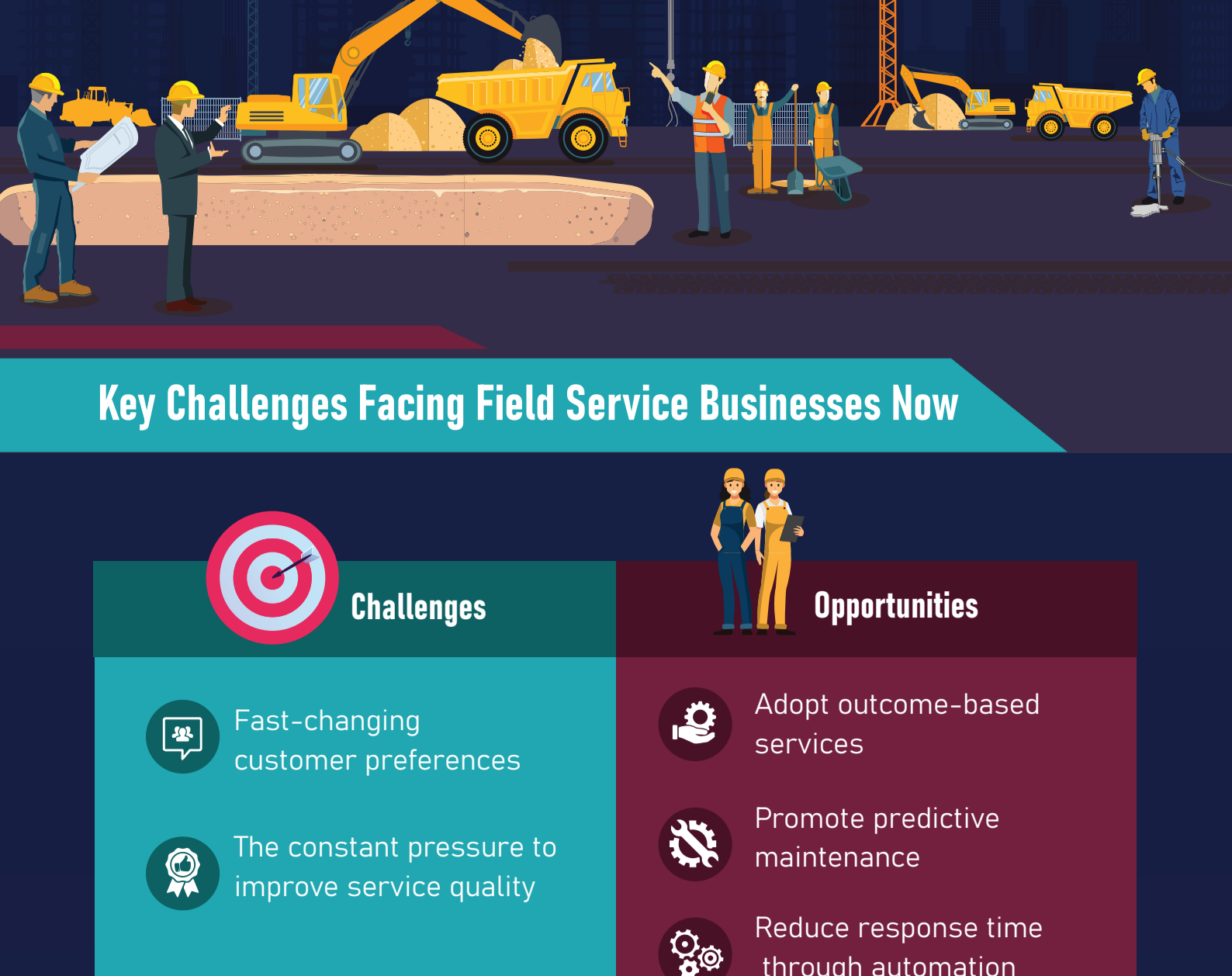


How Field Service Management Firms Can Stay Competitive in the Coming Decade



Key Challenges Facing Field Service Businesses Now

Challenges	Opportunities
<ul style="list-style-type: none"> Fast-changing customer preferences The constant pressure to improve service quality 	<ul style="list-style-type: none"> Adopt outcome-based services Promote predictive maintenance Reduce response time through automation
<ul style="list-style-type: none"> Pressure on margins as new startups compete on price 	<p>Efficiency improvements through:</p> <ul style="list-style-type: none"> like IoT, AI, and AR Drones, robots, and other devices
<ul style="list-style-type: none"> Shortage of young, skilled workers who can replace retiring workers 	<ul style="list-style-type: none"> Leverage latest technology that appeals to the young "digital natives" Third-party contractors Gig-economy - Use part-time gig workers Offer flexible work arrangements
<ul style="list-style-type: none"> The lack of interest in replacing manual methods Poor performance of the existing tools Inability to access the required information Unreliable communication channels 	<ul style="list-style-type: none"> Deploy state-of-the-art field service management software

