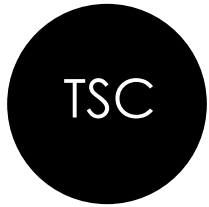


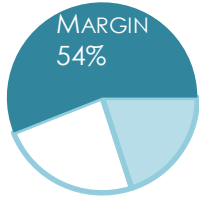
2017
Field Service
Benchmark

Early Results

Value



1



BENCHMARK

YOUR PERFORMANCE IN KEY FUNCTIONAL AND STRATEGIC AREAS VIA AN ASSESSMENT AVAILABLE POST-BENCHMARK SURVEY.

2



ACCESS RESEARCH DATA

TIED TO YOUR RESEARCH GROUP AND MORE. THE DATA WILL ALSO BE PRESENTED THROUGH THE LENS OF THOSE WITH THE TOP PERFORMANCE METRICS

3

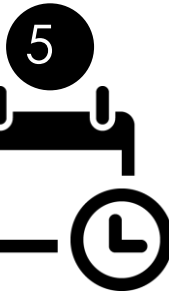


REVIEW **CONTENT AND INSIGHT** FROM OUR ANALYST TEAM

4



CONNECT WITH A **COMMUNITY** OF LIKE MINDED PROFESSIONALS AND TSC-RECOGNIZED SUBJECT MATTER EXPERTS



5

ATTEND **EVENTS** FOR OVERALL KNOWLEDGE OR SPECIFIC TO YOUR AREA OF INTEREST

L Leadership and Strategy

S Safety

P Parts

W Workforce & Talent

C Customer Experience

F Field Service

D Data

T Technology

SM Sales and Marketing

TSC
2017

TSC Research Groups (Service Councils)

Note: Research Topics might overlap across research groups.



Field Service

– Early Results (42 Organizations)

