

Field Service Management -What it means for Field Service Technicians

### What is Field Service Management?

Field Service Management drives improvement and increases control across all aspects related to the delivery of field-based services.

## Field Service Management & Technician Marketplace:

Field Service market growth expected increase from \$2.56 billion to \$5.08 billion in 2023



There are currently 20

million Global Field **Technicians** 

**75**%

organisations expected

to use mobile apps for

technical projects by end

Over 75% of

of 2020



tools are not fast enough



Over 3 billion smart phone users by 2021

Over 38% of Field Technicians say they can't access the correct information

1.45 billion

The global mobile workforce is expected to rise from the current 1.45 billion to 1.87 billion by

## What does great Field Service Management look like?

- Empowers staff to complete jobs at the point of service
- correct tools to do their job

Allows for easy

**Increases** capacity

efficient travel routes

Equips staff with the

- accessibility to job information
- Improves productivity with first time fixes

with access to

consistent customer service, enhances communication

Helps improve

report on appointments, enables compliance

Ability to record and

Increased visibility and

Detects any issues or

Better manage work

orders, associated costs

- understanding of all assets
- potential actions that may be required
- and increase visibility of ongoing work

# **Fundamentals:**

Field Service

### To increase staff productivity and customer satisfaction, Field Service Technicians must be in the:

the right equipment

Right place, at the right time, with the right skills and

A typical day for a

Place

Time



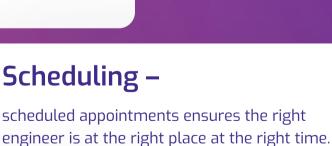


## Travel always on the move to meet customer

Field Service Technician includes:

expectations

Scheduling -





parts requirements.

Tracking from parts, photos, signatures, to how many

appointment details, customer contact info and

### appointments carried out, everything is tracked via the field technician's mobile device.

# Reporting -

Now is the time to implement change

and begin to achieve the full benefits of

Organisations can report on real time information to produce informative insights and help improve efficiencies.



an innovative Field Service

Management solution.

How we can help:



Totalmobile

Contact us for further information on info@totalmobile.co.uk or 028 90330 111.