Customers and employees continue to demand consumer-like experiences, but by 2020, 75% of companies say mobile field service will be required due to competitive pressures.4

Streamlining processes, with mobile field service software
To support mobile workers, mobile workforce solutions are emerging that can automate the scheduling of service requests, reducing time spent on administrative tasks by increasing task accuracy and cutting costs by reducing overbooking.41% of FS vendors say mobile field service is required due to increasing service request volumes.40% of service organisations say mobile field service can improve in-store performance.3

Proactive customer service using field service automation
The automation of field service processes is key to the productivity of your business. In 2018, 58% of field service professionals said their organisation leveraged software to automate service tasks.5

Optimising field service excellence with Artificial Intelligence (AI)
A recent Gartner study found that more than three-quarters of organisations have deployed AI technologies, which are already transforming the field service landscape.8

76% of field service providers report they are struggling to achieve revenue growth.9

Consider your customer journey
Understanding your customer and understanding your business is critical in driving success.10

✓ 50% of field service professionals say their organisation plans to incorporate AI technology in the next five years.