

3 PROVEN WAYS TO IMPROVE BUILDING TECHNOLOGY REPAIR RESPONSE TIMES





In 2023, the building technologies (BT) marketplace is entering an entirely new era.

The equipment, systems, and software needed to power and operate modern buildings and homes is evolving at light speed. Showing no signs of slowing, the enhanced BT industry continues to grow at a monumental pace: the market is projected to reach US\$600 billion by 2025.¹

With plenty of investment and interest in advanced BT technologies, rapid growth and significant technological innovation is disrupting old ways of engineering and building residential and commercial spaces. Smart services, software, and the Internet of Things are taking over.²

According to McKinsey's building technology and construction report,

“Building automation is becoming more widespread as the Internet of Things continues to drop in cost and consumers demand greater energy efficiency, safety, and connectivity.”

With green smart technologies powering many residential and commercial properties, BT service providers must deliver speedy inspections, maintenance, and repairs to keep systems running safely and effectively.

As the BT industry becomes smarter and more connected thanks to emerging technologies, expectations are higher than ever. Your residential and commercial customers demand rapid, connected, and efficient service and communication from the moment a building operation repair need arises to the moment it's 100 percent fixed.

Any delays in fixing reported BT issues can negatively affect safety, energy efficiency, and overall customer satisfaction.

Whether your BT company is inspecting, maintaining, or repairing automation, electrical, HVAC, lighting, and security systems, it's all about **response time**. At the end of the day, your customers care about a fast and safe resolution.

Below, we'll dive into three ways building technologies companies can dramatically improve field service response times.

1

Match the right technician with the right job **faster** with **automated, AI-powered schedule optimization**

For traditional BT repairs, a customer called to request service, an employee took notes, and a work order was created. The work order would wait in the queue, then get assigned to the next available technician.

Today, residential and commercial customers using your systems or equipment are no longer satisfied with traditional manual ways of scheduling work—and neither are your competitors.

Service scheduling is a complex process. Technicians with unique skills, experience, equipment, and parts are spread across geographies. Quickly finding the right match to fix a specific residential or commercial problem is no easy task for modern field service organizations.

Companies like **Siemens**, **HD Supply**, **Sector Alarm**, and **Johnson Supply** have discarded manual methods of scheduling repairs for HVAC equipment, fire and security systems, major appliances, and electronic devices.

Instead, they now rely on the proactive power of artificial intelligence (AI) to get the right technician to the right place at the right time based on a technician's location, availability, and skill set.

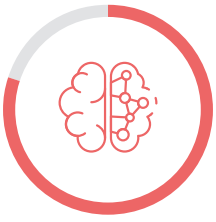
The Forbes Technology Council emphasizes the importance of using this kind of AI-based technology in field service, emphasizing how technology has redefined how service businesses approach jobs:



25%

of FSOs still use spreadsheets for job scheduling, while the rest still use whiteboards and other manual methods.³

“With a system redefined by artificial intelligence, the workflow will be customized by the capabilities of your workforce. By evaluating data from your organization’s mobile automation solution, AI will be able to learn about individual members of your service team and adapt work assignments to match individual capabilities, maximizing the efficiency of your workforce.”



80%

**Nearly 80% of
high-performing
field service teams
use AI.⁴**

That's exactly what ServicePower's scheduling and route optimization capabilities can do for your technicians: this software solution identifies business-driven constraints and then optimizes assignments based on SLAs, crew, parts, route, and more.

As a result, the right technicians arrive faster to appointments and are more productive, whether they're repairing home equipment or inspecting a building's HVAC-R system.

If you're serving your BT customers using a manual, outdated approach to field service management, your response times are likely suffering. And your customers are noticing.





89%

89% of customers want to see modern, on-demand technology applied to their technician scheduling, and nearly as many customers would be willing to pay a premium for it.⁵



ServicePower's schedule optimization solution intelligently schedules technicians to boost efficiency and customer satisfaction

With AI-powered schedule optimization technology powering your field service organization, you'll:

-  Respond to your customers' needs faster
-  Eliminate logistical headaches within seconds
-  Ensure technicians are prepared and productive
-  Complete more service requests and boost service profitability

According to almost half of field service companies, automation leads to the greatest revenue growth as part of a comparison of 10 critical business functions.⁶

Get the job done faster and boost technician and customer satisfaction by harnessing the power of AI-powered schedule optimization.

Let customers and technicians directly communicate through a helpful **self-service consumer portal**



With powerful, AI-based scheduling in your field service management toolbox, your ability to rapidly respond to BT work orders will undoubtedly improve.

But your customers expect more than efficient scheduling: they want an information rich portal at their fingertips, and if they have questions, they don't want to pick up the phone.

The lesson: if you don't have a customer portal, you need one.