Major Breakthroughs to Expect in The Coming Decade

Outcomes-Based Service

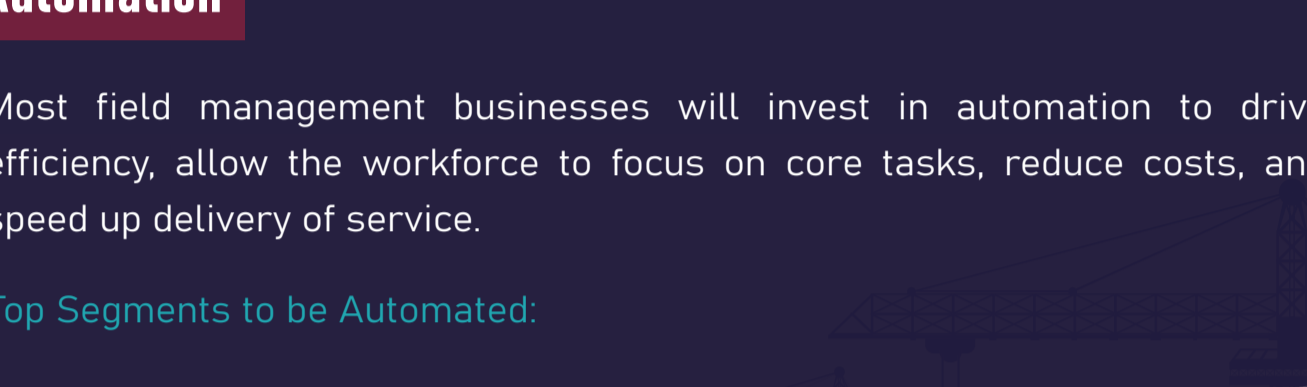
92% of service executives want to transform service models to keep up with consumer needs.

More customers to prefer:



Annual Maintenance Contracts (AMC)

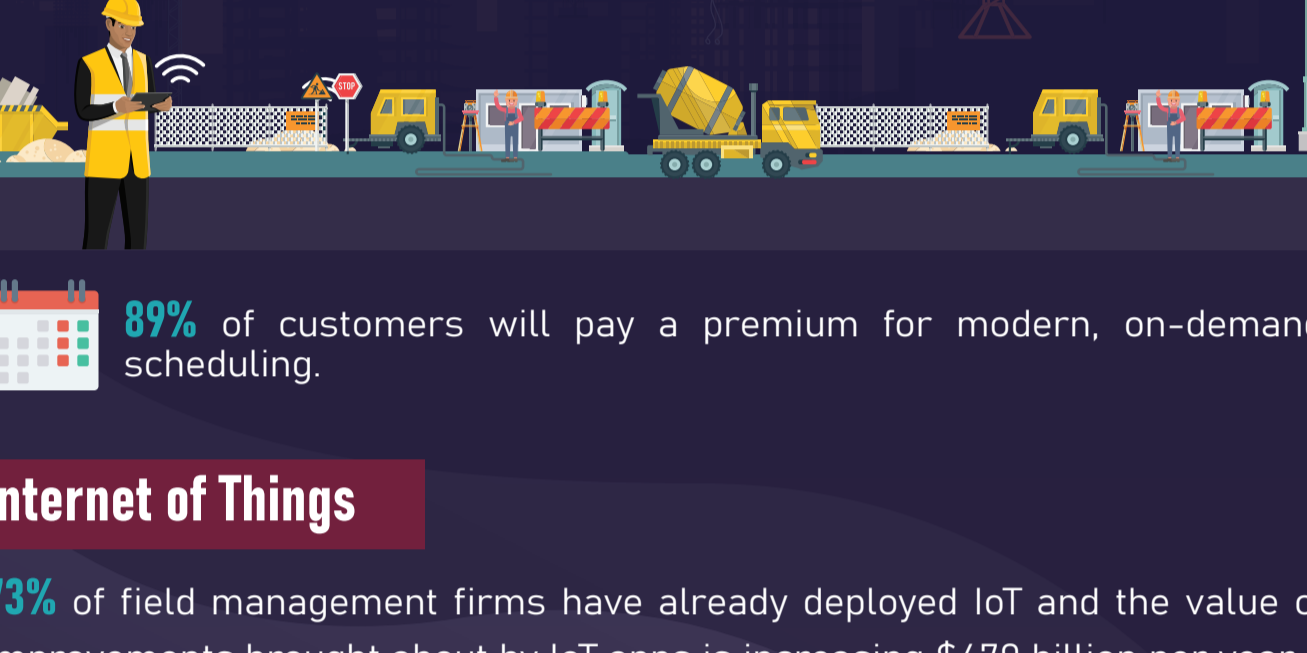
AMCs are a win-win solution.