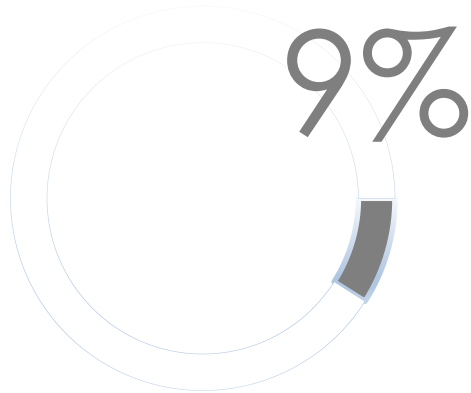


Capabilities

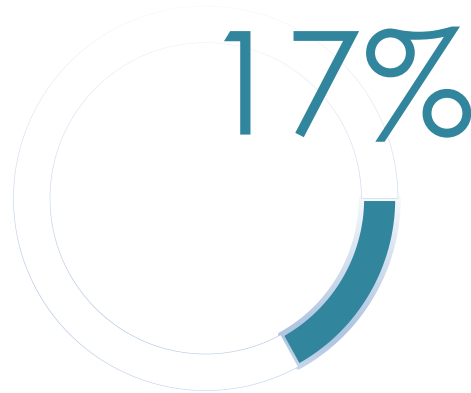


Business Focus

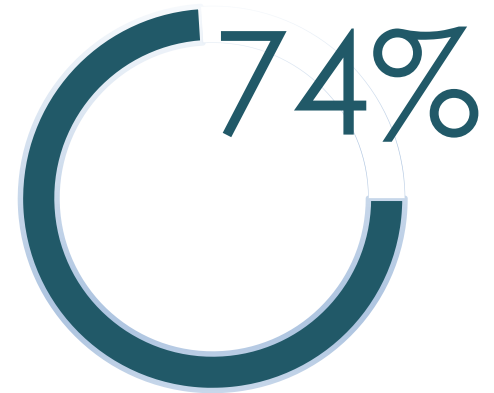
FIELD SERVICE IS PREDICTIVE



FIELD SERVICE IS PROACTIVE

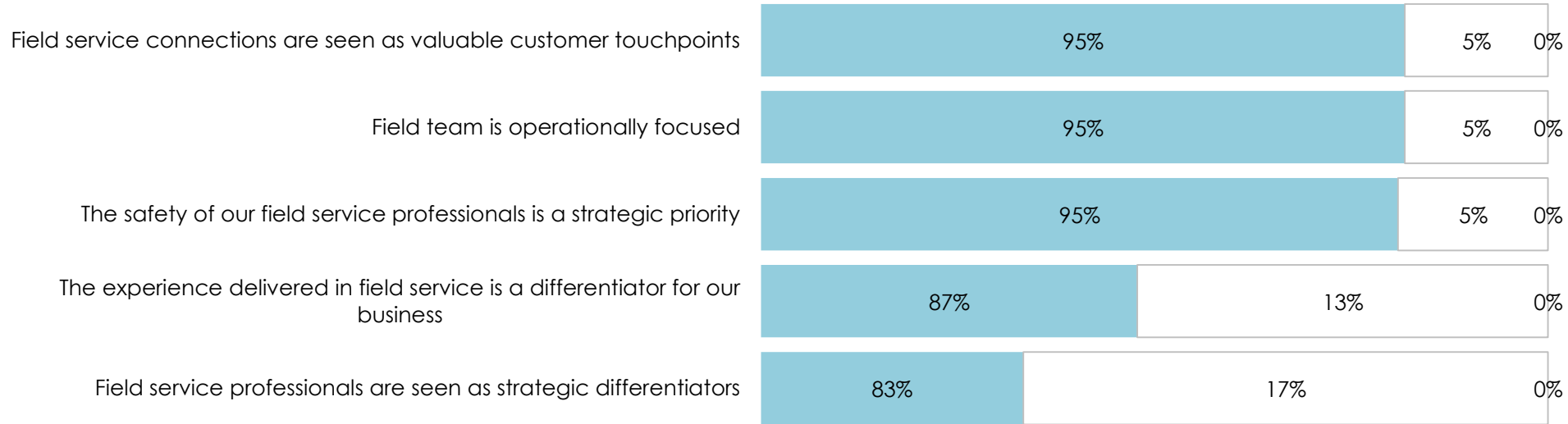


FIELD SERVICE IS REACTIVE





Field Vision



ANALYST NOTE:

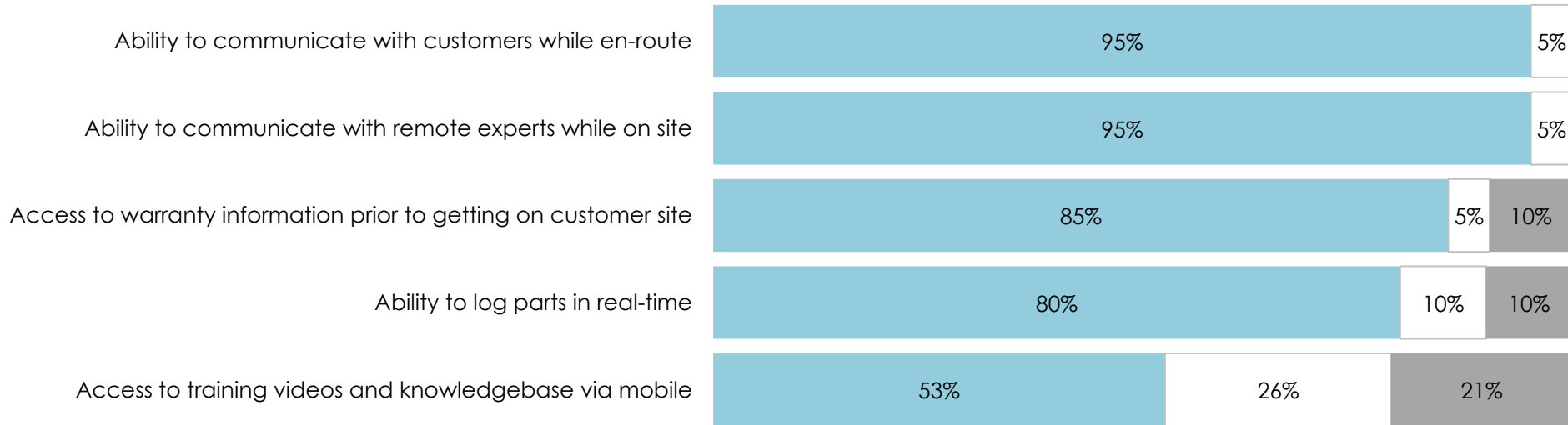
■ Consistently or Always □ Sometimes ■ On Very Limited Occasions or Not at All

