

Techvista wins the highest Microsoft Dynamics 365 Field Service deal of H1 for FY21-22 with Etisalat

By winning the highest deal of H1 for FY21-22 for Microsoft with Etisalat, we have put another feather in our cap. The deal entails Microsoft Dynamics 365 Field Services licensing, making it one of the first of its kind in this region.

Etisalat wanted a quick fix to the unresolved latency from its engineering division to better regard customer concerns. The delay in the response time caused problems because of the unstructured data storage and lack of correct prioritization of the client's concerns.

We are offering resource-outsourcing, consultancy, and staff augmentation services of Microsoft Dynamics 365 Field Services for Etisalat through licensing. We've convinced Etisalat to purchase \$1.2M worth of Field Service licenses. This was the first-ever implementation of Field Services in the telecommunications industry of the ME region.

This aims to help Etisalat overcome deficiencies in the areas, such as service locations, customer assets, preventative maintenance, work order and resource management, collaboration, as well as analytics. We are also extending a team of experienced IT professionals and business consultants to Etisalat. Our goal is to ensure a smooth transition from conventional to digital operational practices.

About Etisalat

Etisalat is an Emirati-based multinational telecommunication services provider which was founded as a joint-stock company in 1976 by International Aeradio Limited and a British company. In 1983, the ownership was transferred to the UAE government. Since then, Etisalat has become the largest telecommunication services provider in the GCC, and it is also the world's fastest mobile network, consistently expanding its operational network.