Servitization

Servitization delivers value-added revenue on top of sales.

Customers will prefer:

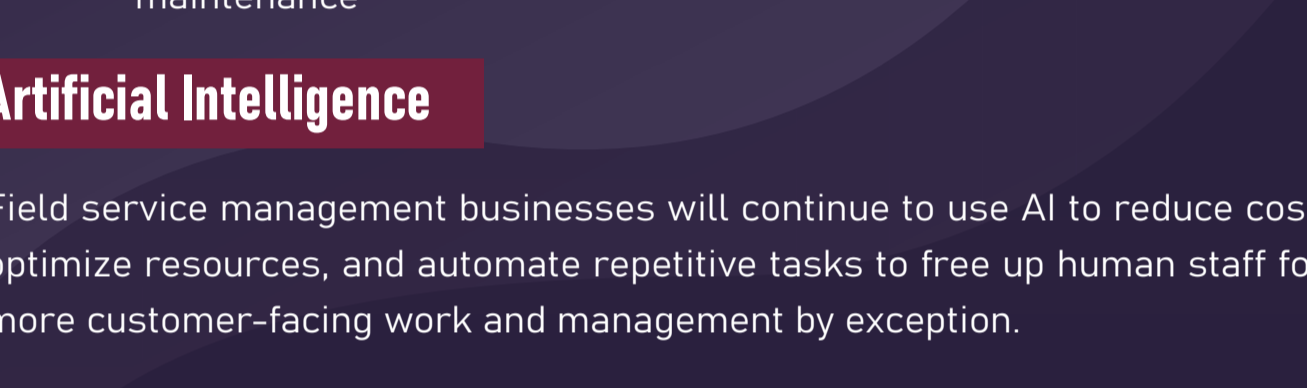


IoT and Analytics Powered Predictive Maintenance

Field service organizations will embrace predictive maintenance to preempt breakdowns and emergency calls, facilitate timely service, and improve customer experience.

The global predictive maintenance market will be worth \$23051 million by 2025.

