



the results company

Microsoft Bouw & Installatie event 2 oktober 2018

Wat staat er op uw digitale agenda?

Powered by HSO & CADAC

Agenda

11.30 uur - 12.10 uur Lunch en welkom

12.10 uur - 12.40 uur **Ontwikkelingen in de bouw & installatie sector**

Jan van der Doelen – Sectormanager Bouw bij de ING

12.40 uur - 13.40 uur **Wat staat er op uw digitale agenda?**

Demonstratie van nieuwe technologie om:

- Klanten te winnen (met marketing, selfservice portals & tender management software);
- Klanten te inspireren en faalkosten te verminderen (met BIM en Microsoft Hololens);
- Klanten te binden (door onderhoud te voorspellen met FieldService, IoT en AI)

Deze sessie wordt verzorgd door Mireille Gielians van HSO en Jeroen Leeuw van Cadac.

Introductie

Even voorstellen

- Hans Broer – Marketing Manager bij HSO
- Jeroen Leeuw – Sales Manager bij Cadac
- Jan van der Doelen – Sector Banker Bouw & Vastgoed bij ING

- Henk Woltjes – Solution Sales bij Microsoft
- Dirk Hesse – Sales Manager bij HSO
- Arjan van Beek – Sales Manager bij HSO
- Job van Hardeveld – AEC Consultant bij Cadac
- Jan Kamphuis – Business Development Manager bij Recreate

Voor facilitaire vragen:

- Elly Dorland – Marketeer bij HSO



the results company



HSO Mission

To be the leading global provider of technology driven business solutions that improve the business performance and **results of our clients.**

HSO makes your business future proof by:

- ✓ digital transformation
- ✓ customer engagement
- ✓ improved efficiency
- ✓ journey to the cloud
- ✓ business insights
- ✓ new ways of working
- ✓ improved (customer) service
- ✓ new business models

HSO culture



Project Service Automation



Sales



Customer Service



Finance & Operations



Marketing



Field Service

Microsoft Dynamics 365

Hso



Chosen as
Great Place to Work



550+
employees



Office 365



Microsoft Azure

(Global) Managed Services team

24 x 7



5 continents



4 industry solutions



13 offices in
NL-DE-UK-US
& Asia



25+ years of experience



+680 customers

2017/2018 **INNERCIRCLE**
for Microsoft Dynamics

Microsoft
Partner

Gold Enterprise Resource Planning
Gold Customer Relationship Management
Gold Cloud Customer Relationship Management
Silver Data Analytics



