

MOBILE TECHNOLOGY TRENDS IN FIELD SERVICE

FOR 2016 & BEYOND



Current Growth Trends in Field Service Mobile Technology

In 2016, Field Service Organizations will purchase **53 million** tablets

It's predicted that by 2018, **70%** of mobile workers will use a tablet or a hybrid device that has tablet-like characteristics

Mobile workforce management is likely to grow to **2.5 million** by 2018 in North America and Europe

Approximately **56%** of smartphones purchased by field service businesses in North America and Europe will be Android devices

By 2017, tablets will be used for approximately **905 minutes** at work and home globally, indicating an anytime, anywhere work trend and ubiquity of software

Mobile workers put in **240** hours of work more than their non-mobile counterparts, per year.

Top 3 challenges faced by field service workforce

Accurate and prompt capturing and sharing of real-time data.

Improvement of first time fix rates

Ensuring optimal mobile workforce productivity/ efficiency

The Key Drivers of Field Service Mobile Technology

80% of field service organizations say that mobility is required to improve services, particularly to increase speed and efficiency

80% customer demand for improved services

44% competitive pressures

41% rising volume of service requests (the growing service market)

33% the need to work with reduced field service workforce

(Aberdeen Group - A survey of 144 manufacturing companies and service organizations)

How Field Service Companies benefit from using mobility solutions

An increasing majority of field service organizations found a significant improvement in worker productivity, while a growing number of organizations are also seeing an increase in the revenue being generated through the use of mobility tools.

Better Worker productivity - **63%**

Customer satisfaction scores - **50%**

More Services revenue - **19%**

New sales revenue - **13%**

Less Paperwork - **63%**

Travel time - **31%**

Top Benefits of Mobility in Field Service Industry

- Customer Retention
- Better ROI in 2 months
- Offline Integration
- Streamlined Workflows
- Go Paperless
- Instant Signature Capture
- Field Agent Safety
- Multi-Platform Availability
- Workforce Tracking
- GPS Tracking
- Check-in & Check-out logs



Top three best practices for field service mobility

Multi-platform solutions

Device-specific features

Multiple user roles support (field service executives, IT manager or the CTO)

Devices used by the workforce

66% of service organizations currently use an automated field service solution

47% use a cloud based solution

37% use a desktop

41% use a mobile

22% use a tablet

Top 3 benefits of the apps in cloud

Improves security

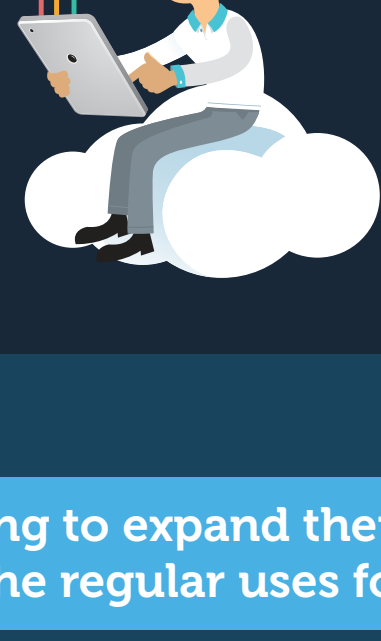
- Eliminates the issues related to loss of a device
- Provides the ability to remotely erase data from a device in case of theft
- Easy access to important information, even in case of damage to device

Reduces cost

- Much less paperwork
- Eliminates the need for multiple visits and takes care of several possible jobs in a single visit

Improves efficiency

- Faster and more efficient reporting and execution
- Shorter response times
- Quick access to important information at the right times



Organizations are now looking to expand their mobile capabilities beyond the regular uses for :

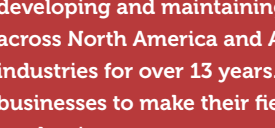
Video streaming

CPQ (Configure, Price, Quote) for sales

"Uber-like" technician tracking service

Tech to tech transfer

Cross and upsell



Fingent has hands-on experience in conceptualizing, developing and maintaining field service applications across North America and Australia in a wide range of industries for over 13 years. We have built solutions for businesses to make their field agents more effective and productive.

Sources :
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