Oracle Field Service

The experience economy drives changes in field service

The Experience Economy is forcing organizations to face a new reality–one where businesses no longer compete on price and value alone. Today, experiences determine the relationship between brands and their customers. According to research by PwC, 73% of consumers say a good experience is key to influencing their brand loyalties. On the other hand, a bad experience diminishes their quality of life, according to 77% of respondents in Oracle's own survey.

In this new paradigm, customer expectations are higher than ever. When it comes to service, your customers want in-the-moment personalized help. To make their lives easier and more informed, they readily adopt new channels and buying habits—continually experimenting with solutions and technologies. They are also willing to share their personal data if it makes for an improved experience, and they're quick to switch brands when they see something better.

Field Service organizations are adjusting the way they do business too. Savvy companies are putting their customers at the center of every experience. They are looking to make every touch point with the customer matter, and to treat time like the currency it is. These changes are paying off. Field Service organizations that deliver exceptional service experiences are standing out, capturing more market share, and driving higher revenues.

> " In a demanding and competitive landscape for a finite set of customers and a shrinking set of service workers, IT buyers and service leaders must ensure they provide the field with the tools to excel, intelligently make real time decisions, and have the ability to deliver valuable outcomes to customers during each interaction."
>
> — IDC MarketScape

The benefits of adopting a complete Field Service solution

Delighting and retaining customers requires real-time and connected digital experiences. Balancing customer demands and field efficiency is no easy feat, but adopting a digital-first and complete field service solution can:

Improve field productivity and quality

Oracle Field Service can help organizations drastically improve service and operational efficiencies using time-based, predictive, and self-learning technology. Reduce your cost-per-customer interaction, and lower your time-to-resolution without sacrificing the quality of those experiences.

Alleviate customer frustration

In the Experience Economy, building better customer experiences equates to long-term customer loyalty. Increase customer satisfaction with predictive tools for flexible, responsive field scheduling and routing, while keeping your customers updated and informed every step of the way via text, email, and or voice channels. They will no longer have to guess when their technician will arrive.

Gain real-time visibility into field activities

Improve the efficiency of your field service operations with increased visibility for both managers and employees. Make clear decisions and react more effectively to unpredictable changes with a complete understanding of your assets and the entire business, through to the supply chain

Challenges on the path to field service excellence

- Inability to efficiently manage events

- Rising customer expectations

- Lack of visibility

- Manual processes and siloed information

Read more about overcoming these challenges in our guide, "The Path to CX Excellence for Field Service."

Download it **here**.

Delight customers with an intelligent approach to Field Service

Success in Field Service today means ensuring that your teams both inside and outside of the firewall have access to advanced features and capabilities to avoid disruptions, be proactive, increase retention, reduce costs, and drive revenue opportunities.
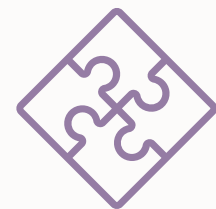
Scheduling and routing
Get the right field service person to the right place at the right time, every time with the power of AI and a time-based, predictive, and self-learning engine.

Smart location
Know your field service agent locations in real time. Monitor their efficiency and keep the customer informed of progress up to the tech's arrival on site.

Collaboration
Increase your service flexibility and improve your team's efficiency by streamlining communications between employees, enabling them to better solve problems and manage workloads together.

A single interface
Ensure time commitments are met with a real-time view of all field activities in a single interface.

Mobile capabilities
Support your field with tools they prefer using, giving them access to easily view work orders, driving directions, inventory status, and other critical information from their mobile device.

Forecasting and capacity planning
Discover future demand and make intelligent staffing decisions based on available resources, skills, work zones, and work types.

Real-time traffic and street-level routing
Enable the most accurate scheduling for your business' field service operations and help your workforce get to locations quickly and efficiently.

Service logistics
Connect your customer service and field service operations with your supply chain with complete visibility from front to back office operations.
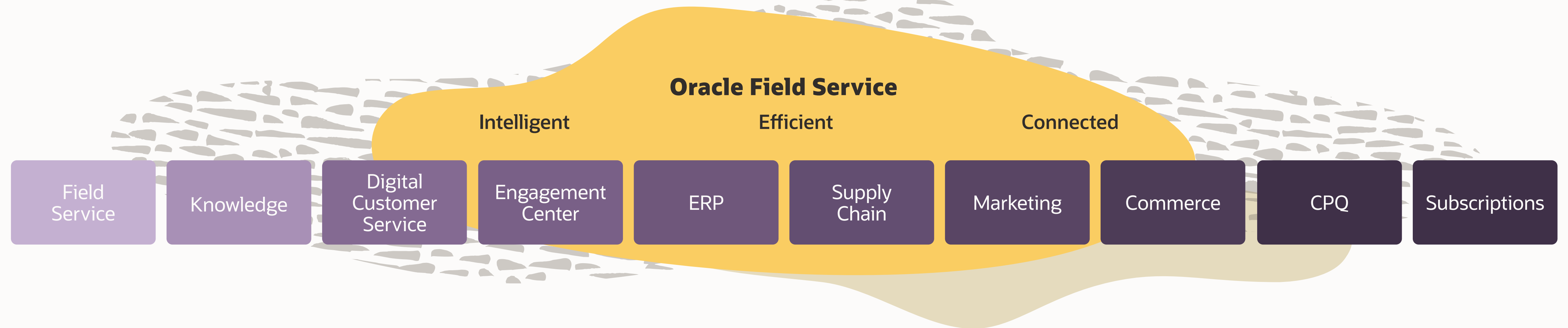
Results from a real customer

DISH: By consolidating operations, reducing back-office headcount, and streamlining planning and management, DISH achieved:

15% increase in technician productivity

75% reduction in planning and dispatch staff

55% reduction in technician overtime

10% reduction in miles driven

91% increase in on-time arrival

Oracle Field Service

A data-driven, proactive, and automated solution that delivers connected, efficient experiences for field technicians and customers alike.

Oracle Field Service

Intelligent   Efficient   Connected

| Field Service | Knowledge | Digital Customer Service | Engagement Center | ERP | Supply Chain | Marketing | Commerce | CPQ | Subscriptions |

Oracle Field Service empowers businesses with end-to-end visibility throughout the entire customer lifecycle. Whether managing assets in the B2B or B2C space, Oracle is the only solution that can leverage data, AI, automated routing and scheduling, and robust mobile tools to transform field service organizations into a highly intelligent and efficient businesses that drive revenue and delight customers.

Contact your Oracle sales representative to learn how to **transform field service management.**