In terms of vision and strategy, the areas that organizations would like to work on in 2017:

- 1- The safety of our field service professionals is a strategic priority
- 2- Field service is seen as a revenue generating unit
- 3- Field service connections as seen as valuable customer touchpoints



Technicians



ANALYST NOTE:

■ Consistently or Always □ Sometimes ■ On Very Limited Occasions or Not at All

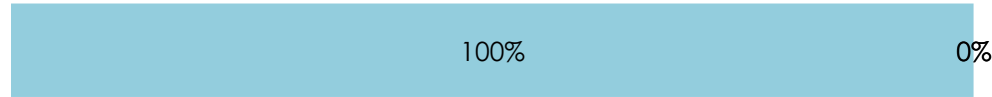
In terms of operational execution, the areas that organizations would like to work on in 2017:

- 1- Access to training videos and knowledgebase via mobile
- 2- Ability to log parts in real-time
- 3- Access to warranty information prior to getting on customer site
- 4- Ability to communicate with remote experts while on site

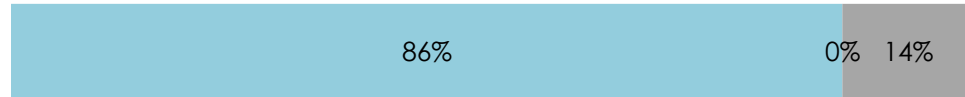


Dispatchers

Ability to communicate directly with field team



Access to customer service history in real-time



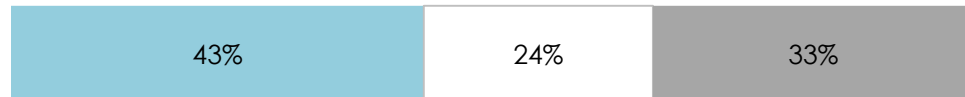
Ability to communicate directly with the customer while technician is en-route



Access to parts availability data (In-vehicle, inventory)



Ability to monitor technician availability in real-time



ANALYST NOTE:

■ Consistently or Always □ Sometimes ■ On Very Limited Occasions or Not at All

In terms of operational execution, the areas that organizations would like to work on in 2017:

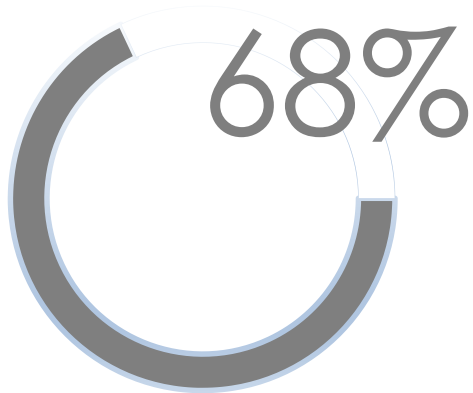
- 1- Ability to monitor technician availability in real-time
- 2- Access to customer service history in real-time
- 3- Access to parts availability data (in-vehicle, inventory)



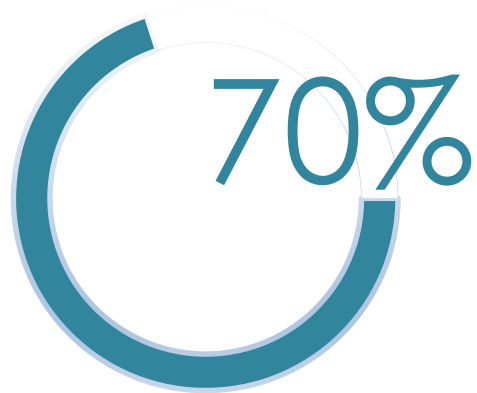
Support Team –

Specific to the Field Organization (in place)

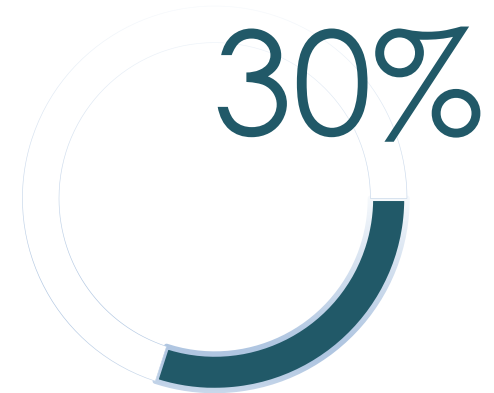
ANALYSTS (PEOPLE)



