



PRESS RELEASE

For Immediate Release

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ICONICS Introduces Connected Field Service App with Integration to Microsoft Dynamics 365

Nuremberg, Germany – SPC/IPC/Drives 2018 – November 27, 2018 – [ICONICS](http://www.iconics.com) is a global automation software provider and six-time winner of the Microsoft Partner of the Year award, providing advanced web-enabled OPC UA and BACnet certified visualization, analytics, and mobile software solutions for any energy, manufacturing, industrial or building automation application. ICONICS announces its new CFSWorX™ app, which empowers field service workers and maintenance personnel to move past the legacy break/fix model towards more proactive facilities and equipment management.

ICONICS CFSWorX was created to streamline the efficiency of field service organizations through intelligent scheduling and guaranteed notifications. The software can be easily integrated into an organization's existing Enterprise Resource Planning (ERP) and/or Customer Relationship Management (CRM) systems, utilizing existing contact information, schedules, and field workers' catalogued skill sets.

"ICONICS' new CFSWorX is the next evolutionary step in Connected Field Service applications," said Russ Agrusa, President and CEO of ICONICS. "It enables field service organizations in any industry to experience reductions in downtime and lowered maintenance costs."

CFSWorX can optionally be integrated with Microsoft Dynamics 365 for Field Service, which provides "built-in intelligence" to help "resolve service issues before they occur, reduce operational costs, and deliver positive onsite experiences," as well as with Microsoft's Azure IoT services, which allows users to "securely connect, monitor, and manage billions of devices to develop Internet of Things (IoT) applications." When connected equipment generates an alert, it is immediately passed through Dynamics 365, which automatically creates a detailed ticket for

service staff. Arriving at the equipment in question, the technician is provided with full information on the problem at hand, along with a complete repair history and guidance towards required parts and tools (all information provided through Dynamics 365) to make a fast, informed fix.

Alerts can be triggered by any type of event, including OPC UA alarms, asset or equipment metadata, fault detection and diagnostics (FDD) faults, and ICONICS-integrated alarms. CFSWorX then uses its customizable weighted scoring system to factor in mobile device status (signal strength, phone mode, and battery life), availability (mobile activity), schedule, and location (via GPS or beacons) to determine the best technician for the task. Notifications can be delivered via email, SMS, or through the CFSWorX mobile app via push notification (to notify the user to launch the app). The technician can either accept, snooze, or pass the alert to the next person.

CFSWorX also takes advantage of workflow-based escalation, with dependencies based on availability, location, and/or field tech skill set. Its comprehensive audit trail captures all events, notifications that were sent, and how the user acted (or did not act) upon the notification.

About ICONICS

ICONICS is headquartered in Foxborough, Massachusetts and is a global software developer of visualization, HMI, SCADA and energy solutions. With over 350,000 installations in over 80 countries worldwide and running in over 70 percent of Global 500 companies, ICONICS software is recommended for automating, monitoring and optimizing a customer's most critical assets. ICONICS has recently been named the 2018 Microsoft Manufacturing Partner of the Year, having previously been named the 2017 Microsoft Application Development Partner of the Year and is a six-time winner of the Microsoft Partner of the Year award.

www.iconics.com

ICONICS Background Information

ICONICS, a longtime Microsoft Gold Partner and six-time Microsoft Partner of the Year award winner, including the Manufacturing, Application Development, and CityNext Partner of the Year, provides solutions to improve productivity, reduce integration time and operating costs, and optimize asset utilization with visualization and automation software. Founded in 1986, ICONICS has 350,000 installations in over 100 countries worldwide. ICONICS meets the demanding application challenges of the automotive, building automation, food and beverage, government infrastructure, manufacturing, petrochemical, pharmaceutical, renewable energy, utilities and water/wastewater industries. As a managed Microsoft ISV Partner, ICONICS designs its solutions to leverage Microsoft technologies, including Windows 10, Windows Server, Microsoft .NET, Microsoft Azure, SQL Server and Microsoft SharePoint.

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