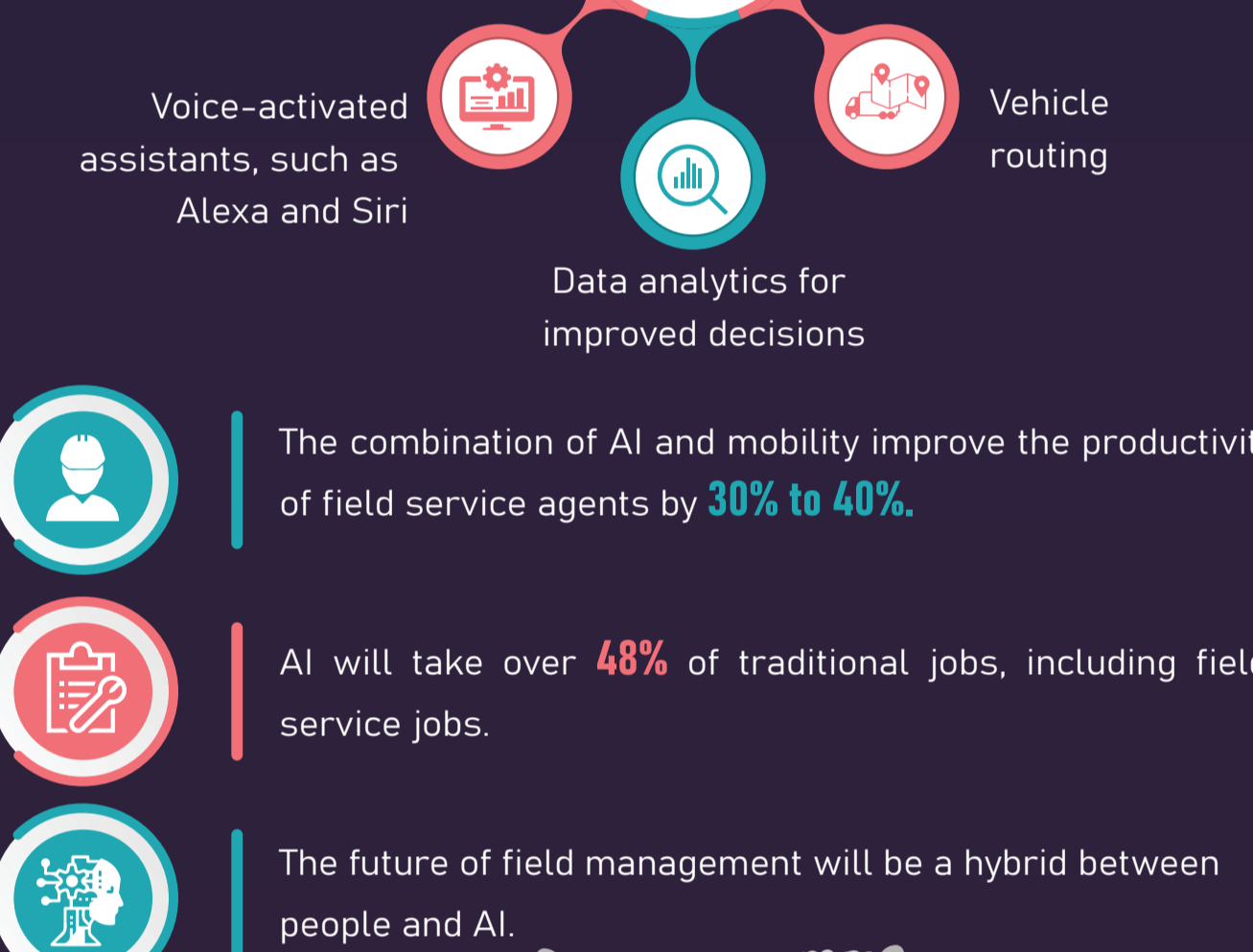
By the end of 2020, 5.8 billion automotive and enterprise gadgets will be on IoT and transmit data for predictive maintenance.



Automation

Most field management businesses will invest in automation to drive efficiency, allow the workforce to focus on core tasks, reduce costs, and speed up delivery of service.

Top Segments to be Automated:

