The Future of Field Service Management: Emerging Technologies & Trends

Impact of emerging technologies on Field Service Management Organisations

Today's Field Service Management (FSM) landscape is undergoing major change.

Technological advances driving new processes are revolutionising the FSM marketplace. With the rapid rise in smart phones, it is easier than ever for FSM organisations to facilitate flexible working; another incentive for attracting prospect talent now being offered by 94% of businesses.

> "By 2020, more than 75% of field service organisations with over 50 users will deploy mobile apps that go beyond simplified data collection and add capabilities that help technicians succeed."[1]
>
> **Gartner**

Taking a device-led approach to maximise productivity

Customers and employees continue to demand consumer-led experiences, by using their own devices. To meet these demands and stay competitive, FSM organisations are focusing on offering high-level experiences that embrace a mobile-driven culture.

More than **62%** of field service leaders leverage some level of a BYOD (bring your own device) strategy.[2]

The smartphone or handheld is the primary communication tool for **49%** of company workforces.[3]

In their next round of device buys, **75%** of companies stay with smartphones and handhelds rather than laptops or tablets.[3]

Streamlining processes, with mobile field service software

To support this mobile-first culture, mobile field service management software is fast becoming a top-tech spend priority. The field service industry is continuing to grow, along with the volume of service calls being made. This is driving the need for software that makes it easier for businesses to dispatch calls and automate processes; enabling technicians to handle larger workloads.

44% of FSM organisations say that mobile field service is required due to competitive pressures.[4]

41% of FSM organisations say that mobile field service is required due to the increasing volume of service requests.[4]

80% of service organisations say mobile field service is required to improve staff efficiency and speed.[4]

Proactive customer service using field service automation

The automation of field service processes is largely thanks to the predictive ability of **IoT technology**. This results in a proactive approach to service work where, for example, the evolution of connected devices is allowing businesses to inform customers when a repair is required. The point of machine failure or full breakdown is averted, therefore keeping the customer in a much happier place.

50 Billion internet-connected devices by 2020, a 100% increase over 2015.[5]

58% of field service professionals say their top pressure is competition in product and service.[6]

By 2020, **70% of organisations** will cite customer satisfaction as a primary benefit derived from implementing field service management software.[1]

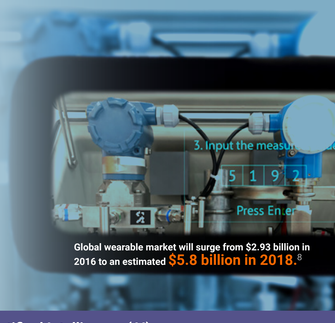
Using wearables to drive service business and improve efficiency

The IoT is set to have a major impact on everything from physical devices to the networking of vehicles and other objects containing sensors and software. Enabling the wireless exchange of data, IoT wearables are predicted to result in greater adoption in 2018. Hands-free communication offers many benefits for field technicians out on the road - which many FSM organisations are now realising.

IDC predicts that:

In 2019, companies will pilot ear worn wearable devices that work as digital assistants to improve in-person, customer-facing role.[7]

35% of global manufacturers will deploy smart eyewear platforms to improve operational efficiency and productivity.[7]



Global wearable market will surge from $2.93 billion in 2016 to an estimated $5.8 billion in 2018.[8]

Optimising field service excellence with Artifical Intelligence (AI)

Along with IoT, AI is one of the hottest topics across all industries today. The latest AI advancements are now enabling field service managers to leverage massive amounts of data. With the integration of AI scheduling into specific business functions, FSM organisations can quickly delegate issues to the best performing service technician. This form of intelligent planning allows managers to look at the availability, skills set, and location of the technician, ensuring best fit for the task. Reducing time spent scouting various locations, AI can help increase first-time fixes, driving customer satisfaction and revenue.

By 2020, **10%** of emergency field service work will be both triaged and scheduled by artificial intelligence.[1]

80% of technical experts across the industry believe that AI enhances workforce skills and increases work efficiency.[9]

Only **15%** believe AI eliminates jobs.[9]

Consider your customer journeys

76% of Field Service providers report they are struggling to achieve revenue growth.[10]

Harnessing the power of advancing technology is essential in ensuring your business is optimising service delivery.

In addition, the relationship your business has between quality service and customer retention needs to be well-balanced, in order to succeed. Research shows companies that achieve service excellence enjoy 3.9 times greater year-over-year increase in customer retention rates, compared to those that fail to meet their customer needs.

Maximising satisfaction with connected customer journeys has the potential to lift revenue by up to **15%**, whilst lowing cost of serving customers by as much as **20%**.[11]

Understanding your customer and how and where they interact with your business is critical in driving value, repeat business and developing relationships.

Find out about what you can achieve by moving from touch points to journeys.

Contact HSO to ask us how.

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Sources:

[1] Gartner [2] V1 Aberdeen [3] Field Technologies [4] Rapid Value [5] Cisco [6] Aberdeen Group [7] IBM [8] Statista [9] Dataversity [10] ClickSoftware [11] McKinsey&Company

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