What's next for
field service?

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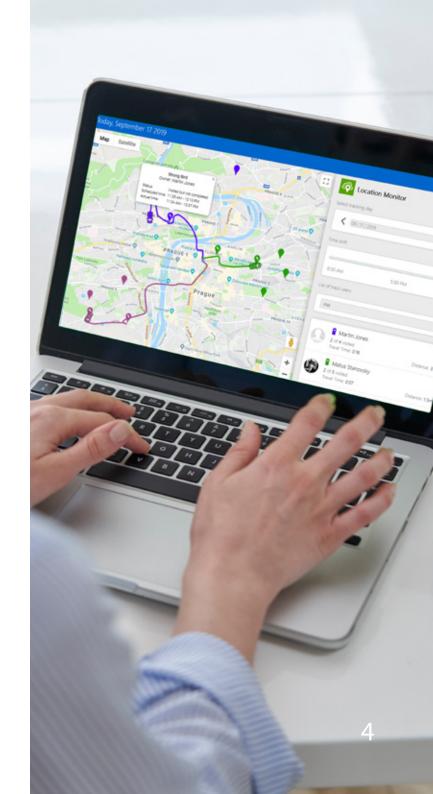
What is Field Service?

Field service is a process of managing assets and resources deployed out in the field – at customer, public, or other third-party locations. It typically involves dispatching workers to specific locations to install, repair, or maintain equipment or systems.

That's why when most of us think of field service, we think of a technician installing a fiber cable for high-speed Internet or repairing an assembly line at a factory. Indeed, the term traditionally referred to utilities or manufacturing, where machinery is used constantly. However, today, field service processes are embedded across a wide range of industries – from telecom and construction to healthcare and FMCG.

As field service continued to evolve, it took a significant amount of time, precision, and human effort to keep track of all changes and variables. Thus, miscommunications, delays, and incorrect or incomplete information inevitably plagued countless organizations. Fortunately, the rise of computer databases and connected mobile devices also led to a new type of field service management (FSM) solutions. So, if an organization requires to have people, equipment, and services in the field, these FSM tools help them manage logistics, allocate resources, schedule work, and much more.
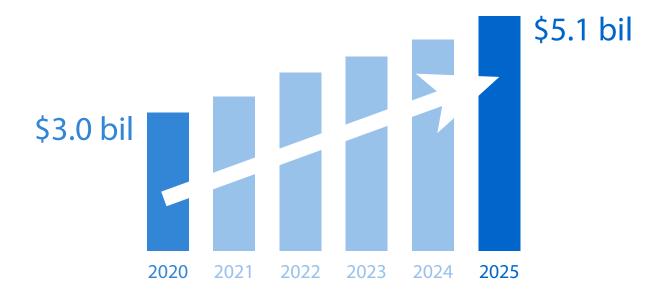
Utilizing our extensive experience in business mobility and field service, on the next pages, we're going to take a closer look at how advanced field service management solutions can streamline and automate field service operations today and beyond.

Key Field Service Management statistics
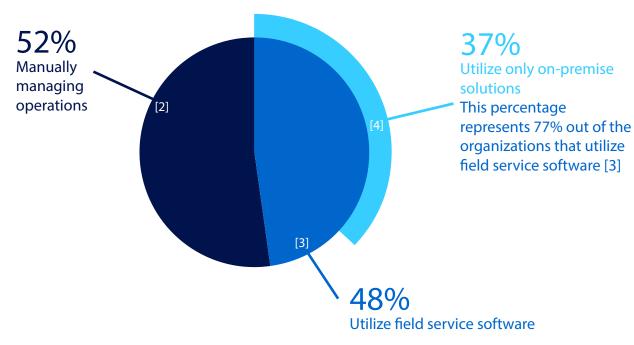
Global field service market

Global field service management market size is expected to grow from USD 3.0 billion in 2020 to USD 5.1 billion by 2025.[1] The major factors driving the growth of the field service management market reflect the rising need for mobility with IoT, and the need for predictive action and increasing adoption of comprehensive cloud-based applications.

