

White Paper

#FieldOperationsAutomation

The Time for Field Service Automation is Now



The demand for AI powered Field Operations Automation is increasing exponentially



There is an increasing demand for optimized workflow and enhanced productivity in the field operations management market

According to the report published by Zion market research, the global field service management market was valued at approximately USD 2.86 Billion in 2017 and is expected to reach approximately USD 6.68 Billion by 2023, growing at a CAGR of around 15.2% between 2018 and 2023.

Progressing quickly in cloud and artificial intelligence, North America is expected to have the largest market share in the field service management market during the forecast period. Not too far behind is the Asia Pacific region which is likely to witness the highest CAGR in the global field service management market, primarily due to large-scale industrialization in Asian countries such as China, India, and Japan.

There is an increasing demand for optimized workflow and enhanced productivity in the field service management market. Customer is at the focal point of any service business, as you will agree. Providing the best customer experience, therefore, is the highest priority for any service provider.

A series of unfortunate events

- 1** A customer service representative (CSR) receives a job request call just before closing the day shift. The job location is on the other side of town, but the customer needs help immediately
- The CSR puts the customer on hold while looking for the field technician manager
- 3** The field technician manager, scurrying to wrap up the last job of the day, finally decides to send one of the fledgling service technicians to the job location.
- The CSR lets the customer know that someone is on their way and that it may take a while for the technician to reach
- 5** The technician arrives at the location much later than planned only to disappoint the customer with his inexperience
- The other technician who is closest is an hour away. He does his very best to fix the problem, but ends up breaking a very expensive piece of equipment
- 7** They had to wait until the next day to complete the repair as the broken equipment requires a special-order part
- The customer's vexation leaves the technicians no choice but to replace the expensive part at no cost. Why, even labour charges are discounted for
- 9** The customer ends up calling a different company...and writes bad reviews on popular sites

Now, back to the question

Would you rather focus on innovation and growth or on logistics and mundane process work?



The deployment of software-as-a-service (SaaS) has enabled greater mobility, since the system is accessible from any device with a web connection, rather than an allotted physical network

A great deal of time is spent in assigning the right technician with the right skill at the right time. Most of the times, field operations management involves physical presence of agents on-site. Rather than re-entering data at the office, what if your agents can now work from tablets and smartphones, update job statuses while they are on field, print invoices and forms on a mobile printer, or even obtain digital customer signatures on their mobile devices?

A service lifecycle is complete only when field agents are well-informed and can deliver true end-to-end service. If agents on-field have no access to the right information, accounts, and back-end systems, they can only do part of the job, which leaves customers only partly satisfied. A built-in access to other core systems like customer relationship management (CRM), inventory, and accounting, makes integration easier, thereby allowing field agents to deliver to their full capacity.

Why don't we take another look at the series of unfortunate events, except this time, we see what happens when most of the processes are automated.

1. A quiet Sunday evening is disturbed by a kitchen pipe leakage at the Holmes' residence. Mr Holmes takes out his mobile and places a request for immediate repair. The phone beeps, giving Holmes the approximate time of arrival of technician
2. On the other side of town, the Customer Service Representative (CSR) at service organization gets notified about the request and transfers it to the Field Service Manager who in turn transfers it to the Dispatcher who has the maximum available resources at the moment

