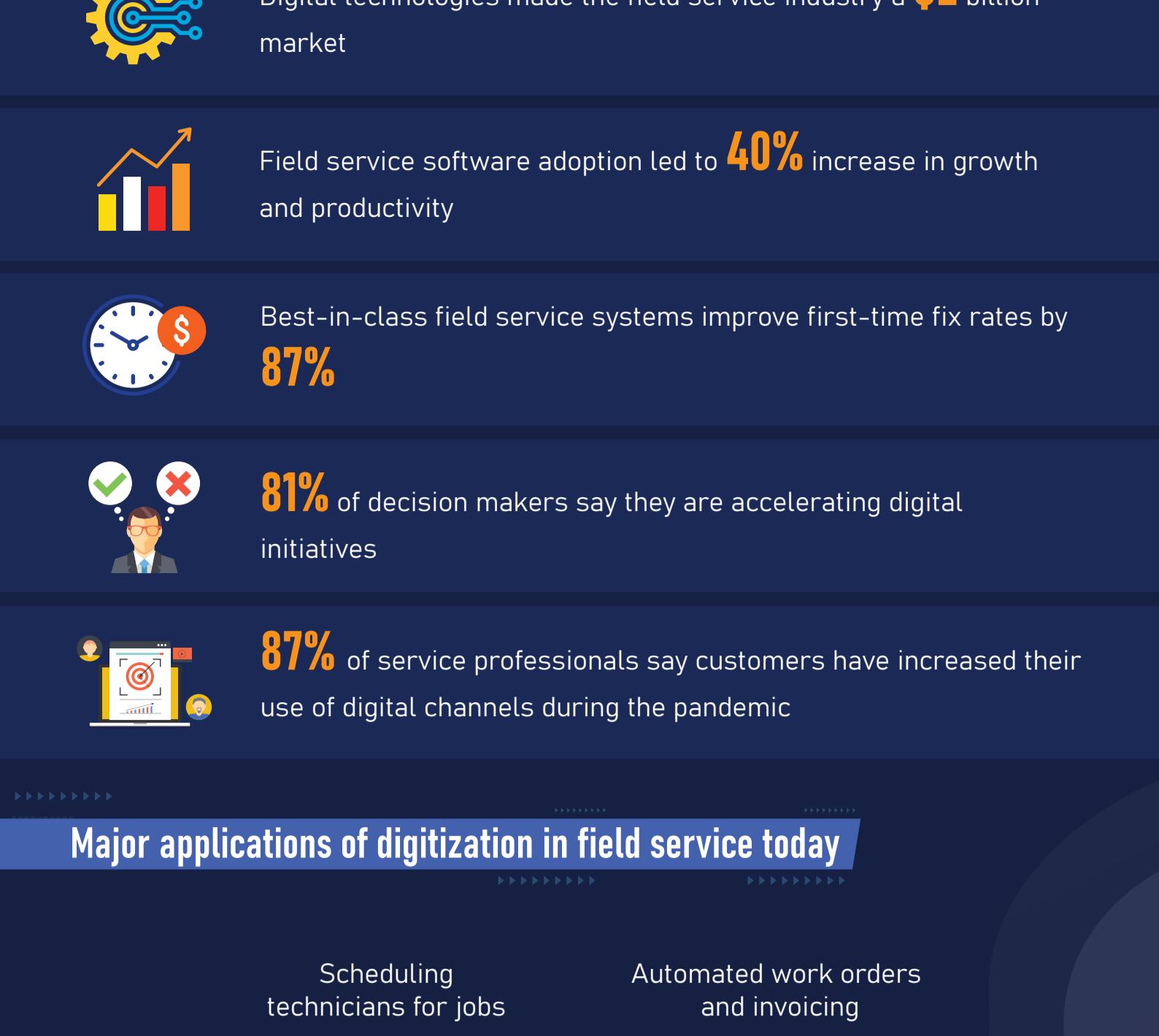
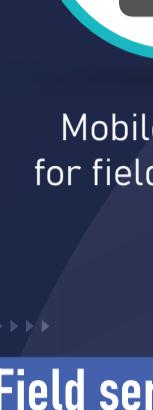