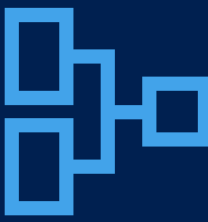
Een aantal van onze referenties

Bouw

Installatie

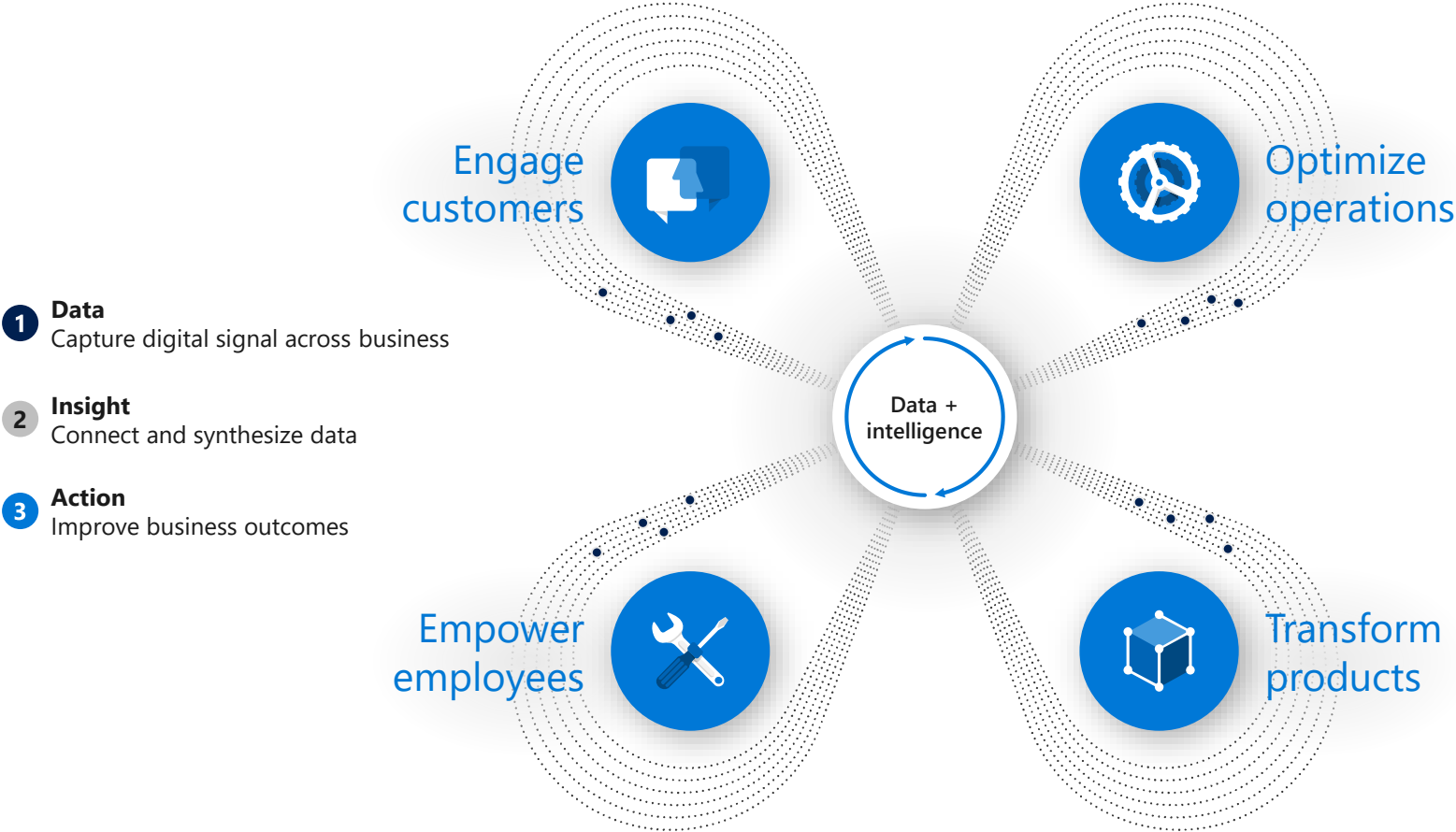
Offshore





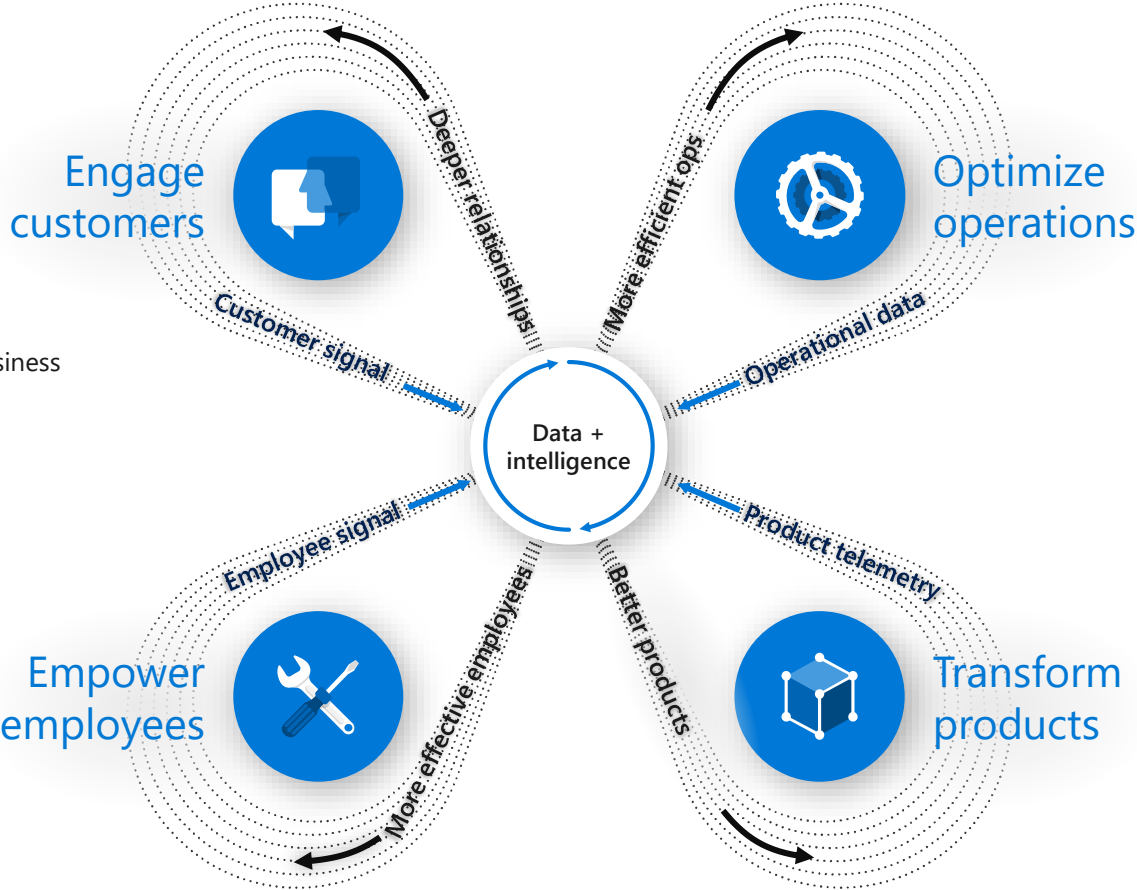
Microsoft Dynamics 365

De digital feedback loop



Enabling the digital feedback loop

- 1 Data**
Capture digital signal across business
- 2 Insight**
Connect and synthesize data
- 3 Action**
Improve business outcomes



Microsoft Platform voor de Bouw en Installatie

Intelligent business applications in the cloud

Microsoft AppSource

 Office 365

Microsoft Dynamics 365



Sales



Customer Service



Finance &
Operations



Field Service



Project Service
Automation



Marketing



Power BI

Cortana
Intelligence

Azure IoT

Application Platform: (PowerApps, Flow, Power BI Embedded) & Common Data Service

Azure

Klanten winnen met Tender Management

Tender en Projecten Management



Marketing: Focus op de juiste leads

The flowchart illustrates a lead generation process. It starts with two input nodes: 'Handmatig toegevoegd' (Manually added) and 'HSO collega's' (HBO colleagues). Both lead to a central node 'Verstuur uitnodiging' (Send invitation). From there, the process branches into three paths: 'HSO - Inschrijfformuli...' (HBO registration form), 'HSO - Inschrijfformuli...' (HBO registration form), and 'HSO - Decline survey'.

Automation Elements

TRIGGERS

Dynamics 365 | Sales Hub | Sales > Leads > Lidman Anna (sample)

Lead: Lead | Lidman Anna (sample)

Lead Source: Advertisement | Rating: Hot

Lead to Opportunity Sale... Active for 43 hours

Qualify (43 Hrs) | Develop | Propose | Close

Summary | Details | Related

Contact

Topic: * Some interest in our products (sa...)

First Name: + Lidman

Last Name: * Anna (sample)

Job Title: Owner

Business Phone: 555-0173

Mobile Phone: ---

Email: someone17@example.com

Company

Company: + Woodgrove Bank

Website: http://www.woodgrovebank....

Address: 124 8th St SW Norwood MA 22308

Timeline

Enter a note...

TODAY

Post by Ryan Cunningham - Just now

Looking for more information about this new lead. Darren Parker Can you share something?

Like | Reply | ...

THIS WEEK

Auto-post on Lidman Anna (sample)'s wall - Tuesday 3:18 PM

Ryan Cunningham created Lidman Anna (sample)

Like | Reply | ...

Predictive Lead Score

59

Grade B

Trending Down

Top Reasons

- Industry is Banking
- Role contains IT
- Account Category code is Preferred
- Lead Source is referral
- Lead age is 9 days

Relationship Assistant

Next meeting in 10 minutes

Proposal Review

Maria Campbell mentioned "Why product delivery delayed again" in her email today.