TOOLS – BUSINESS
INTELLIGENCE OR ANALYTICS

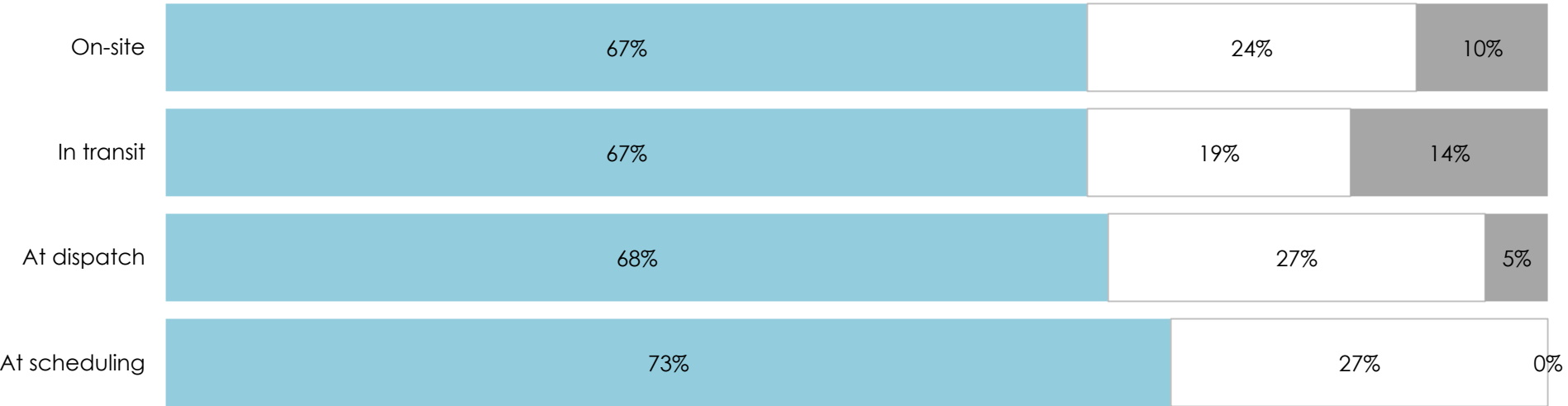


PREDICTIVE TOOLS





Access to Data Field Team



ANALYST NOTE:

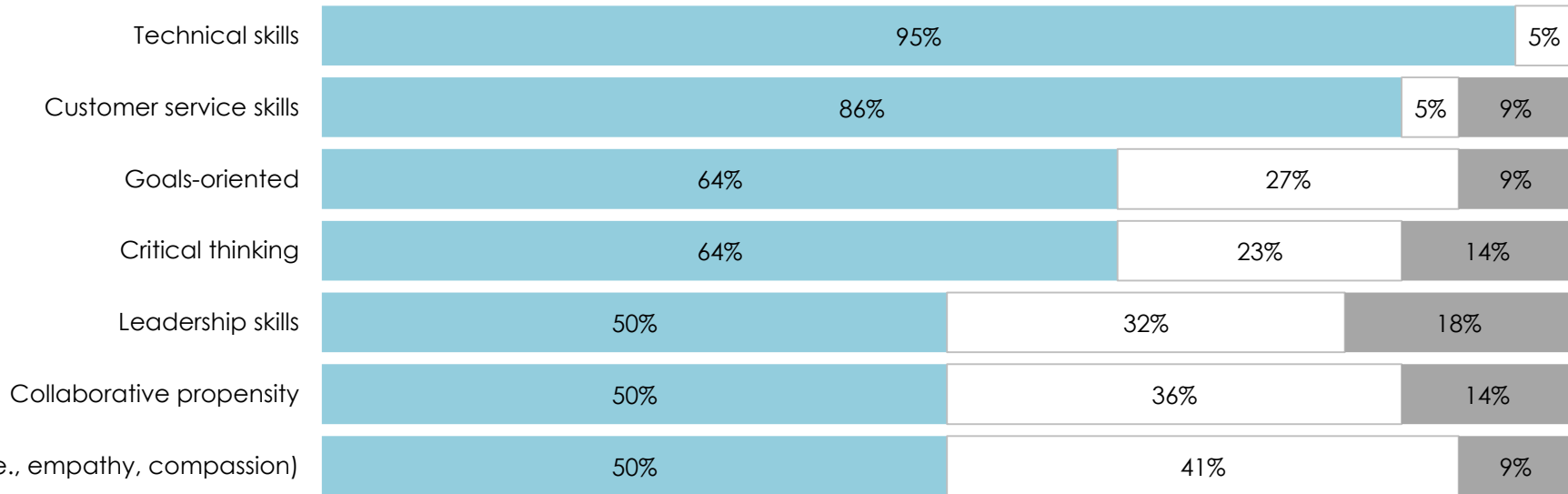
■ Consistently or Always □ Sometimes ■ On Very Limited Occasions or Not at All

