Resco Field Service 2.0 for Dynamics 365

Comparison Guide

How to choose the right mobility for Dynamics 365 Field Service

April 2022

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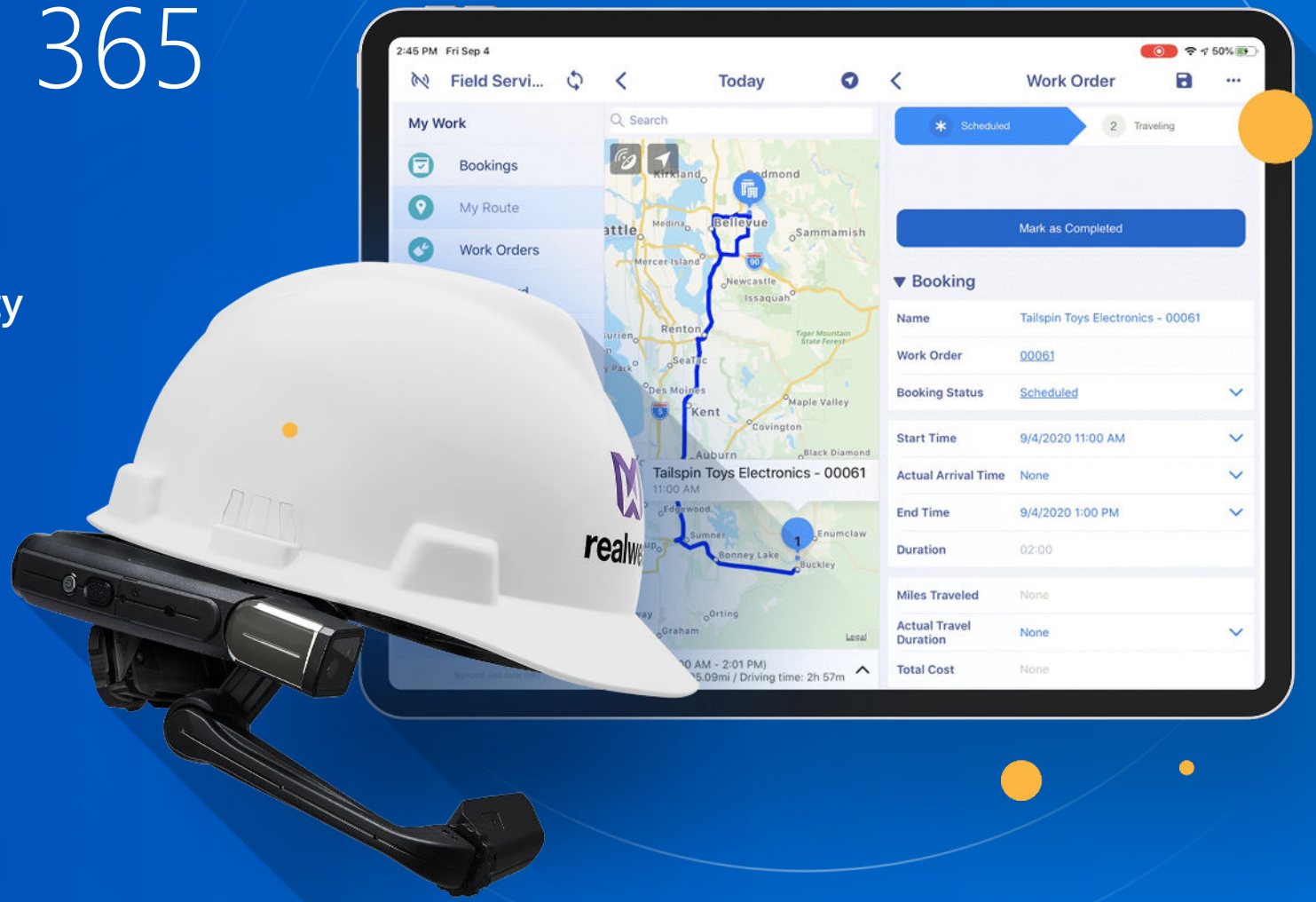

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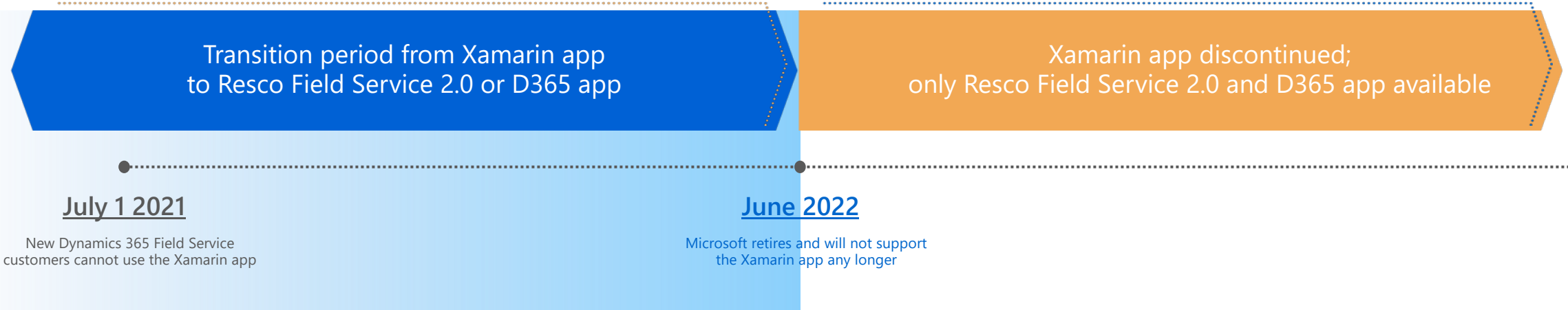
What's going on with mobility for Dynamics 365 Field Service?