Create Case | Open Email

Issue Detected

Product delivery delayed

The warehouse is behind on orders after a power outage.

Marketing en lead generatie mbv Portalen

PROJECTEN

WIJ BOUWEN VOOR IEDER EEN EIGEN THUIS

Home

Projecten

Mijn Woning

Kennisbank

Forums

Q

Sign In

All

Search

Home

Mijn Woning

Woning details

Woning details

Meest populair

Hoe vind ik bouwprojecten in mijn buurt?

Hoe vind ik bouwprojecten in mijn buurt?

Kan ik een afspraak maken met een woningadviseur?

Kan ik een afspraak maken met een woningadviseur?



Name *

Wetering Eiland fase 2 - nr 3

Project

Parijsch - Wetering fase 2

x

Q

Type woning

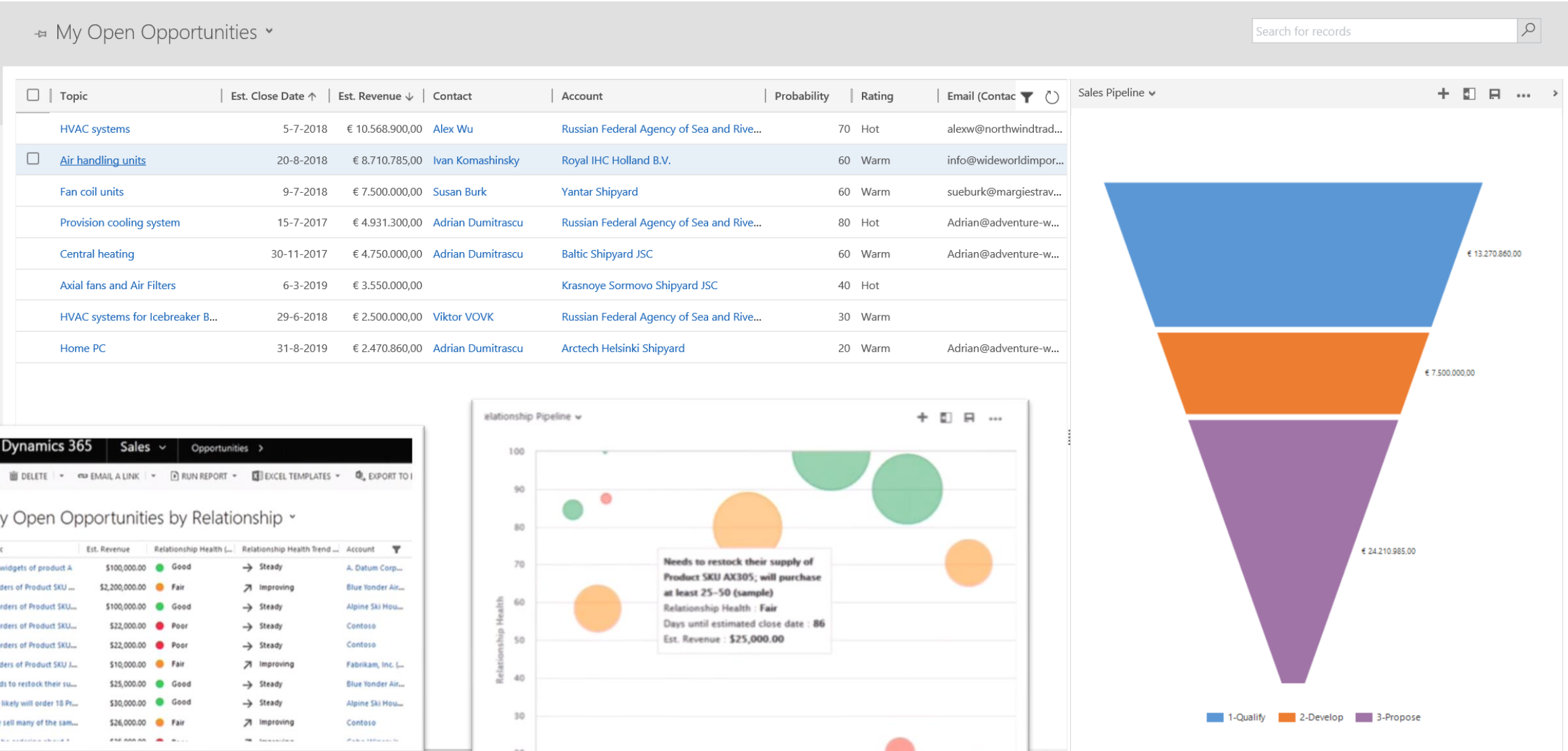
2 onder 1 kap

v

Opties					
Name ↑	Aantal	Bijzonderheden	Prijs		
Aanbouw 2400 mm +1 PV paneel	1	Beukmaat 6300 mm	€21,500.00		
Dakkapel achtergevel	1		€21,500.00		

Meldingen					
Name ↑	Update	Koper	Woning	Akkoord	Created On
Woningadvies	Onze woningadviseur komt 6-4 bij u langs	Anna en Daan	Wetering Eiland fase 2 - nr 3	No	4/6/2018 9:54 AM

Projecten Pijplijn



Dynamics 365 Sales Opportunities

My Open Opportunities by Relationship

Topic	Est. Revenue	Relationship Health	Relationship Health Trend	Account
200 widgets of product A	\$100,000.00	Good	Steady	A. Datum Corp...
5 orders of Product SKU ...	\$2,200,000.00	Fair	Improving	Blue Yonder Air...
25 orders of Product SKU...	\$100,000.00	Good	Steady	Alpine Ski Hou...
15 orders of Product SKU...	\$22,000.00	Poor	Steady	Contoso
10 orders of Product SKU...	\$22,000.00	Poor	Steady	Contoso
6 orders of Product SKU J...	\$10,000.00	Fair	Improving	Fabrikam, Inc. (...)
Needs to restock their su...	\$25,000.00	Good	Steady	Blue Yonder Air...
Very likely will order 18 Pi...	\$30,000.00	Good	Steady	Alpine Ski Hou...
They sell many of the sam...	\$26,000.00	Fair	Improving	Contoso

relationship Pipeline

Tender Proces

OPPORTUNITY ▾

HVAC systems for Icebreaker Baltika

Est. Close Date
29-6-2018

Est. Revenue
€2.500.000,00

Probability
30

Owner
Mireille Gielians

Pre Bid (Active for 12 hours)