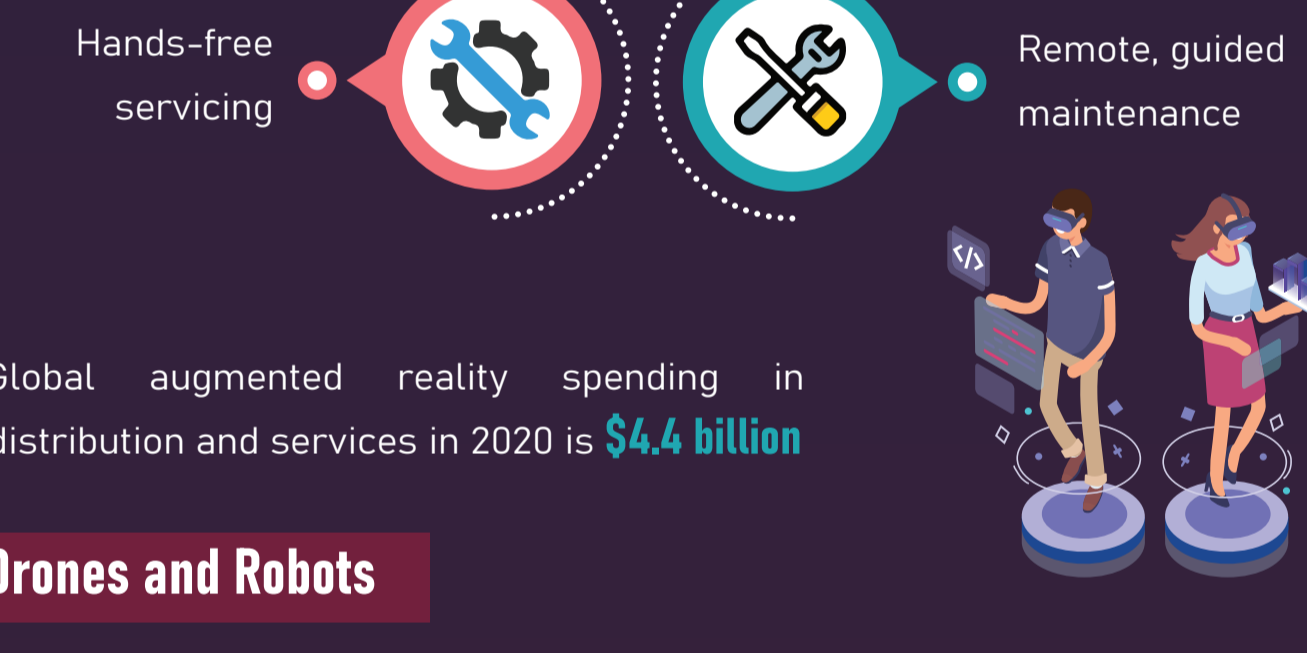


89% of customers will pay a premium for modern, on-demand scheduling.

Internet of Things

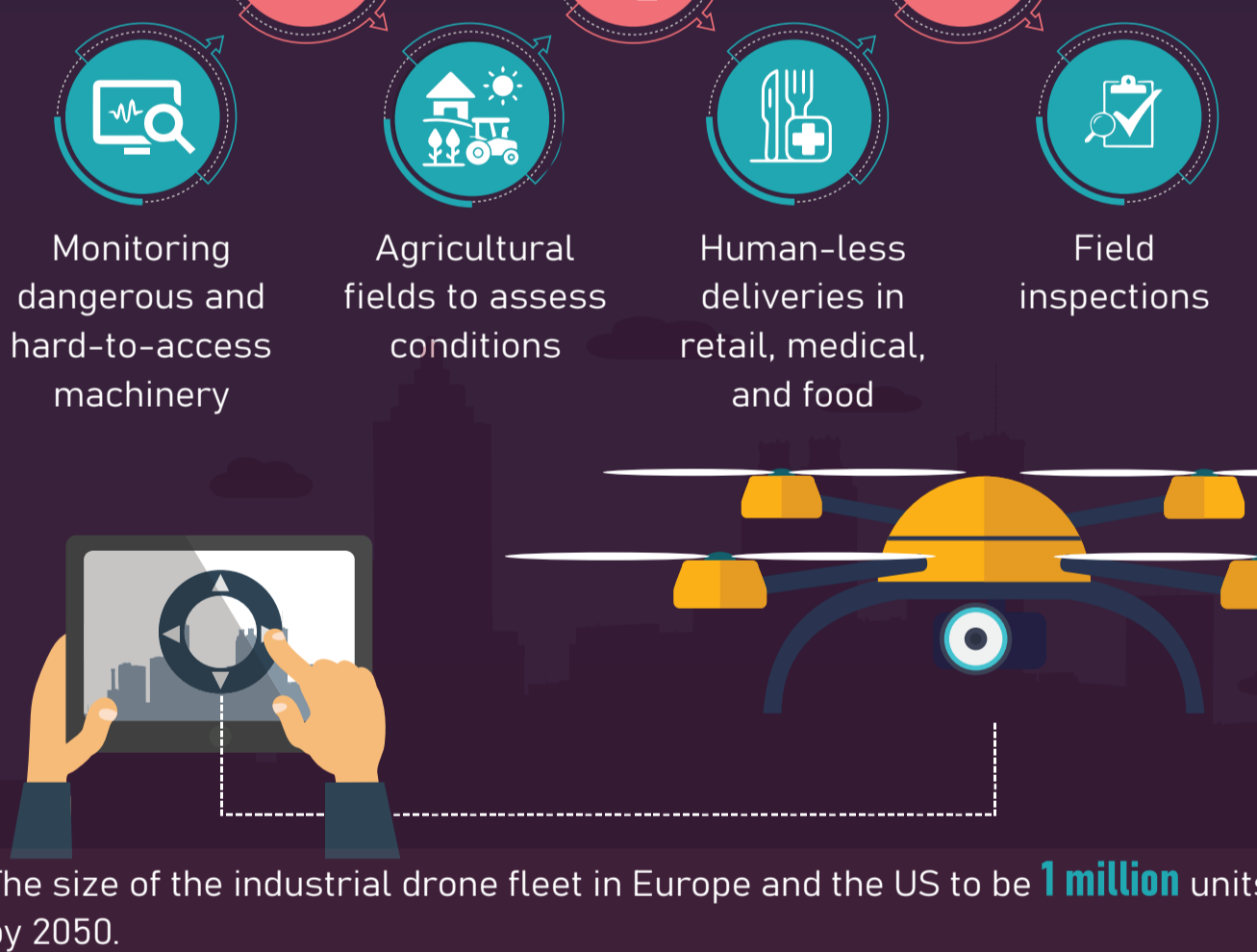
73% of field management firms have already deployed IoT and the value of improvements brought about by IoT apps is increasing \$470 billion per year.