Service organizations are looking to increase a priority on-site and in transit. The ability to create a field team which has the right information on-demand to solve customer problems is an opportunity to drive value and efficiency.



Hire Right

The Future of Field Service



ANALYST NOTE:

■ Consistently or Always □ Sometimes ■ On Very Limited Occasions or Not at All

In recent research, TSC found that the best part of the day for field service technicians was solving customer problems and dealing with customers. The future of service will depend on a new type of worker, and thus we will begin to see the need to identify, hire, and train for a new set of skills.

S Survey (Mid-June)
Drive to 50 Benchmarked Organizations

D Data Published (mid-May)

- 2017 Priorities
- KPI Results
- Business Capabilities
- Service Champion Results

R Research Published (July)

- Summary Report
- Key Takeaways
- Champions Report
- Champions Guides (How-To)



What's
Next

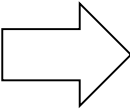
F

Q1 2017

Q2 2017

Q3 2017

Q4 2017



Q4 2016: FIELD SERVICE OUTSOURCING

SURVEY: Q4 2016
OUTPUT: Q1 2017

Q1 2017: FIELD SERVICE BENCHMARK

SURVEY: JAN-FEB 2017
OUTPUT: Q1/Q2 2017

FOCUS KPIS:

- FIRST-TIME FIX
- MEAN-TIME-TO-REPAIR
- PRODUCTIVITY
- CSAT

OTHER AREAS: INITIATIVES & INVESTMENTS

Q3 2017: MOBILE INITIATIVE

SURVEY: JUN-JUL 2017
OUTPUT: Q3 2017

FOCUS: EXPLORE THE CHANGING WORLD OF MOBILE TOOLS AND UNDERSTAND WHAT TOOLS CONNECT THE FIELD TO THE BACK OFFICE AND THE CUSTOMER

TOPICS: RIGHT BALANCE OF MOBILE, DEVICE TYPES, WEARABLES

SMARTER SERVICES SYMPOSIUM

LIVE: SEPT 11-13

Q4 2017: TECHNICIAN/ENGINEER FEEDBACK

SURVEY: OCT 2017
OUTPUT: Q4 2017

FOCUS: TO GATHER FEEDBACK FROM THE FRONT LINE TECH TO BETTER UNDERSTAND THE TOOLS AND SUPPORT NEEDED FOR THEM TO DELIVER A HIGH LEVEL OF SERVICE TO THE CUSTOMER

TOPICS: EMPLOYEE ENGAGEMENT, INCENTIVES, GAMIFICATION

Webcast



IdeaShare



APRIL

N –
NONE
SCHEDULED

25 –
EXTENDING A GLOBAL SERVICE
STANDARD IN CHINA (L)

MAY

11 –
SYMPOSIUM PREVIEW (ALL)

16 –
DATA CONVERTED TO THE
RIGHT SERVICE INSIGHTS (D)

31 –
BREAKING THE WALL BETWEEN
SALES, MKTG, & SERVICE (SM)

JUNE

15 –
EMPLOYEE ENGAGEMENT
(W)

6 –
EXTENDED WARRANTIES AND
SERVICE PLANS (L, SM)

Visit: www.servicecouncil.com/events



2017 Smarter Services Symposium

Sept 11-13 in Chicago

www.servicecouncil.com/symposium2017