

Whitepaper

#Pre And Post

Covid Field Service





Pre- and Post-COVID Field Services

As a field services professional, you will already know what your job entails.

To discuss very briefly, however, the process involves dispatching technicians to a customer's location to install, maintain or repair equipment.

Field service management involves making sure best practices and procedures are used throughout the entire process.

COVID-19 completely changed how field services is executed.

There has also been a distinct change in customer wants, needs, and expectations.

Let's take a look at pre- and post-COVID field services and what the future might look like for professionals in the industry moving forward.

Pre-COVID Field Service

Before the pandemic hit, the main priorities in field services were to make sure customer expectations were met and that day-to-day operations were maintained.

This meant a strong focus on meeting often challenging KPIs.

Customers also didn't really have any way to fix problems themselves, even where the issue may have been relatively minor.

This meant that field technicians would regularly be dispatched to work with a customer on-site.



Post-COVID Field Service

Field services is an essential service.

Field technicians carry out time sensitive work for hospitals, homes, and factories to name a few.

The restrictions put in place as a result of Coronavirus called for an immediate change in procedures.

Social distancing, ever-changing government guidelines, and self-isolating staff are all issues previously unheard of.

Businesses were instantly tasked with finding a workaround.

To say it's been a challenge would be being kind.

3 Key Changes Post-COVID

1. Meeting customer expectations and maintaining day-to-day operations are always going to be key priorities for any business. Post-COVID, however, is a focus on the health and welfare of employees while doing their jobs.
2. A move to a remote support only model. With regulatory changes in how businesses were allowed to operate, some field services providers made a temporary move to providing remote support only. Many have found success in this model and will continue it to some extent in the future.
3. Self-service tools. Customers are looking for field services management companies to provide them with more self-service tools. This means that fewer technicians are making on-site visits. Where they are visiting, the issues that need resolving are often more technical in nature.



Predictions For The Future Of Field Service

What does the future of field service look like?

Here are 3 predictions of how things might change moving forward this year, and beyond:

1. The Use Of Technology In Field Services

Field services was **investing in technology** even before the pandemic hit.

This has proven to be more important than ever.

Companies who were already prepared have been able to pivot more quickly. This meant they could offer more remote, digital solutions to their customers.

These solutions enabled companies to continue to operate even when staff numbers were considerably reduced through sickness, furlough, or redundancy.

It is likely that more time and money are going to be invested into a **digital transformation across the industry**.

Some of the technological advancements that are predicted to change field services going forward are AI, remote diagnostics tools, augmented reality, and communications software.

2. Self Service & Remote Diagnostics Will Be The Norm

The enforcement of social distancing rules has been something we have all lived with for the last 18 months.

Businesses have had to adapt in order to survive.

Where things have worked well, many are questioning whether things should go back to “normal”.

The **increase in the use of self-service** is one of those things.

Many field services systems offer a knowledge base of tutorials that allow people to fix things themselves without a technician on site.



3. Field Services Will Continue to Prioritise Employee Safety Over Statistics

Even when we are post-COVID, it will take a long time to feel like things are really past COVID.

Employees are likely to continue to feel nervous when attending customers on site.

During the pandemic, field services companies were prioritising employee health and safety over customer satisfaction and KPIs.

This is a culture shift that has been made.

Customer expectations are always going to be incredibly important.

The self-service tools mentioned above make for a more satisfying experience.

Companies have had to make a shift to only sending technicians to attend customers on-site where it is necessary they do so. This helps to make sure that their technicians are as protected as possible.

Many businesses have lost a lot of staff throughout the pandemic.

It's therefore more essential than ever to protect the health of those remaining so that operations are affected as little as possible going forward.



How Field Service Software Can Help with the Current Landscape

Field Service Management Software is the perfect example of how advancements in technology can help day-to-day operations run more smoothly.

It helps to connect your remote workers with the back-office staff and ensures all processes are carried out seamlessly. This helps you to provide a better, more streamlined service to customers while also making sure technicians are not overloaded with work.

One of the amazing things about the Software is that it can **predict failures before they occur using IoT devices**. Technicians and equipment are prepared in advance to fix the issue before it becomes a problem.

Help your team to see everything they need to at a glance with an easy-to-use interface.

If you would like to know more about our products or feel you would benefit from a demonstration, **please get in touch!**



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