Top areas of application to be:



Artificial Intelligence

Field service management businesses will continue to use AI to reduce cost, optimize resources, and automate repetitive tasks to free up human staff for more customer-facing work and management by exception.



The combination of AI and mobility improve the productivity of field service agents by 30% to 40%.

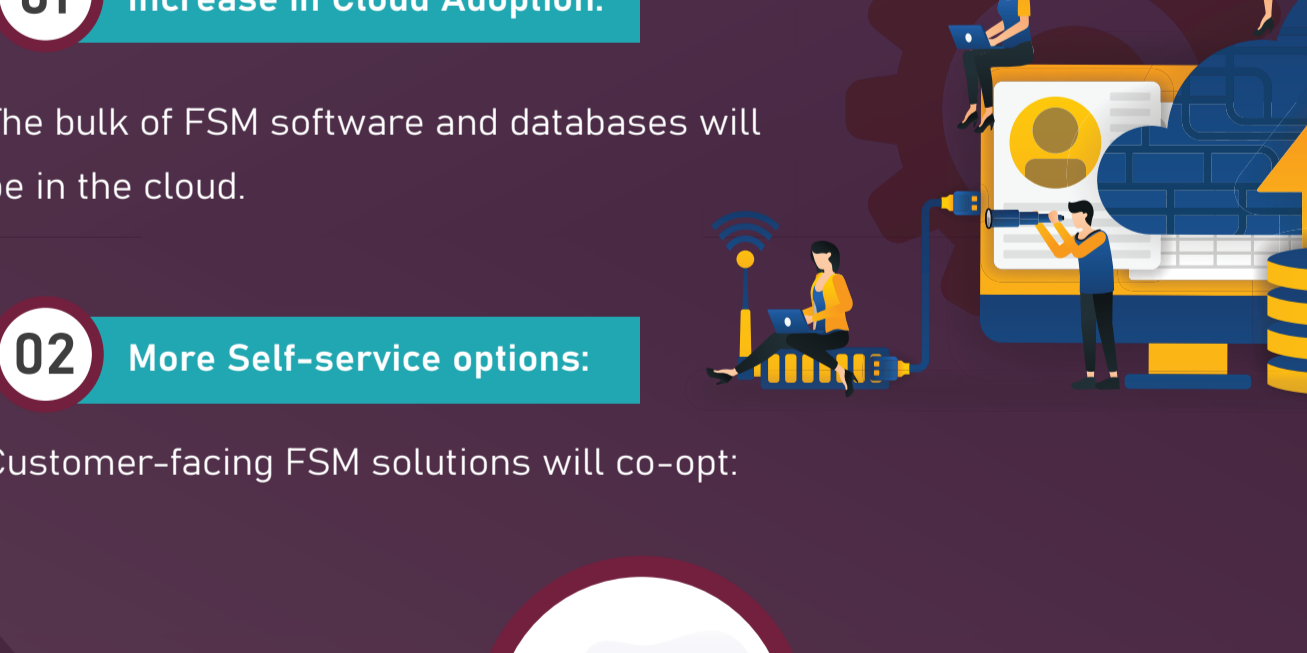
AI will take over 48% of traditional jobs, including field service jobs.

The future of field management will be a hybrid between people and AI.

Augmented Reality (AR)

Field service professionals are expected to continue the adoption of Microsoft HoloLens AR headset and Google Glass with virtual 3D models.

