours, 12 hours, 1 day
Email download options	Multiple (e.g., strip HTML)	None
Files synchronization options	Different settings per file type and per entity, e.g., for email attachments download only PDFs smaller than 5 MB but download all JPEGs and not sync attachments for specific attachments	Filter based on Entity relationships. Files and Images lets you define what table columns for a file or image need to be downloaded on devices

Customization

What are your options to develop and build the features required in your project?

Area	RESCO	MICROSOFT
Customization tool	No-code/low-code customization web-based tool available (Woodford)	No-code/low-code customization web-based tools available (https://make.powerapps.com)
Projects / Solutions management	Concept of app projects - all the customizations and configurations can be placed in one container	Concept of solutions - all the customizations and configurations can be placed in one container
Customization UI	There is only one customization UI (Woodford)	Sometimes it is necessary to switch to the "classic" UI in order to customize some features that are still not available in the "new" UI (e.g., Custom control for specific column in the view , Custom control for entity view)
Online documentation	Available	Available
Trainings and certifications	Online training, certifications. Rare on-site training (On-site training on request)	Online or on-site training, certifications
GitHub integration	Out-of-the-box	Not available
Azure DevOps integration	Not available	Out-of-the-box

Design/UI/UX

Area	RESCO	MICROSOFT
Design/UI/UX options	Large number of options (system or personal)	Limited possibilities (system or personal)
Colour themes	Part of the Woodford project	Color themes are not solution aware (read more)
Custom icons	For all tables (standard and custom)	Only for custom tables, not for standard tables
Dedicated mobile application	Own branded mobile app on app stores possible	Not available
Language support	Multi-language support	Multi-language support

Forms

What are your options to develop and build the features required in your project?

Area	RESCO	MICROSOFT
Custom business logic on Forms	Rules engine offers many options, methods, functions etc. that allow building very complex rules	Very limited possibilities via Business Rules (set field read-only, requirement level, visibility, value, show error message) that allow building only simple rules
Commands	Both out-of-the-box and custom commands can be configured	Currently not possible to change existing (system) commands via editor (XML only)
Filtering on Unrelated Entity List (Unrelated table subgrid)	Custom filters available	Not possible to set a custom filter
Custom form controls	No custom controls available for the entity fields	Possible to display specific field in multiple ways to improve UX
Custom buttons	Easy to add and configure without code	Not possible to configure custom form buttons (only via custom web resource)
Formatting	More flexibility via Form Styles	Limited options available (label position, visibility, read-only, width)

Views

Area	RESCO	MICROSOFT
View designer	Provides more flexibility in designing the view; pixel-perfect placement of the cells	Each view can only be configured as a simple table with columns
View images	View can display images stored in Notes or in the entity image field	Images not supported in the view definition
View screen responsiveness	Different options available (Next Wide, Anchors, Auto Grid etc.)	No custom setup available
Custom buttons	Available, easy configuration	Not possible to configure
Custom business logic in Views	Rules engine offers large number of available options, methods, functions etc. that allow building very complex rules	No possibilities
View Color-coding	Available via Row Script rules	Limited, only available via custom web resource
View formatting	More flexibility via View Styles	No possibilities

Inspections

If you plan on inspecting, maintaining and repairing assets, you´ll need a reliable app that will allow you to easily create and use inspection forms. Resco´s Inspections feature does just that.

Area	RESCO	MICROSOFT
Basic question types	Text, Date/time, Date only, Number, Decimal number, Single choice, Multiple choice	Text, Date/Time, Number, Single choice, Multiple choice
Media support	Image + Editing, Audio, Video, Tagged Image, (up to 10 media files per question)	Image
Special components	Barcode scan, Lookup, Regarding Lookup, Hyperlink, Action button, AI Image Recognition, Signature	Barcode scan, Lookup
Grid layout of questions	Yes	Yes
Template export / import	Yes	Yes
Template management	Versioning, Organized into folders, N:N association with other records, Synchronization configuration	Versioning
Branding and formatting	Yes	No
Answers from previous inspection can be reused	Yes	No
Question and questionnaire scoring	Yes	No
Legally binding signatures	Yes	No
Custom buttons / commands	Yes, configurable using Rules editor or JavaScript	No
Extensibility by business logic	Simple inline rules controlling whether question should be visible, enabled and/or mandatory, Complex logic can be defined in Rules editor allowing use cases such as pre-fill questions from any entity record, save data from completed questionnaires to a new/update existing entity record	Only simple actions can be configured based on the response to a question such as: Make page visible, Show the question, Change to required, Skip to question
Inspection report creation in mobile app	Built in automatic reports, Configurable custom reports	Limited, online only
Working with collected inspection data in back office	Resco Result Viewer Collected data can be stored directly in Dataverse so users can take full advantage of all tools provided within MS ecosystem	Dataverse views or Service Task form Results can be also synced to Power BI
Questionnaire creation	Manual + Assisted / Option to import questions from XLS, Image or PDF documents	Manual

Reporting

Are advanced reporting functionalities what you need? Resco’s got you covered.

Area	RESCO	MICROSOFT
Create reports on mobile device	Yes, online and offline	Yes, online only
No-code/ low code report template designer	Yes, dedicated Report Designer tool for creating comprehensive report templates. Automatic reports for Inspections (minimum effort, out of the box report creation)	No, separate solution to be downloaded and templates must be created using code
Multiple template support per entity	Yes	Yes
Multi-language support	Yes, reports in several languages for one inspection	No
Legally binding signature collection for reports	Yes	No
Power BI support	Yes	Yes

Location-based functionalities

Do you need to track your employees and see their current location? See which app is the right choice for you.

Area	RESCO	MICROSOFT
Location tracking support	Yes	Yes
Geofencing	Yes	Yes
Geofencing alerts	Yes	Yes
See resources on a map	Yes, in Location Monitor tool	Yes, in Schedule Board tool
Visualize past locations of resources on a map	Yes, in Location Monitor tool	No
Predicting and visualizing future routes	Yes, in Route Planner	No







3rd Party Services Integrations Overview

Is it handy for the technician to have access to cloud documents and email? Do you need to collect legally binding signatures from customers after providing service? Resco's integrations can help you with all of that.

Integrations


Area	RESCO	MICROSOFT
General approach	Provides native offline and online integration with several third-party services, along with the components prebuilt making it a more convenient option	While offering access to many third-party connectors, Microsoft requires to build and embed specific online-only Canvas apps for each of them

Integrations: Documents

Area	RESCO	MICROSOFT
 Azure blob storage support	Yes, native integration	Needs to be further configured, online only
 SharePoint	Yes, native integration	Needs to be further configured, online only
 Dropbox	Yes, native integration	Needs to be further configured, online only
 OneDrive	Yes, native integration	Needs to be further configured, online only
 Box	Yes, native integration	Needs to be further configured, online only
 Google Drive	Yes, native integration	Needs to be further configured, online only

3rd Party Services Integrations Overview



Integrations: Electronic Signatures (Legally Binding Signatures)

Area		RESCO	MICROSOFT
 DocuSign	DocuSign	Native integration, offline support	Needs to be further configured, online only

Integrations: Online payments

Area		RESCO	MICROSOFT
 Stripe	Stripe	Yes	Yes

Integrations: Email Service

Area		RESCO	MICROSOFT
 Exchange	Exchange	Yes, native integration	Needs to be further configured, online only
 Google	Google	Yes, native integration	Needs to be further configured, online only

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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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