$3.0 bil

$5.1 bil

2020   2021   2022   2023   2024   2025

[1] www.marketsandmarkets.com/Market-Reports/field-service-management-market-209977425.html

Operation management across field service organizations

However, 52% of companies providing field service today still utilize manual methods for managing their operations.[2] Only 48% of field service companies utilize a field service software[3] and 77% of these businesses still utilize only on-premise solutions.[4]

52%
Manually managing operations

[2]

37%
Utilize only on-premise solutions
This percentage represents 77% out of the organizations that utilize field service software [3]

[4]

[3]

48%
Utilize field service software

[2] www.fieldpoint.net/field-service-software-statistics-rethink-process
[3] www.salesforce.com/products/field-service/resources/tech-behind-field-service-management-software
[4] www.servicepower.com/blog/trends-in-the-field-service-industry

Company field service software needs

Interestingly though, a whopping 80% of companies say mobile field service is required mainly to improve efficiency and speed of their staff. 44% say it is also needed due to competitive pressure, and 41% added it is required to enable their technicians to handle the ever-growing number of incoming service calls.[5]

80%
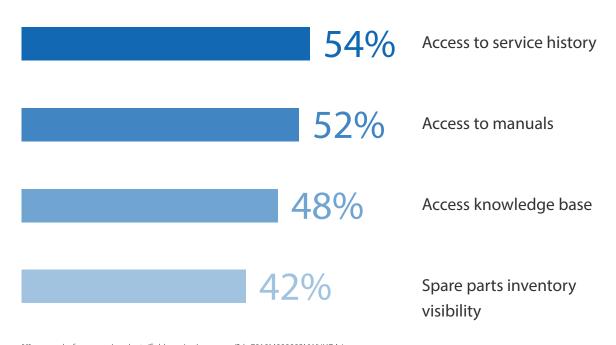Efficiency and service delivery speed improvements

44%
Competitive pressure

41%
Growing number of service calls

[5] www.hso.com/uploads/2018/08/HSO_Field_Service_Management_Infographic_Final.pdf

Technicians' challenges

As for the technicians themselves, the key challenge seems to be maintaining reliable access to information that is vital to successfully complete service jobs on the first visit. 54% require better access to pre-visit service history. 52 and 48% also declared accessing service manuals and knowledge base respectively is an ongoing problem. And 42% of field service technicians also claimed they don't have sufficient visibility into spare parts inventory.[6]

54%   Access to service history

52%   Access to manuals

48%   Access knowledge base

42%   Spare parts inventory visibility

[6] www.salesforce.com/products/field-service/resources/?d=7010M000002NWHXQA4

5 industry trends for 2021 and beyond

When predicting possible future developments on the Field Service landscape, several recurring topics appear.

A greater focus on predictive & proactive maintenance

It's not enough to fix equipment or technology when it breaks down. Field service companies are looking to be ever more proactive when engaging with customers. That might mean fixing things before they go wrong. It could also mean making sure customers have the parts necessary to update or replace something. Or providing timely advice on various aspects of products and services to prolong their lifecycle.

Smarter use of data analytics

To get ahead of the pack it'll be crucial for field service companies to embrace data analysis. A detailed analytics system can help providers quickly identify recurring issues, brainstorm effective solutions, improve employee productivity, and thus increase customer satisfaction. Collecting information on work orders, issues and their resolutions, as well as field staff can help companies to come up with products that are more reliable and more serviceable. Not to mention assigning competent personnel who have the level of knowledge to fix on-site issues.
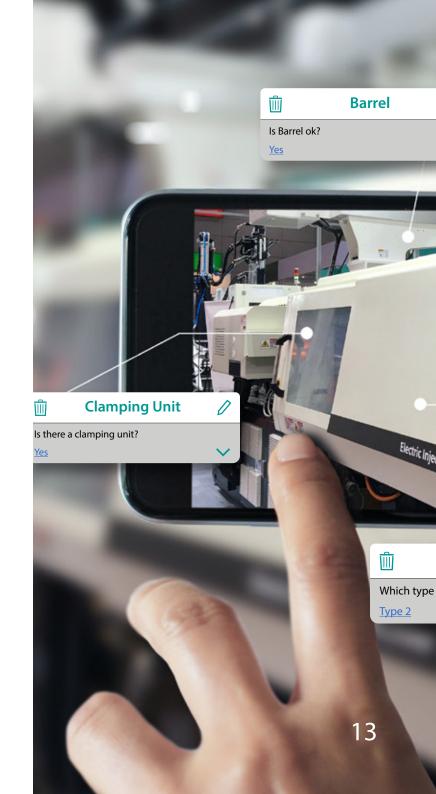
Scheduling supported by AI and augmented reality for field work

The share of scheduling processes triggered by AI tools will gradually expand. Gartner expects that in the nearby future, AI could be responsible for as much as 20% of the planning and management of work orders.

Some field services companies already rely on augmented reality to facilitate the work of their technicians - both when repairing and training. With that in mind, IBM claims that up to 35% of manufacturers on a global level will start implementing intelligent vision platforms to improve operational efficiency and productivity.

