



Running Field Service as a Profit Center

71%

Run as a Profit Center,
with its own P&L



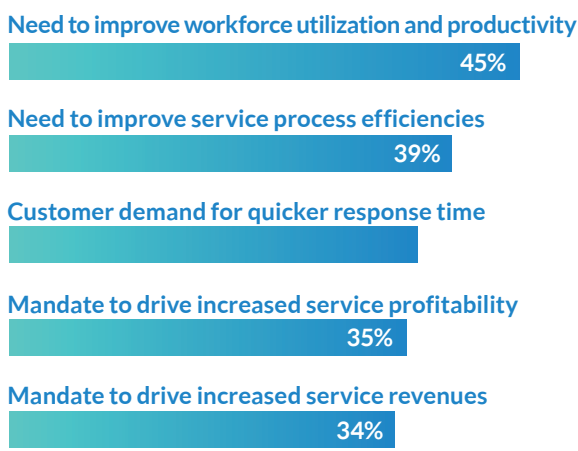
29%

Run as a
Cost Center

Nearly three-quarters (71%) of today's services organizations are managed as profit centers, with their own P&L; this compares to only 66% just three years ago.



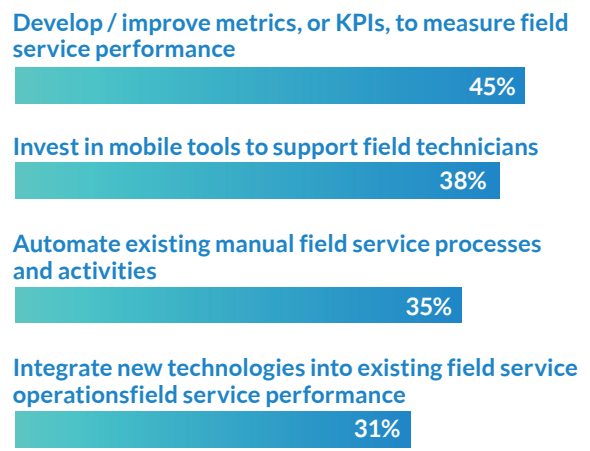
Top Drivers Influencing the Field Service Management (FSM) Market Today



FSOs are primarily driven to leverage their field services performance into improved customer satisfaction and retention; first by improving their workforce utilization, productivity and efficiencies; second, by meeting customer needs and requirement; and third, by driving higher levels of services revenues and profits.



Top Strategic Actions Being Planned in the Next 12 Months with Respect to FSM



The main strategic action planned by FSOs over the next 12 months is to continue developing/improving the KPIs to be used for measuring service delivery performance, followed closely by investing further in mobile tools, automating existing processes, and incorporating new technologies into the way they conduct business.