When a system in a home or building goes down, your customer expects to log into the portal and easily request an appointment or reschedule an appointment. With access to a customer self-service portal, customers can easily report their issue to start the customer interaction.

Customers, technicians, and field service managers are then able to communicate and share information quickly via the portal, without a phone call.

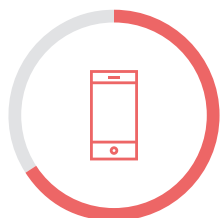
The result: all parties will feel more connected, informed, and satisfied with their overall experiences. Job visibility will increase as customers can follow along with technicians and communicate with them each step of the way.



79%

79% of people say they expect organizations to provide self-service support tools to help customers find answers without having to contact support.⁷





66%

of customer service interactions now start with self-service portals.⁸

Benefits of using a self-service customer portal

For customers:

- Request service and schedule appointments 24/7
- Track building technology repairs, appointment details, and status updates
- Send messages directly to your technician
- Review your past service history in one place
- View frequently asked questions and answers
- Get product tips and upgrade information
- View account information and manage payments

For technicians and field service managers

- Respond immediately to customer issues and inquiries
- Meet modern customer service expectations and keep up with competitors
- Get real-time job status updates to assess job progress and increase visibility
- Easily view and track technician locations to monitor team progress
- Brainstorm solutions and share knowledge with other technicians to boost fix rates
- Communicate with customers via instant messaging to share info and set expectations

When servicing customers in an always-connected world, a self-service consumer portal is an essential tool for collaboration, communication, and connection that enables rapid response times.

Leading companies that keep buildings operating have recognized the need to deliver a fast, efficient, and positive customer experience. With a customer portal, you open the needs faster.





Explore remote service capabilities to rapidly resolve BT issues

With an AI-powered scheduling engine and an easily accessible customer self-service portal, modern building technologies companies can provide their customers with a stellar field service management experience that's fast, efficient, and effective.

But with the lessons we've learned from COVID-19, being onsite to fix an issue isn't always possible, nor desired.

To promote safety and efficiency, field service management professionals are turning to touchless service through remote and virtual support to quickly solve residential and commercial customer problems.

Navigating a pandemic, customers have become more willing to perform repairs themselves, with guidance from a BT service technician or customer support representative.

Using Augmented Reality (AR) technology in field service, companies can offer these customers a safe, effective, and collaborative visual experience between a person requesting help and expert assistance.

Using a remote service like AR allows a technician to walk a customer through minor repairs by providing a remote view of the equipment with data readings, letting a technician determine whether there's a problem and what type of repair will be necessary.

3

AR can bridge the skills gap and reduce errors made by technicians, thus ensuring a rapid and efficient sharing of know-how as well as increasing the percentage of first-time fixes and giving more accurate diagnoses.⁹

In this new world of remote work, the building technologies companies who adapt their field service management approach to feature virtual options will respond to issues faster and outshine their competition.

AR, MR and VR have proven to bring value to the business of those companies adopting them, both in terms of reduced time for work execution, thanks to faster maintenance procedures, improved staff productivity and efficiency, as well as of increased workforce safety, thanks to hands-free activity, remote training and collaboration.¹⁰

The bottom line: AR takes field service to a whole new level,

In a world where speed is king, customer expectations have never been higher. Your residential and commercial customers want connected, fast, and friendly service, every time. Using field service management software designed specifically for building technologies empowers both your customers and your technicians to enjoy an informed and efficient service experience.

When you invest in AI-powered scheduling, self-service consumer portals, and remote service solutions like AR, watch your response times steadily improve.

Companies are investing in field service management software to solve crucial issues faster and keep building operations running...are you?

Running their field service operations on the intelligent ServicePower platform, the world's most successful companies that manufacture, distribute, inspect, maintain, and repair building technologies are evolving their service models. Powered by smart technology, they can now serve their residential and commercial customers faster than they could before.

Companies like Siemens, Johnson Control, HD Supply, and Sector Alarm call upon ServicePower to help manage building technology operations more efficiently, improving response times and elevating customer satisfaction.

*The BT field service management game has changed.
Are you ready?*

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As a global leader in field service management, our solutions are designed and built with a focus on providing your customers with an exceptional experience, while delivering operational efficiencies and digital transformation capabilities. Our secure and flexible solutions provide organizations with the ability to optimally manage their workforces, while increasing revenue, improving the customer experience, and reducing costs.

“ServicePower has been a game changer for us through the years. Its automated AI-powered scheduling improves our workforce productivity and customer satisfaction daily, with every customer interaction, resulting in increased profitability for Siemens.”

- Pre-Job Process Owner, Siemens

Contact us today:

servicepower.com



**Our customers stay with us for the long haul – 12 years on average –
56% higher than the industry average.**

