



bowdark

CASE STUDY

Connecting Office and Field Service Teams

SUMMARY

Bowdark built a field service management platform that connected office and field teams, reducing paperwork, improving work order accuracy, and helping technicians spend more time on productive work.

BUSINESS OVERVIEW

SIZE

~7,700 employees

INDUSTRY

Energy

COUNTRY

United States

PRODUCTS & SERVICES

Power Platform, Azure, SAP, Dynamics
365



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CHALLENGE

Responding to customer service requests was inefficient and hard to track. Field teams relied on a mix of paper forms and desktop apps on rugged notebooks, creating a clunky experience with poor visibility into request status. Complicating things further, most requests spawned full-blown construction projects with complex work breakdown structures and many internal and external handoffs, yet existing SAP and dispatch tools gave everyone the same all-in-one work order screen regardless of role.

APPROACH

Rather than simply digitizing the existing paper-based process, Bowdark focused on injecting intelligence into the workflow itself. The team designed a system that could break complex projects into discrete, role-based tasks and route work to the right person at the right time, replacing one-size-fits-all work order screens with focused views tailored to each team's part of the process.

SOLUTION

Bowdark built a field service management platform on Power Platform, Azure, SAP, and Dynamics 365 that automatically decomposes incoming service requests into structured work breakdown items and delivers each task to the appropriate person or team through a narrow, role-based interface. Instead of navigating complex, full-scope work order screens, users see only what's relevant to their role, so tasks move quickly through the many internal and external handoffs a project requires.

TECHNOLOGIES USED



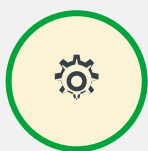
Outcome

The new platform delivered a 67% improvement in operational visibility, giving service coordinators and field teams a clear, role-based view of work as it moved through the process. That visibility translated into notable cost savings, as the company was able to capitalize more of its work — accurately tracking and attributing costs to capital projects rather than losing that detail in paper forms and disconnected desktop tools.

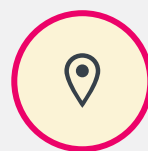
KEY FEATURES & BENEFITS



Role-Based Task Delivery



Automated Work
Breakdown



Mobile Field Access



Streamlined Handoffs