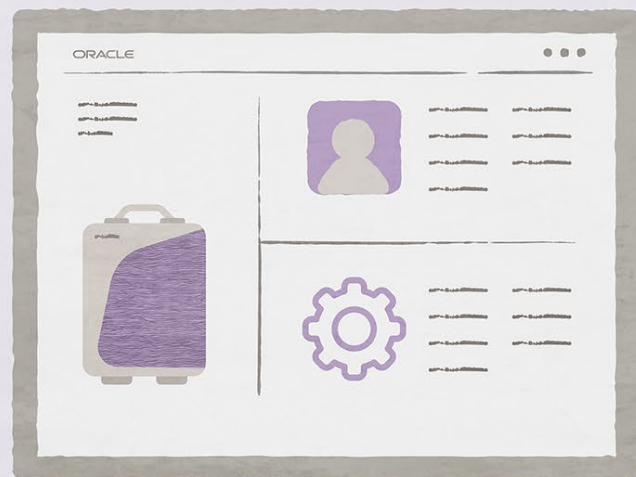


Top five trends driving change in field service

Service organizations are ripe for transformation, with new revenue opportunities and the ability to become more intelligent and automated. Take advantage of these five trends if you want to meet your customers' demands—and exceed their expectations.



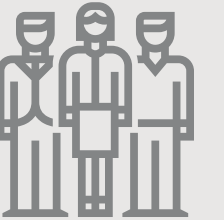
1. Remote support as the new normal

When COVID hit, on-site deployments of field personnel practically grounded to a halt. Virtual organizations stepped up to provide remote support, and customers now accept this approach for break/fix and maintenance services.



2. Generational shifts in service staffing

As older employees leave the field, service organizations need to replace them with a new breed of technology-enabled technicians. Capturing and sharing the knowledge, skills, and experience of your seasoned experts is the key to a seamless transition.



3. The rise of hybrid field workforces

Third-party and subcontracted field teams are now filling workforce gaps, expanding coverage, and cutting costs. With mobile tools to track and manage field resources, these flexible staffing options are a great alternative to hiring full-time employees.



4. Increasing service complexity

Assets have become more connected and technically sophisticated; they've also become more difficult to service. As a result, more detailed product information needs to be available to customers and service team members from any device at any time.



5. Pressure to generate revenue

Field service plays a critical role in the financial performance of any company. Mobile technicians are expected to sell additional products and services onsite, and “product-as-a-service” has emerged as a new way to maintain and increase revenue.