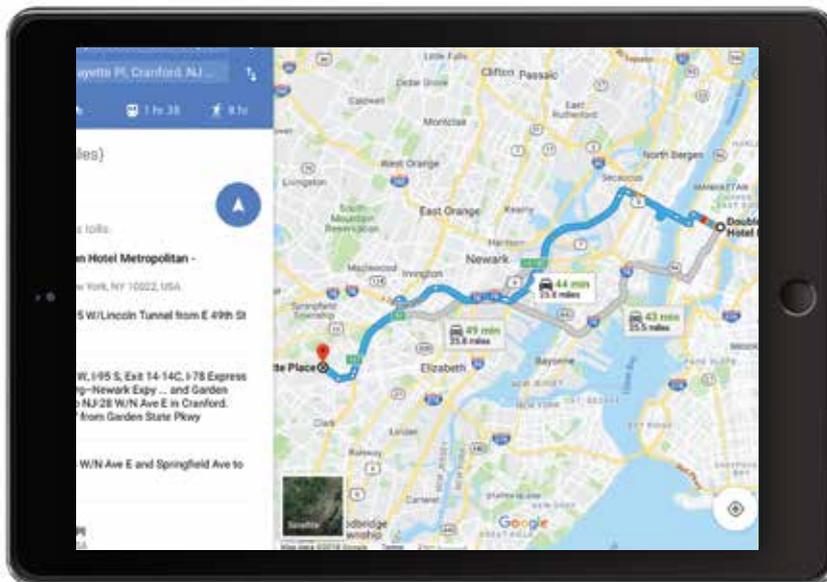




3. The Dispatcher checks the availability of resources on her tab; notices there are three technicians closest to the job location. However, there's just one with the right skill-set to repair the valve. She then assigns the job to him

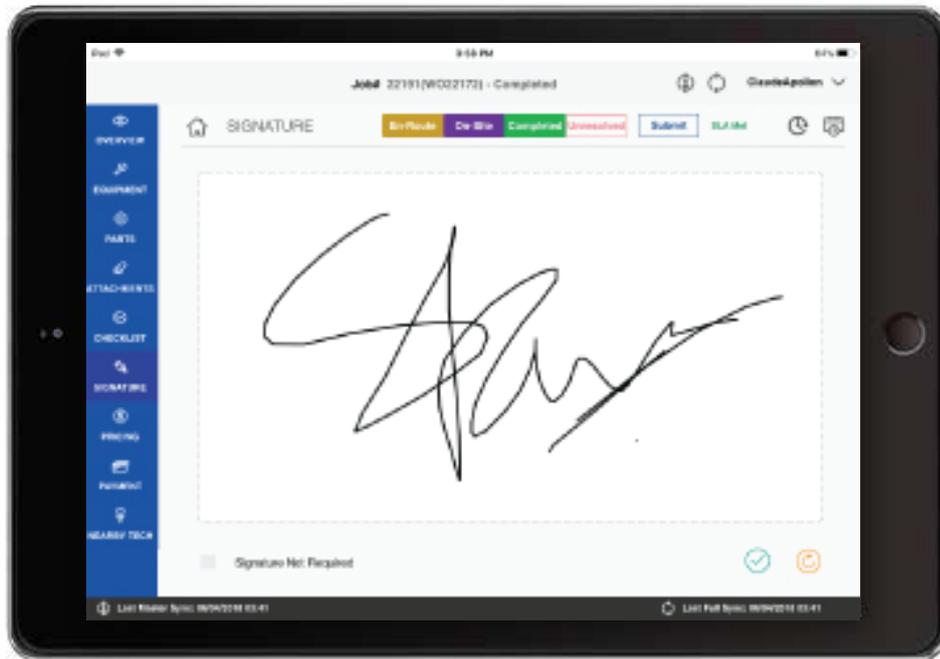


4. The On-field Technician receives the notification on his tab and accepts the task, which thereby notifies the customer. He is happy that the job location is just a few minutes away from his current location





5. He reaches the location, and to the client's satisfaction, completes the job in hand successfully



32% of the people in field service, who were surveyed by the Service Council, indicated that they spent too much time on paperwork on a day-to-day basis

In the midst of all this, the Field Service Manager tracks technicians on his tab and analyses the productivity for the day. He understands that 68% of customers in the last month have given profitable businesses. He also realizes that the profits were incurred only in the south-west side of the town and that the lowest number of requests came from the northern part of the town. Meanwhile, on his dashboard, the CXO tracks KPIs and forecasts demand, creating intelligent business reports, based on the inputs from his field service managers.

