SUSTAINABILITY IN THE FIELD SERVICE INDUSTRY

ServicePower

The United States and European Union plan to cut emissions by at least 55% by 2030 according to recent research.[1] Accordingly, many organizations have increased initiatives to promote sustainability. Furthermore, businesses in various industries are also looking to partner with like-minded businesses that promote sustainability. As the global field service management (FSM) industry grows, field service organizations look to sustainability initiatives to help their organizations reduce carbon footprints to augment FSM's key opportunities and benefits. 40% of field service organizations cite sustainability as a top priority, according to IDC research.

Implementing the right field service management software – as part of a larger digital transformation strategy – is one part of a larger plan to help field service organizations in their sustainability journeys.

The following are four top benefits of deploying innovative field service management software to augment sustainability, improve efficiencies, drive revenue, and more.

1. Source: Future Enterprise Resiliency & Spending Survey – Wave 1, IDC, February, 2022

REDUCE FIELD WORKFORCE EMISSIONS THROUGH SCHEDULING optimization AND AUGMENTED REALITY (AR)

AI-based Schedule optimization

Field service organizations realize the inefficiencies and resource waste with traditional approaches to scheduling. Businesses need to manage and consider all the vehicles in the fleet driving to multiple customers each day, last minute scheduling changes, weather, and traffic. FSM organizations, looking to reduce travel time, need to find technicians who are the most qualified and near to the location. organizations may want to factor in job appointment locations to minimize travel time and fuel consumption between jobs.

Overall, the consumption of fuel, resources, and time has its impact on the environment as well as a field service organization's revenue. In addition, FSM solutions ensure that appliances are running at peak performance and remain ENERGY STAR compliant. Making the digital transformation with innovative scheduling software helps field service organizations overcome these challenges while augmenting sustainability and efficiencies.

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Key benefits include:

- ☑ Automates and optimizes the dispatch management process
- ☑ Improves First-time Fix Rate
- ☑ Improves Mean Time to Service rate
- ☑ Helps ensure delivery of the right parts on the first visit

AR-Powered Technology

As an example, AR can be used as an interactive visual aid for field technicians by superimposing detailed diagrams and instructions over equipment in the field. In addition, it can be used as a visually-focused remote tool for customers, allowing them to collaborate virtually with expert technicians while enabling a "see-what-I-see" approach. Other examples include customers using AR to connect with the field service organization to troubleshoot remotely, which can prepare the field technician before the service visit or, in some cases, resolve the problem without any travel and fuel consumption.

Key benefits include:
☑ Remote triage and troubleshooting
☑ Improved First Time Fix Rates
☑ Reduction of multiple visits to appointments and unnecessary car and truck fuel consumption
☑ Reduction of paper through the removal of dependencies on large printed field tech manuals

In some service appointments, AR can enable service technicians to manage and fix the entire repair remotely.

AR is an interactive experience that enhances a real-world environment by superimposing computer-generated 3D elements into the existing environment in real-time. Field service organizations making the digital transformation can tap into AR to also increase sustainability initiatives.

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AUTOMATION WITH AI TO REDUCE CARBON FOOTPRINT

Wasted field service trips in fleet trucks and cars are costly, resulting in extra fuel consumption, increased carbon emissions, lost productivity, and reduced customer and worker satisfaction. For example, a field service technician may arrive at a job appointment at the wrong time, without the correct parts, or without the proper customer data history. This error would require another appointment (or even multiple truck visits), more field service trucks on the road, and increased fuel consumption with the associated increased carbon footprint. All of this reduces productivity and may also incur overtime work, which negatively impacts the environment and is costly for the business.

> **AI technologies can help mitigate these inefficiencies to augment sustainability efforts. Field service management software with the right AI technology can deliver several benefits including:**

☑ Automating traditionally complex scheduling tasks

☑ Improving first-time fix rates

☑ Increasing visibility and control on supply chain and correct parts

☑ Removing error-prone manual processes

☑ Processing data quickly and accurately for enhanced scheduling, dispatching, and parts inventory

☑ optimizing historically resource-heavy consumption processes to streamline and automate

Deploying AI-powered field service management software empowers field service organizations to make sure their field techs have all the correct customer information and the right parts for the service appointment. These critical components help reduce truck rolls and emissions, decrease wear on vehicles, and ultimately improve sustainability efforts.

PAPER REDUCTION

Traditional paper-based and manual approaches to field service management increase paper consumption, which is detrimental to the environment. It is also inefficient, error-prone, and costly. Deploying field service management software converts paper forms to digital to eliminate the need of mass paper consumption – and the challenges of managing the volume and velocity of paper forms. Field management software allows digital forms to be accessed from any location via mobile devices, which is ideal for field technicians on the go.

Other benefits include:

- ☑ Elimination of paper waste

- ☑ Reduction of time on the road traveling

- ☑ Improved accuracy of equipment inspections

- ☑ Avoidance of the need to change and reprint forms through easily customized digital templates

Making the digital switch and removing paper also helps the collection of real-time data. These data insights, which are analyzed by the software, can help field service organizations drive more efficiencies and improve sustainable processes.

IMPROVED FIELD ENGINEER EFFICIENCY

The field engineer and technician workforce presents a key opportunity to contribute to field service organizations' sustainability initiatives.

By better enabling and empowering field workers, not only will they be happier and improve the customer experience, truck roles will be reduced, first time fix rates improved, and your organization's sustainability efforts improved through reduced emissions, reduced fuel costs, and reduced wear and tear on your fleet and roads and infrastructure.

Reducing energy consumption not only helps field service organizations to meet their sustainability goals, but also benefits their bottom line.

Enabling field engineers and technicians to securely carry out field service functions from anywhere, on any mobile device reduces carbon footprints. Similarly, capabilities that empower technicians through access to parts, inventory, and pricing data, including relevant job and customer data further reduces travel resources and costs.

Key benefits include:

- ☑ Elimination of multiple field service visits to diagnose the problem
- ☑ Increased First-Time Fix Rates
- ☑ Reduction of carbon footprint and emissions
- ☑ Reduced infrastructure wear and tear

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 increase revenue, improving the customer experience, and reducing costs.

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