Additionally, voice activated intelligent assistants, such as Alexa or Siri, can further facilitate the work of technicians, providing the information they need without having to take their hands off the machine they are repairing at all.

Barrel

Is Barrel ok?

Yes

Clamping Unit

Is there a clamping unit?

Yes

Which type

Type 2

13

Diversification of field workers

With more field service technicians reaching retirement age, the demand for field service workers will grow, creating new opportunities for the next generation of workers and companies alike. To close the age and skills gap, organizations need to adopt technology that appeals to a younger demographic. The digital natives, will embrace the opportunity to use software, AI, apps, mobile devices, and augmented reality. Utilizing these tools they can grow their skill sets quickly and apply them in the field as well - to solve problems, troubleshoot, and save time for their employer.

Field service companies might also need to consider leveraging the gig economy. Using third-party contractors who have the skills but demand a more flexible work arrangement can expand their talent pool and available skill sets significantly.

Further increase in mobile app usage

Last but not least, a report from leading market researchers at Gartner, claims that – starting from 2020 – **75% of Field Services companies will use mobile apps**[7] in some shape or form in their day to day work. The addition of these apps to the technicians' workflows will contribute to improving their efficiency and reduce the response times of companies when dealing with service requests from their customers.

[7] blog.task4work.com/9-trends-in-field-service-for-2020/

Turn challenges into opportunities with a next generation field service solution

Shrinking numbers of experienced staff

Let's face it – real experience in the service industry is hard to come by. The shrinking pool of technicians and knowledge is compounded by the fact that it's difficult to hold on to good staff. They can be poached by other companies or leave to start their own business.

That's why every organization needs to ensure an efficient way of transferring know-how and experience. Resco's Field Service 2.0 lets companies model the knowledge from the most experienced service techs into repeatable digital forms and support documents that will last long into the future. And which can be accessed even under the most challenging circumstances, even without Internet connection.

Furthermore, if a technician transitions into a senior role, even while working from the office he can still assist his team in the field via augmented reality calls. Even drawing instructions live, directly into what the technician sees – enabled by Resco's Houston.

Continuous experience

From phone, to tablet, to watch, and back to your phone again. Today, we're used to seamlessly move between devices as part of our daily routine – without losing track of what we've done on each.

Indeed, even in the field service industry, the most impactful tools can adapt to the habits of their user. Travelling to a customer site a technician might prefer the screen of a tablet to get directions to the location. Once there, he can fill out a service form on his phone and snap a few photos to attach to the report. And if he needs to climb the roof to fix the antenna, he can leave all those devices in the car and dictate notes via his smartwatch.

Apps in Resco's Field Service 2.0 bundle work across these devices (and even on desktops, laptops and wearables like HoloLens) and can be utilized across countless scenarios - on the road, at the customer's, and in the back office. Every team member can work with key business information in a way they're comfortable with to deliver the ultimate customer experience.

Make sense of what's happening in the field

However, there's no point in collecting all that data if it will be sitting in stacks of paper sheets, Excel files, or other legacy systems. Not only the back office will receive information with a significant delay, but field workers themselves are not aware of data kept by other units - which leads to poor collaboration, uninformed decision-making, and throttled productivity. The key for efficient service is data accessibility for all involved stakeholders. Field technicians need to be able to see service history, manuals, or spare parts stock. At the same time, they need a reliable and efficient way of feeding information from the field to the back office.

Mobile apps in Field Service 2.0 bring precisely that to their fingertips. They can connect directly to Microsoft Dynamics 365 or Resco Cloud – Resco's own backend cloud server – to synchronize all collected data. It can be instantly viewed and evaluated by managers and analytics teams – enabling for accurate reactions to unforeseen complications, and proposing data-backed improvements to recurring issues.

Work on the pillar of mobile technology – even offline

To provide exceptional service, companies are investing significant resources into digital transformation.

But when going through digital transformation, it's not enough to digitize only the back office. It's not enough to give workers in the field "some" mobile app anymore. After all, field technicians are the ones that are out there interacting with customers throughout the day – every day.

They need a reliable solution capable to help them handle daily tasks under any conditions. A solution that won't limit them in their daily work. A solution that will increase their productivity and efficiency even when offline.

With Resco Field Service 2.0 companies can go several steps further – including fully functional offline mode and the latest and greatest capabilities available in any mobile solution.

Discover Field Service 2.0 by Resco

Field Service 2.0 enables any organization to combine premier Resco products (Mobile CRM, Inspections, Routes, MxDP) into a fully tailored mobile solution that directly integrates with Dynamics 365 Field Service.

Learn more about Field Service 2.0 by Resco

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