The State of Digitization in Field Service Industry - 2021



The reach of digitization in field service operations



Digital technologies made the field service industry a **\$2 billion** market



Field service software adoption led to **40%** increase in growth and productivity



Best-in-class field service systems improve first-time fix rates by **87%**



81% of decision makers say they are accelerating digital initiatives



87% of service professionals say customers have increased their use of digital channels during the pandemic

Major applications of digitization in field service today

Scheduling technicians for jobs

Automated work orders and invoicing



Mobile apps for field agents

Real-time tracking of assets and field agents

Report generation, forms, and checklists

Field service industry and the rising customer expectations

What customers demand:

On-demand services



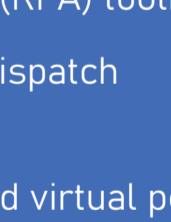
Proactive services

Real-time visibility into service delivery



Personalized engagement

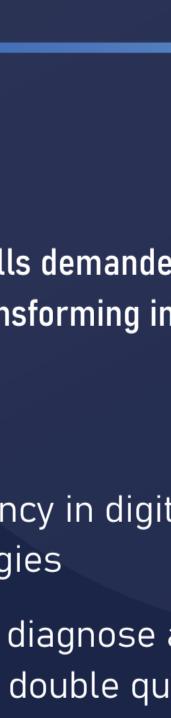
Faster response



Holistic outcomes

How digitization transforms field service management and delivery

1. Connected field service, connected assets and agents

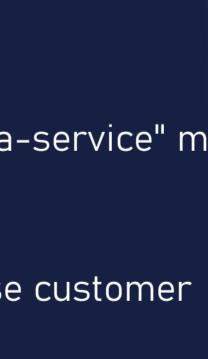


IoT

Cloud

Mobile

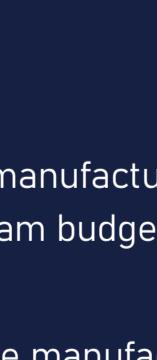
Real-time data



Predict failures or errors

Notify service providers

Proactive maintenance



IOT

Real-time tracking of assets and field agents

71% of service companies believe IoT to improve customer retention

2. Mobile field service apps



Integrated mobile apps increase field agent's productivity

Informs field agents about customer preferences and history



Enables optimized scheduling

Delivers fast and accurate invoicing

Facilitates instant responses to queries



Seamless collaboration among agents, supervisors and customers

80% of field agents say that mobile field service apps increase their efficiency

3. Data driven decision-making

Identify and aggregate disparate data from

Reconcile and analyze data sets using

Apply the data insights to

Field agents' devices

Cloud-based analytic tools

Improve operations

Logistics software

Knowledge discovery tools

Make better decisions

CRM suite

Data virtualization tools

Understand customer behavior

Sales data

Predictive analytics tools

Forecast demands

Equipment service records

AI applications in field service

Enhance customer experience

18% increase in service profits gained by field service providers using data analytics

4. Automation

How automation helps?

How AI adoptions helps

Key areas of automation in field service

Eliminates recurring tasks

Notify service providers

Appointment scheduling and work order generation

Simplifies tedious work orders

Proactive maintenance

Real-time alerts

Saves time

AI applications in field service

Centralizing documentation

Eliminates human errors

AI applications in field service

Generating accurate timesheets and invoices

Reduces operating costs

AI applications in field service

Eliminating paper trials

Two out of every three service manufacturing teams believe that servitization enables proactive service delivery

AI applications in field service

Remote access of custom inspection forms

50% of field service organizations identify automation as the greatest contributor to revenue growth

5. Artificial Intelligence

AI applications in field service

AI applications in field service

AI applications in field service

Robotic process automation (RPA) tooling

AI applications in field service

AI applications in field service