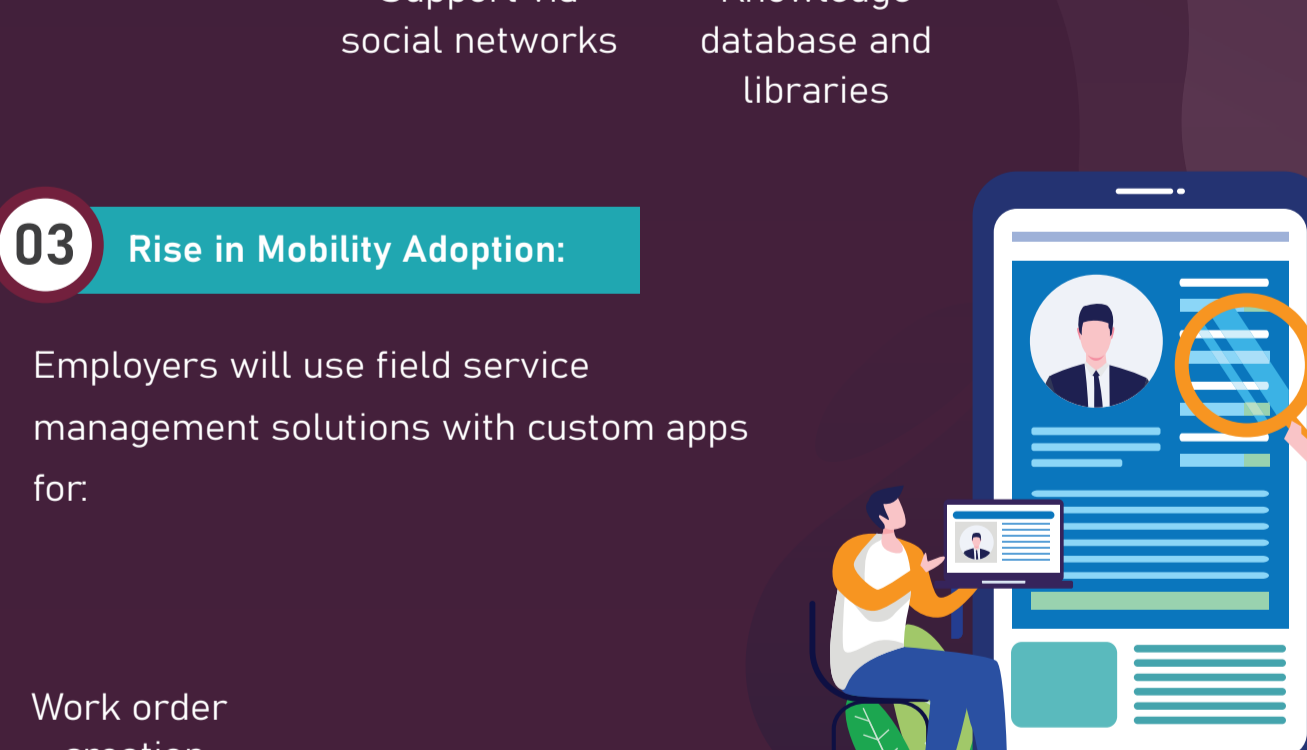
Top applications of AR in field service management are expected to be in:



Global augmented reality spending in distribution and services in 2020 is \$4.4 billion

Drones and Robots

Top usage areas of drones are anticipated to be in:



The size of the industrial drone fleet in Europe and the US to be 1 million units by 2050.

Human Resources

Skill shortage will make field management firms continue to rely on freelance workers. In fact, field management firms using freelance workers respond to 83% of emergency requests within 60 minutes!

77% of field service companies already use a freelance workforce.

Half of all field management firms will give priority to soft skills training.

