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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



20 Million

There are currently 20 million Global Field Technicians



45%

Over 45% of Field Technicians say current tools are not fast enough



38%

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



75%

Over 75% of organisations expected to use mobile apps for technical projects by end of 2020



3 Billion

Over 3 billion smart phone users by 2021

1.45 billion to 1.87 billion

The global mobile workforce is expected to rise from the current 1.45 billion to 1.87 billion by 2022

What does great Field Service Management look like?

- Empowers staff to complete jobs at the point of service
- Equips staff with the correct tools to do their job
- Allows for easy accessibility to job information
- Increases capacity with access to efficient travel routes
- Improves productivity with first time fixes
- Helps improve consistent customer service, enhances communication
- Ability to record and report on appointments, enables compliance
- Increased visibility and understanding of all assets
- Detects any issues or potential actions that may be required
- Better manage work orders, associated costs and increase visibility of ongoing work

Field Service Fundamentals:

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

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

Place



Time



Skills



Equipment



A typical day for a Field Service Technician includes:

Travel –

always on the move to meet customer expectations



Scheduling –

scheduled appointments ensures the right engineer is at the right place at the right time.

Appointments / Jobs –

easy access to job information such as appointment details, customer contact info and parts requirements.



Tracking –

from parts, photos, signatures, to how many appointments carried out, everything is tracked via the field technician's mobile device.

Reporting –

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



How we can help:

Now is the time to implement change and begin to achieve the full benefits of an innovative Field Service Management solution.



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