Bid/No Bid

Propose

Close

✓ Identify Contact
Viktor VOVK

✓ Identify Account
Russian Federal Agency

Purchase Timeframe
click to enter

✓ Estimated Budget
€3.000.000,00

Purchase Process
click to enter

Identify Decision Ma...
mark complete

Capture Summary
click to enter

Opportunity Sales Process (Active for 12 hours) Next Stage → ^

Summary

Topic
HVAC systems for Icebreaker Baltika

Account
Russian Federal Agency of Sea and River Transport

Potential Customer
Russian Federal Agency of Sea and River Transport

Project
Systems for Icebreaker Russian Federation

Description

Currency
euro

Probability
30

Sales Stage
Qualify

Relationship Assistant

Opportunity Closing Soon
HVAC systems for Icebreaker Baltika
Opportunity closes on vrijdag 29 juni 2018.

OPEN OPPORTUNITY

POSTS

ASSISTANT

ACTIVITIES

NOTES

ONENOTE

All

Add Phone Call

Add Task

...

Catch up with internal team
Due Date 29-6-2018 10:00
Modified by Mireille Gielians

Check on references we can use
Due Date 2-7-2018 08:00
Modified by Mireille Gielians

Viktor VOVK
Make Phone call to Victor to check upon specs
Completed by Mireille Gielians

COMPLETE

Today

COMPLETE

Today

Today

Opportunity Contact

Full Name
Viktor VOVK

Business Phone

Mobile Phone

Email

STAKEHOLDERS

Name	Role
Eduard Efimov	Stakeholder
Esko Mustamäki	Influencer
Ivan Komashinsky	Economic Buy...
Kadilov Aleksey	Technical Buyer

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Risico management

OPPORTUNITY ▾

HVAC systems for Icebreaker Baltika ▾

Est. Close Date
29-6-2018

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€2.500.000,00

Probability
30

Owner*
Mireille Gielians

Pre Bid (Active for 12 hours) ▸

Bid/No Bid ▸

Propose ▸

Close

✓ Identify Contact
Viktor VOVK

✓ Identify Account
Russian Federal Agency

Purchase Timeframe
click to enter

✓ Estimated Budget
€3.000.000,00

✓ Purchase Process
Committee

Identify Decision Ma...
mark complete

Capture Summary
click to enter

Opportunity Sales Process (Active for 12 hours) **Next Stage** ➡

<input type="checkbox"/>	Risk Category	Element	Expected situation	Risk profile standard	
	01.Political and economical	Local laws and regulations	---	Medium	
	01.Political and economical	Expected influence of stakeholders	Politcial situation in Russia	High	
	02. Client	Creditworthiness and payment attitude	---	Medium	🗑️ ➡
	02. Client	Relationship with client	Only one stakeholder	High	


<< < Page 1 >

LinkedIn Member Profile

in SALES NAVIGATOR


← Terug

Potentiële matches




Viktor Vovk · 3de
QA Automation engineer bij ABTO Software
Oekraïne

Match



Viktor Vovk · 3de
Senior Technical Support Specialist bij Zoom Support.
Oekraïne

Match



Viktor Vovk · 3de
Индивидуальный предприниматель bij Индивидуальный предприниматель
Oekraïne

Match

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Stakeholder Management

OPPORTUNITY

HVAC systems for Icebreaker Baltika

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Probability
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Mireille Gielians

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click to enter

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Full Name
Viktor VOVK

Business Phone

Mobile Phone

Email

STAKEHOLDERS

Name	Role
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Esko Mustamäki	Influencer
Ivan Komashinsky	Economic Buy...
Kadilov Aleksey	Technical Buyer

1 - 4 of 5

Stakeholder (LinkedIn)

OPPORTUNITY ▾

HVAC systems for Icebreaker Baltika ⌵

Est. Close Date
29-6-2018

Est. Revenue
€2.500.000,00

Probability
30

Owner*
Mireille Gielians

Pre Bid (Active for 12 hours) ▶

Bid/No Bid

Propose

Close

✓ Identify Contact
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click to enter

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€3.000.000,00

✓ Purchase Process
Committee

Identify Decision Ma...
mark complete

Capture Summary
click to enter

Opportunity Sales Process (Active for 12 hours) Next Stage ➡ ^

<input type="checkbox"/>	Risk Category	Element	Expected situation	Risk profile standard	
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<< < Page 1 >

LinkedIn Member Profile

SALES NAVIGATOR


← Terug

Potentiële matches




Viktor Vovk · 3de
QA Automation engineer bij ABTO Software
Oekraïne

Match



Viktor Vovk · 3de
Senior Technical Support Specialist bij Zoom Support.
Oekraïne


Match



Viktor Vovk · 3de
Индивидуальный предприниматель bij Индивидуальный предприниматель
Oekraïne

Match

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Meerdere Verkoopkansen voor een Tender (klantvoorbeeld)

PROJECT : INFORMATIE

Utrecht_255 app_De Trip

5 Geregistreerd

10 Budgetofferte Gemaakt

20 In Budget/Adviesfase

40 Project (ID) In Bestek

60 Installateurs Vragen Offerte Aan (i)

80 Eindonderhandeling

90 IDNL Krijgt Opdracht

100 Project

Volgend...

Eigenaar *

Gielians, Mireile

Algemeen

Naam *

Utrecht_255 app_De Trip

Onderwerp

Bouw 255 appartementen De Trip Utrecht

Soort project

NOM

Projecteigenaar

Caelen, Erik

Valuta

euro

Geschatte waarde

€910.000,00

Scoringskans

90

Prognose

10-1-2017

Bron ID

NOM-Nbw/EPC-0

Eigenaar *

Gielians, Mireile

Adres

Postcode

3523 CB

Straat

Helling

Plaats

Utrecht

ACTIVITEITEN

OPMERKINGEN

ONENOTE

Alle entiteiten

Telefoongesprek toevoegen

Taak toevoegen

...