Top Benefits of Acquiring New FSM Technology

39%

Ability to run a more
efficient field service operation

37%

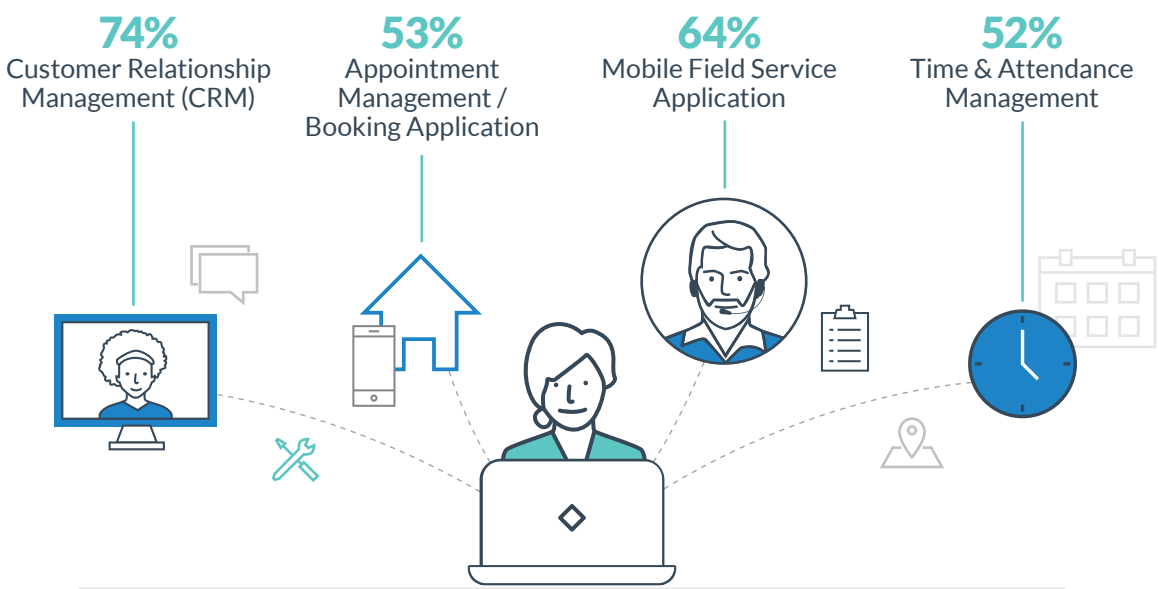
Improve customer
satisfaction

36%

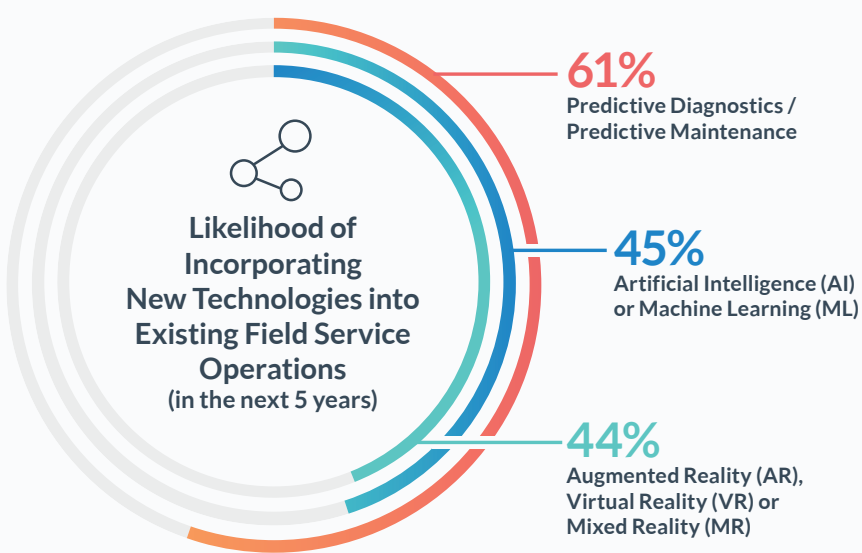
Ability to provide customers
with an end-to-end
engagement relationship

The main benefits of acquiring new technology in support of FSM are to run more efficiently, improve customer satisfaction and establish stronger customer relationships.

Technology Applications Currently Being Used

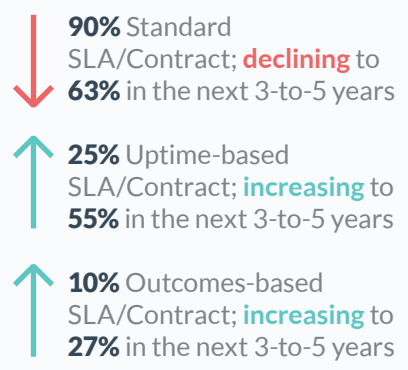


A majority of FSOs already have multiple technologies in place, including CRM, Mobile Field Service and Contract Management.



There is an industry-wide trend reflecting an accelerated movement toward the incorporation of advanced technologies (e.g., predictive diagnostics/maintenance, Artificial Intelligence, Machine Learning, and Merged Reality) into FSM in the next five years.

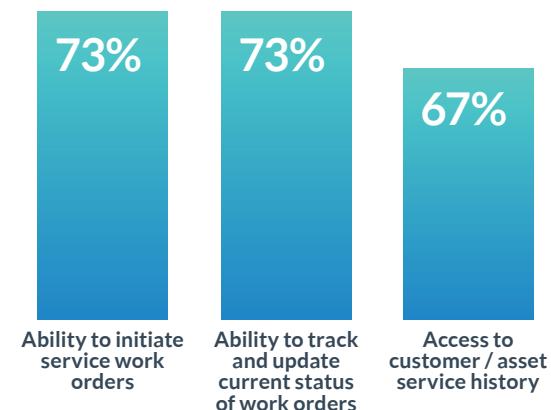
Push Toward Uptime- and Outcomes-based Service Contracts



Over the next three-to-five years, FSOs will be moving away from offering traditional SLAs/Contracts to those based on either Uptime or Outcomes parameters.



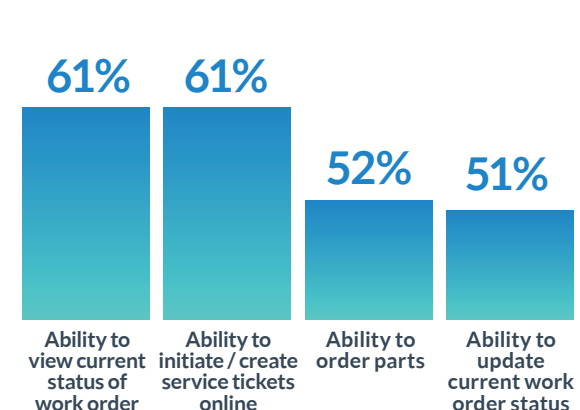
Top Online Capabilities Currently Provided to Field Technicians



A two-thirds or greater majority of FSOs currently provide their field technicians with the ability to initiate, track, and update current work orders, as well as access to customer/asset history.



Top Online Capabilities Currently Provided to Customers



A majority of FSOs currently provide their customers with the ability to initiate/create, view and update work orders online, as well as order parts.