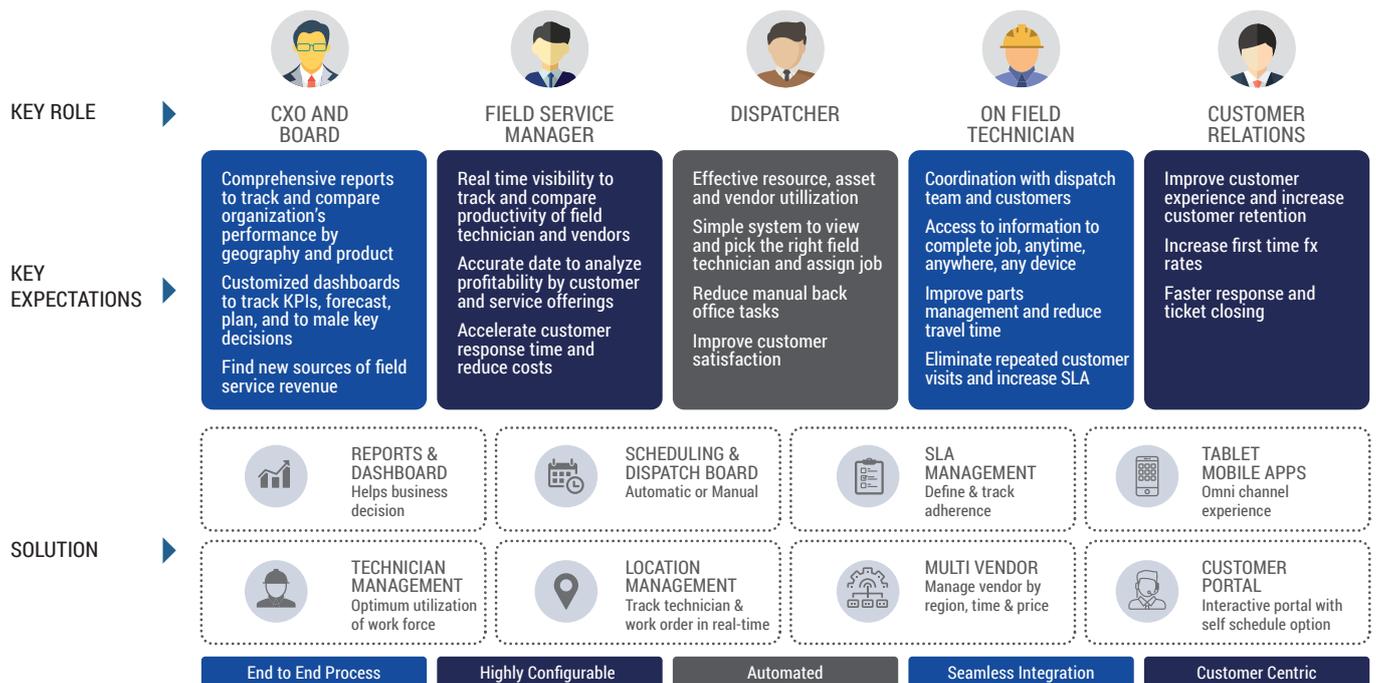
A streamlined customer experience between your back office, your management, your field technicians, and your customers

This seamless process is no more a fragment of your imagination. With technological advances, you can now avoid as much manual intervention as possible, thereby automating decision making.

FSM Grid addresses just that

Field operations automation systems like FSM Grid are designed not only to streamline operations and save on travel expenses, but also to find available resources and resolve emergency issues quickly and efficiently with the highest degree of accuracy. When such an intelligent and capable system is configured to meet your business demands readily, why not conquer the market?

How FSM Grid enhances KPI Monitoring Across organization?



No technology-based solution is worth employing if it does not enhance the customer experience



If you can provide a cohesive experience for your customer across multiple channels throughout the relationship, it solidifies their place in the customer journey. One of the key goals of service automation is to create new ways to know your customers more intimately, and a feature of FSA technology is to translate this experience in the field operations realm. Technicians will be better equipped to deliver more personalized experiences for the customers, which studies have consistently shown is what most customers now expect. In addition, you can use integrated data and comprehensive analytics to decipher patterns in customer behaviour and make better predictions in the future.

Join us now to enhance your customers' experience.

FSM Grid – For Happy Servicing!



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