Resco has been filling the mobile gap for Dynamics 365 Field Service since 2015.
Microsoft's Xamarin app is built on Resco and included with every Field Service license since 2018.
The Xamarin app will be discontinued by Microsoft on June 30, 2022 and replaced by the D365 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



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Why should you choose Resco Field Service 2.0?

In addition to capabilities available in the Xamarin app,
with Resco Field Service 2.0 you can utilize:

Resco Inspections
Build and use dynamic forms for rapid data collection and evaluation

Guides and knowledge collaboration to ensure capturing tribal knowledge and continuous improvement

Market-leading offline mode and extensive synchronization possibilities

Tailored branding across the entire app

Ability to create and generate custom reports directly on mobile devices

Voice-operated RealWear devices

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When is Resco a better option for field service technicians?

- When work requires one or a combination of the following: offline, storage and sync of larger data volumes, custom business logic, and strong mobile performance, the Resco app & mobile platform is the clear winner
- The Dynamics 365 app offers worse performance, usability and overall configurability
- Dynamics 365 app user experience is subpar when working with 1000s of records, which is the case for most mobile use cases in field service

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Main differences between the Resco and Microsoft Dynamics Field Service apps

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	Proven track of rapid development and configuration	Longer development and customization time
Technician works with >10K of records per entity on mobile device	Suitable	Less suitable
Mobile app experience	Smooth and uninterrupted	Slow and erratic
Inspections functionality	Robust, with dedicated tools	Basic
Dynamic forms (Inspections) required for field work	Suitable	Less suitable
Native map support	Yes	No
Document and email service integrations	Yes	No
Legally binding signatures support	DocuSign	No
Complex business logic required for field work	Suitable	Less suitable
Offline mobility performance is important and needed	Suitable	Less suitable

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Functionality

Which functionalities are the most important for your specific scenario?

Area	RESCO	MICROSOFT
Native map support	Yes	No
Visit planning and travel optimization for technician on mobile device	Yes	No
Remote assistance	Yes, included in the Resco Field Service 2.0 license	Yes, with extra licensing costs
Device support	iOS, Android, Windows 7 and Windows 10	iOS, Android, Windows 10
Wearables support	Real Wear, Apple Watch (Inspections functionality)	No
Private views (users can define)	Yes	No
Guest user access support	Yes	No
No/Low code business logic extensibility (without programming)	Yes, configurable using form rules, form select rules, view rules, command actions and buttons	Limited
Programmable business logic extensibility	Yes, HTML & JavaScript that works offline	Yes, PCF (link)

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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	Medium to slow, depending on number of records
Form loading speed	Fast also for complex forms	Slow for complex forms
Working with forms	Form is instantly loaded	Form is reloaded every time it is opened
Working with multiple forms	Multiple forms can be open at a time (e.g., Account and Contact)	Only one form can be open at a time
Optimized for large amounts of data	Works well with 1K-100K of records/entity	Works well with 100s of records/entity

Offline Capabilities

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

Area	RESCO	MICROSOFT
Mobile 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.	Limited
Limitations	No	Yes (link to MS offline limitations)

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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	No insight into the synchronization process (black box).
Synchronization conflict investigation	Yes, root causes can be determined and rectified.	Not possible
Synchronization troubleshooting	Comprehensive diagnostic logs, accessible via Sync Dashboard.	No
Conflict resolution	Multiple options, adjustable per entity	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)	3-5x faster than Microsoft	Very slow
Incremental sync	Fast and seamless	Not optimized, takes long time even without no updates on server
Sync speed (observed)	0.3-3ms/ record, Typically 1.1 ms/record	3-4 ms/record
Incremental sync after interruption	Picks up where left off	Sync restarts
Automatic sync	Configurable, fast and seamless	Based on interval
App storage usage	Optimized	Double, compared to Resco

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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	Unknown
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.	Not possible to limit which fields of an entity should be synchronized. This can lead to unnecessarily long synchronization times and inefficient storage usage.
Field level security	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
Multi-thread sync for better performance	Yes	No
Shared record synchronization for Access Teams	Yes	No
Options for auto sync	Periodic, On (App) Start, On Change	Periodic, 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	None

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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	Basic
Branding and formatting	Yes	No
Digitize paper forms	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
Working with collected inspection data in back office	Dataverse views and forms Resco Result Viewer Results can be also synced to Power BI	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

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Reporting

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

Area	RESCO	MICROSOFT
Create reports on mobile device	Yes	Yes
No-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	No
Multi-language support	Yes	No
Legally binding signature collection for reports	Yes	No
Reports from Inspections questionnaires	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
Technician locator for end customers	No	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 Location Monitor tool	No

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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: Documents

Area	RESCO	MICROSOFT
Azure blob storage support	Yes	Yes
SharePoint	Yes	No
Dropbox	Yes	No
OneDrive	Yes	No
Box	Yes	No
Google Drive	Yes	No

Integrations: Email Service

Area	RESCO	MICROSOFT
Exchange	Yes	No
Google	Yes	No

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3rd Party Services Integrations Overview

Integrations: Electronic Signatures (Legally Binding Signatures)

Area	RESCO	MICROSOFT
DocuSign	Yes	No

Integrations: Online payments

Area	RESCO	MICROSOFT
Stripe	Yes	No

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

About Resco

200,000+	2,000+	500+	100+	22+
Licensed users	Customers	Partners	Countries	Years

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to find out more or ask us today!

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