Field Service Management Software to Become Popular

The following trends will characterize field service management software in 2020 and beyond:

- #### Increase in Cloud Adoption:

The bulk of FSM software and databases will be in the cloud.
- #### More Self-service options:

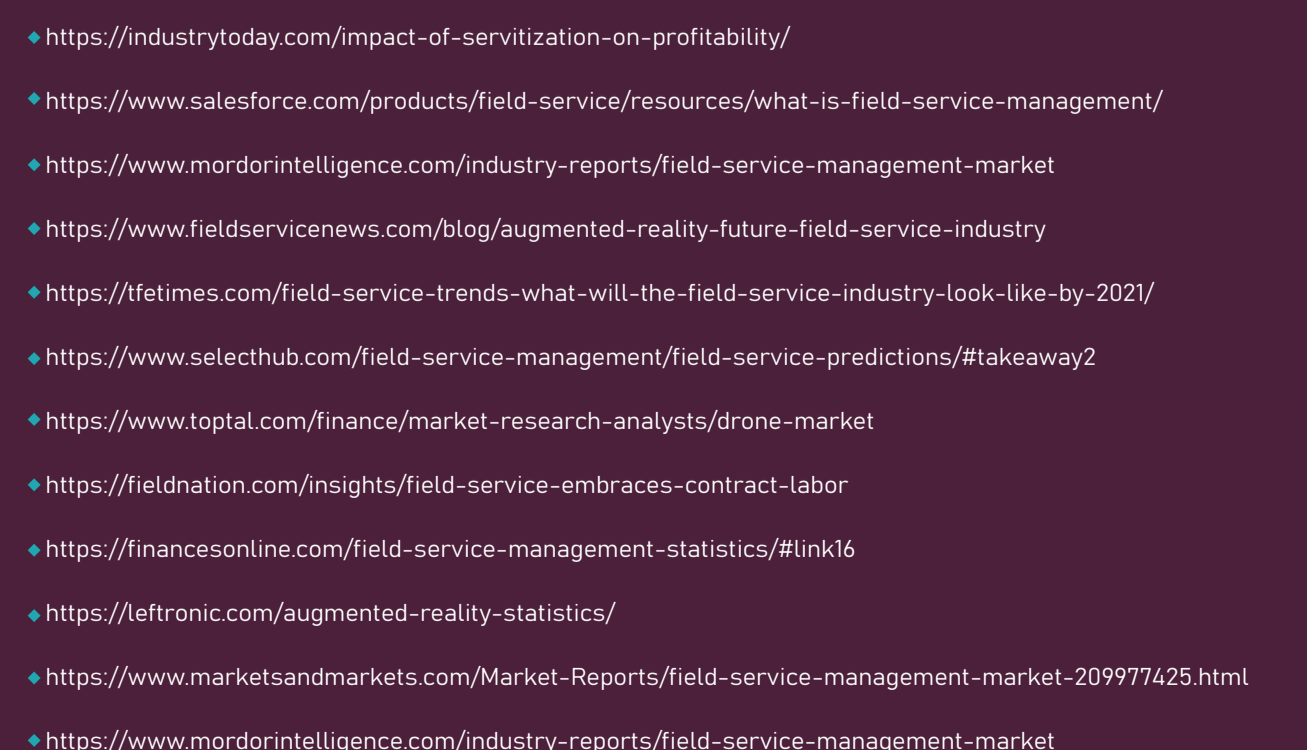
Customer-facing FSM solutions will co-opt:

 - Chats
 - Support via social networks
 - Knowledge database and libraries
 - Self-service portals
- #### Rise in Mobility Adoption:

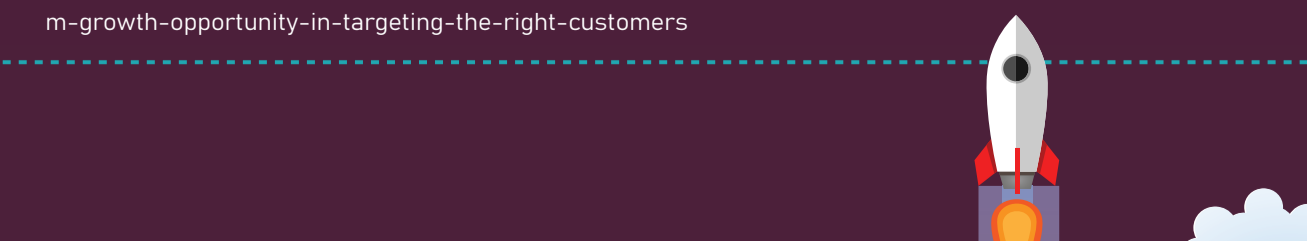
Employers will use field service management solutions with custom apps for:

 - Work order creation
 - Invoicing
 - Scheduling and dispatching
 - Agent and vehicle tracking
 - Robust communications among stakeholders

More Trends to Look Out For



Customer experience has overtaken price and product as the key differentiator!



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