Doorspreken ontwerpen

Einddatum 3-2-2016 16:30

Gewijzigd door Gielians, Mireile Vandaag

Status offertes controleren

Einddatum 30-1-2016 10:30

Gewijzigd door Gielians, Mireile Vandaag

Klimaatgarant

Gesproken met Willem Basten van Klimaatgarant

Voltooid door Gielians, Mireile Vandaag

Actieve verbindingen

Verbonden met

Rol (Naar)

Beschrijving

Boele & van Eesteren

Installateur

Caelen, Erik

Projecteigenaar

Giesbers

Installateur

Handelsondernemin...

Klimaatgarant

Van Wilsom Van Loon

Uitwerkend architect

VMX (VO/Jebber)

Opdrachtgever

Verkoopkansen

Onderwerp	Aangevraagd door	Project	Account	Gesch. omzet	Gesch. sluitingsdat...	Waarschijnlijk...	Verkoopfase
Utrecht_255 app_De Trip	Giesbers	Utrecht_255 app_De Trip	Giesbers	€ 910.000,00	31-1-2016	0	Sluiten
Utrecht_255 app_De Trip	Klimaatgarant	Utrecht_255 app_De Trip	Klimaatgarant	€ 900.000,00	31-8-2016	90	Voorstel
Utrecht_255 app_De Trip	Handelsonderneming Steboma B.V.	Utrecht_255 app_De Trip	Handelsonderneming Steboma B.V.	€ 910.000,00	30-9-2016	60	Voorstel

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Projecten

Microsoft Dynamics CRM

Project Service Projects 234100

Search CRM data

Viva de Braconier HSO

NEW PROJECT CREATE TEMPLATE DELETE ASSIGN SHARE EMAIL A LINK WORD TEMPLATES FORM EDITOR

PROJECT : INFORMATION

234100

Due Date 5/4/2017 Estimated Cost \$3,200,000.00 Cost Consumption % 100.00 Progress % 19.00

New Quote (Active) Plan Deliver Complete Close Next Stage

Estimated Start Date 11/1/2016 Estimated Finish Date 5/4/2017

Name 234100 Description New Factory Mexico Customer Pepsi Co. Calendar template Default Work Template Currency US Dollar Contracting Unit CSI Industries Project Manager Viva de Braconier Project Template --

Estimated Start Date 11/1/2016 Estimated Finish Date 5/4/2017 Estimated Hours 3,492.00 Estimated Cost \$3,200,000.00 Actual Start -- Actual End -- Actual Hours 704.00 Actual Cost \$84,480.00

Sales Team Status Item Requirements

Project ID	Activity/Task ...	Sales Category	Product Name	Item Number	Quantity	Line Status	Requested Re...	Category	Name ↑	Created On	Created By	Created By (D...	Modified By	Modified By (...)	Modified On
432100	3.1	ProjItem	CPC	202	1	Open Order	11/8/2016	ProjItem	Pepsi Co.	11/22/2016 12:20 PM	Viva de Braconier	Viva de Braconier	Viva de Braconier	Viva de Braconier	11/22/2016 12:20 PM
432100	3.1	ProjItem	CPRC pos 4032	205	1	Open Order	11/8/2016	ProjItem	Pepsi Co.	11/22/2016 12:20 PM	Viva de Braconier	Viva de Braconier	Viva de Braconier	Viva de Braconier	11/22/2016 12:20 PM
432100	3.2	ProjItem	change / add pn...	210.1	1	Open Order	11/8/2016	ProjItem	Pepsi Co.	11/22/2016 12:20 PM	Viva de Braconier	Viva de Braconier	Viva de Braconier	Viva de Braconier	11/22/2016 12:20 PM
432100	3.7	ProjItem	Top sheet Bin	211	1	Open Order	11/8/2016	ProjItem	Pepsi Co.	11/22/2016 12:20 PM	Viva de Braconier	Viva de Braconier	Viva de Braconier	Viva de Braconier	11/22/2016 12:20 PM

Active

Calculaties

OPSLAAN OPSLAAN EN SLUITEN + NIEUW DEACTIVEREN VERBINDING MAKEN TOEVOEGEN AAN DE MAR... TOEWIJZEN EEN KOPPELING PER E-M... VERWIJDEREN

ACCOUNT Akzo Nobel Chemicals B.V.

Eigenaar Hso Admin Gevalideerd Nee

Account & Contact (Actief voor 30 dagen, 4 uur) Segmentatie & Discipline Telefoon En Contact Methode Primair Adres

✓ Account Name Akzo Nobel Chemicals
✓ Primary Contact D.W. Luiten

Account - Fasering (Actief voor 30 dagen, 4 uur) Volgende Fase

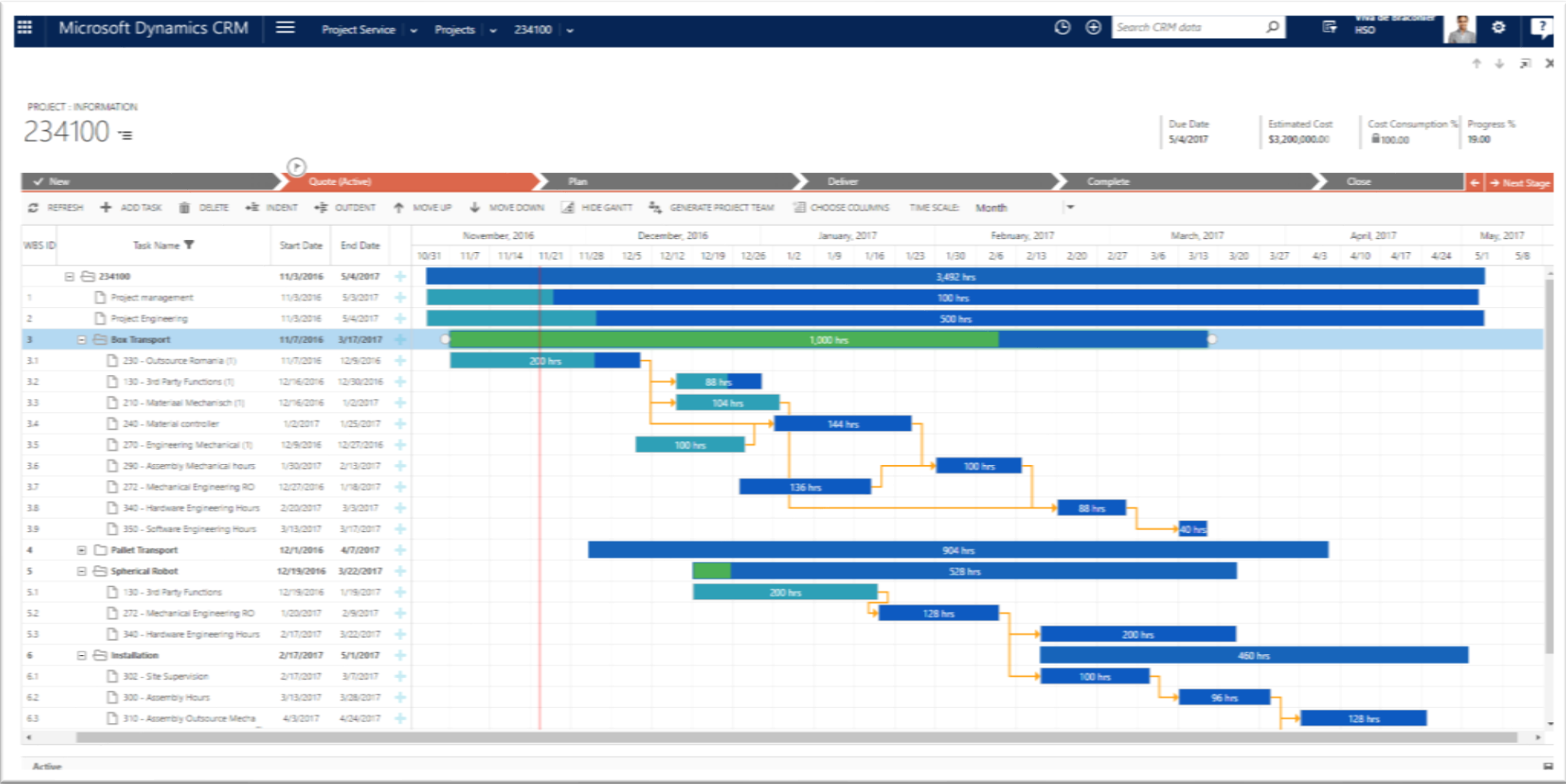
Calculaties

Bedrijf	Relatie	Klantobject	Objectnaam	Traject	Calculatie	Omschrijving	Offerte	Datum	Uiterste datum	Totaalbedrag	Aantal uren
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA152511	Tanksanering tank 42 (He...	CA152511-1	1/11/2017	3/11/2017	3583.13	0
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA150735	Vervangen bedieningspa...	CA150735-1	23/6/2017	23/6/2017	0	0
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA149568	oc HVAC-inst 2017-2018	CA149568-1	18/4/2017	14/4/2017	0	0
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA147214	Verwarming gebouw M1 ...	CA147214-1	15/11/2016	23/12/2016	746.96	8.9
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA145831	Vervangen sensor lucht t...	CA145831-2	17/8/2016	17/8/2016	0	0
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA144877	reparatie koelmachine do...	CA144877-1	10/6/2016	10/6/2016	0	0
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA143042-1	Aanpassen 3e CID skid	CA143042-1-1	3/3/2016	7/3/2016	5841.04	78.5
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA143042	Aanpassen 3e CID skid	CA143042-1	26/2/2016	7/3/2016	7615.18	97.1
hmr	R000091				CA141558	ventilatie	CA141558-1	27/11/2015	1/1/1900	159286.09	260.14
hmr	R000091	O000011410	Akzo Nobel Base Chemic...		CA140353	Leidingwerk	CA140353-1	28/9/2015	18/12/2015	5655.18	5.82
hmr	R000091	O000031023	S.A. Akzo Nobel Chemical...		CA138368	vacuum breaker system T...	CA138368-1	29/5/2015	2/6/2015	11972.4	20.88
hmr	R000091	O000002508	Akzo Nobel Functional C...		CA137927	Transport T-514 Ghlin	CA137927-1	7/5/2015	18/12/2015	1235.85	0

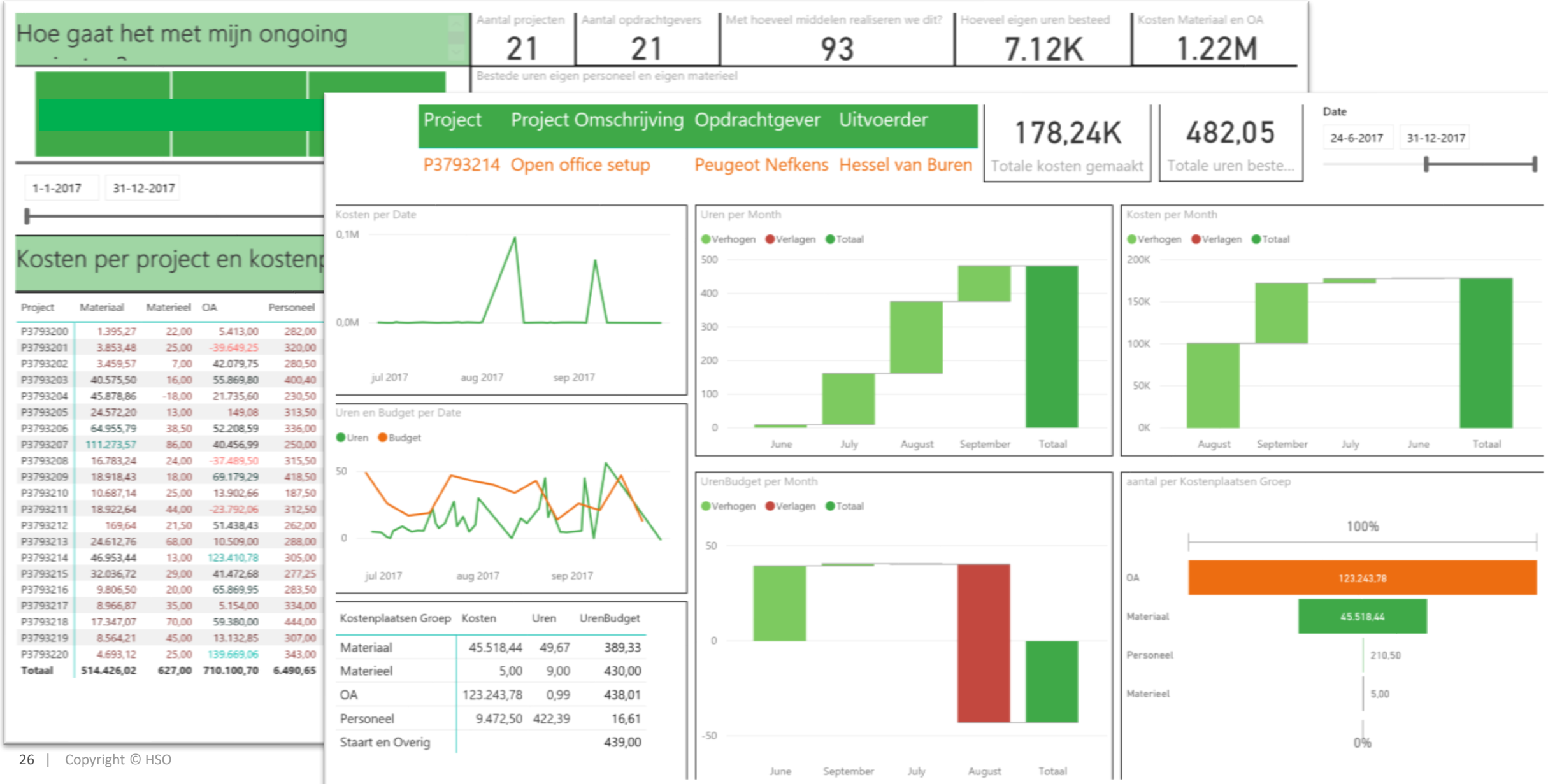
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Projectplanning



Projectbewaking



Klanten behouden met (Field) Service

1

Reduce downtime with proactive alerts

2

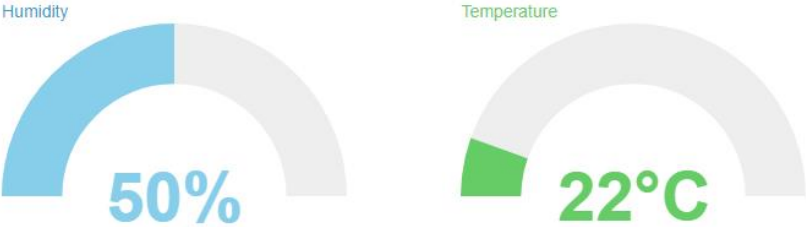
Detect and address issues through analytics



Connected Field Service: Live demo



Device ID Refresh ●



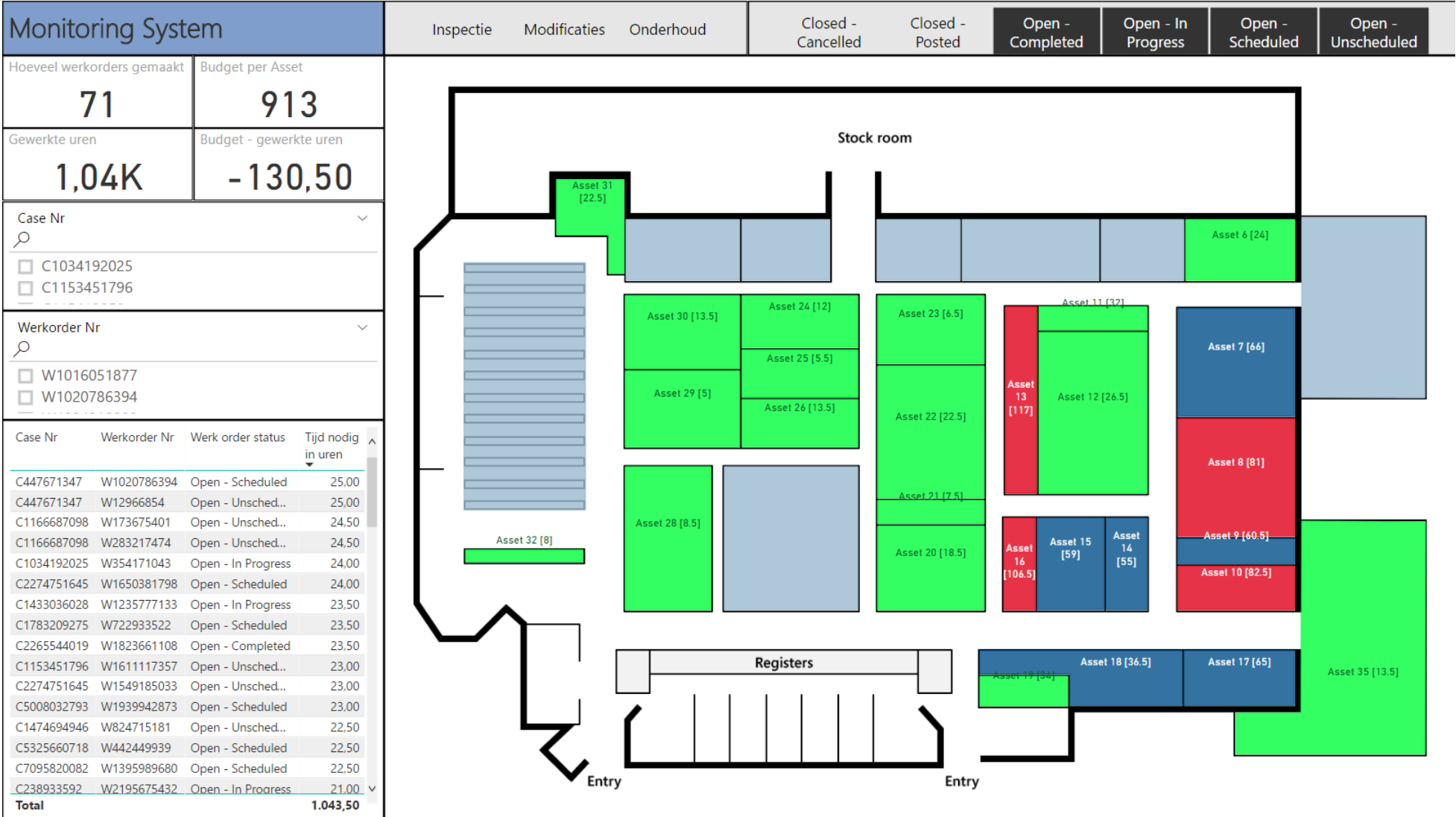
Messages Received:

```
SETTING VALUES -> Temperature: 22 Humidity: 50
```

Messages Sent:

```
CURRENT STATUS -> Temperature: 22 Humidity: 50
CURRENT STATUS -> Temperature: 22 Humidity: 50
CURRENT STATUS -> Temperature: 40 Humidity: 50
CURRENT STATUS -> Temperature: 90 Humidity: 84
CURRENT STATUS -> Temperature: 100 Humidity: 94
CURRENT STATUS -> Temperature: 100 Humidity: 94
CURRENT STATUS -> Temperature: 100 Humidity: 94
CURRENT STATUS -> Temperature: 100 Humidity: 94
```

Insights en Monitoring (Live demo)



Microsoft en Cadac (Live demo)

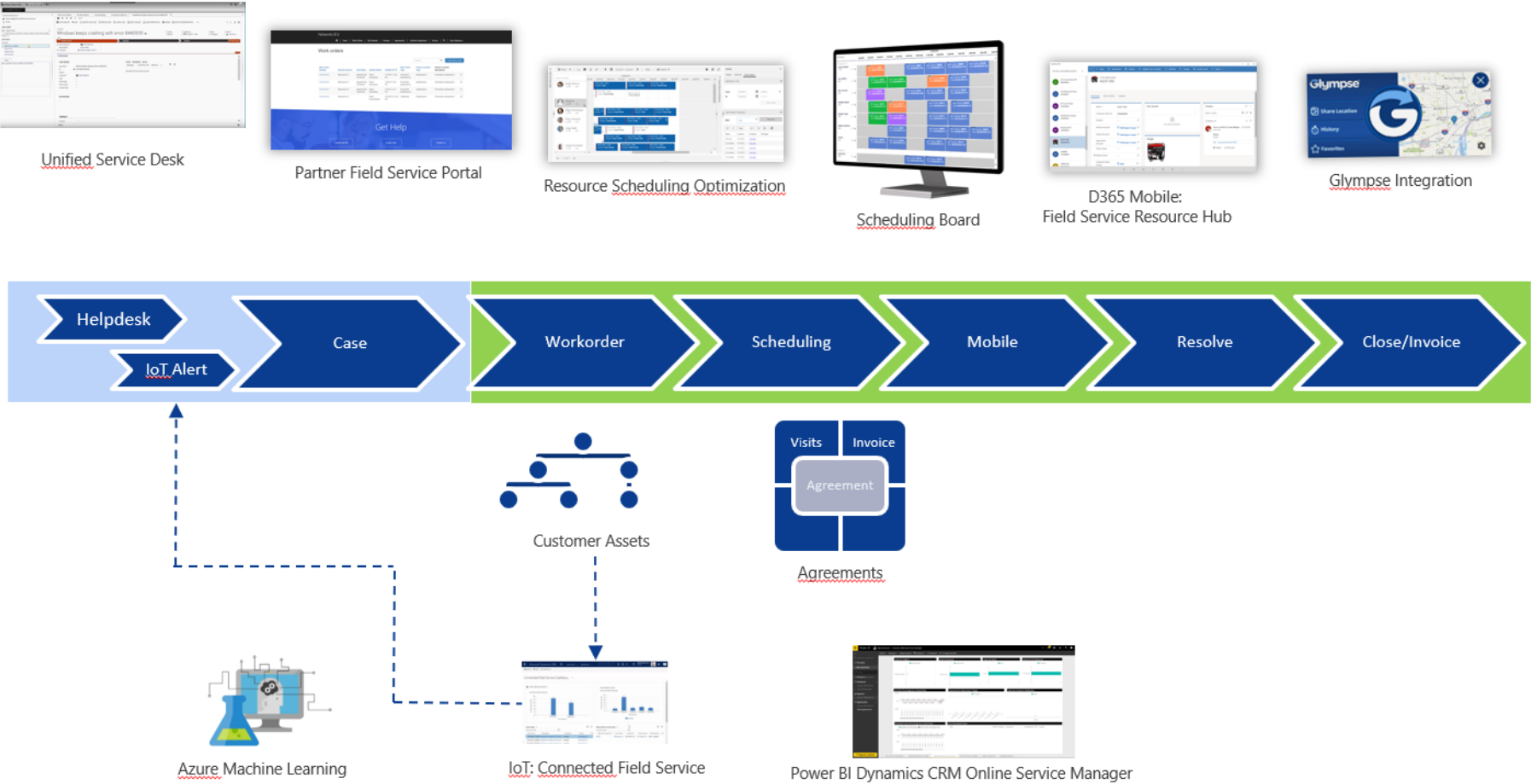
The screenshot displays the Autodesk Dynamics 365 Field Service application interface. The top navigation bar includes tabs for "Dynamics 365", "Field Service", "Customer Assets", and "DYS Hospital". A blue header bar contains the word "SANDBOX" and icons for search, refresh, add, and filter.

Below the navigation bar, there are action buttons: "+ NEW", "DEACTIVATE", "DELETE", "REGISTER DEVICES", "CREATE COMMAND", "ASSIGN", "VIEW HIERARCHY", "SHARE", "EMAIL A LINK", and a menu icon. The main content area shows a "CUSTOMER ASSET" titled "DYS Hospital" with a small thumbnail image.

A "Tab" section is visible, containing a "BIM Display" view. This view features a left-hand panel with various tabs: "Trees", "Properties", "Filters", "Rule Checker", and "Views". The "Properties" tab is active, displaying a tree structure under "Existing Properties".

The right-hand side of the BIM Display shows a 3D rendering of a building facade with multiple windows and doors. Above the rendering is a toolbar with options like "Reset", "Hide", "Select", "Multi Select", and a search bar. The bottom status bar indicates "Active".

HsO Advanced Field Service



Afsluiting en vervolg