

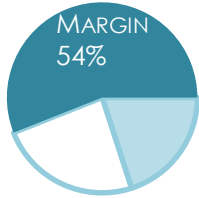
2017
Field Service
Benchmark

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

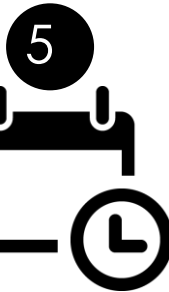


REVIEW **CONTENT AND INSIGHT** FROM OUR ANALYST TEAM

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)

S About Survey

Early 2017 (Open to New Participants)

- Respondent Breakdown

- *By Revenue Size*
 - <\$50m – 24%
 - \$50m-\$500m – 47%
 - \$500m+ – 30%
- *By Technician Size*
 - <50 – 29%
 - 50-250 – 35%
 - >250 – 36%
- *Geographies*
 - North America – 92%
 - ROW – 8%
- *Industries*
 - Healthcare/Medical
 - Facilities Management
 - High Tech
 - Industrial Equipment
 - Telecommunications



About the Project

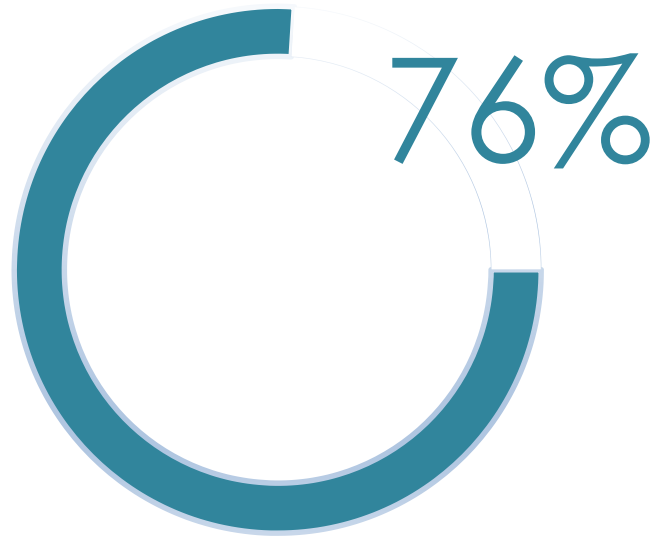


Metrics



First-time Fix Rate

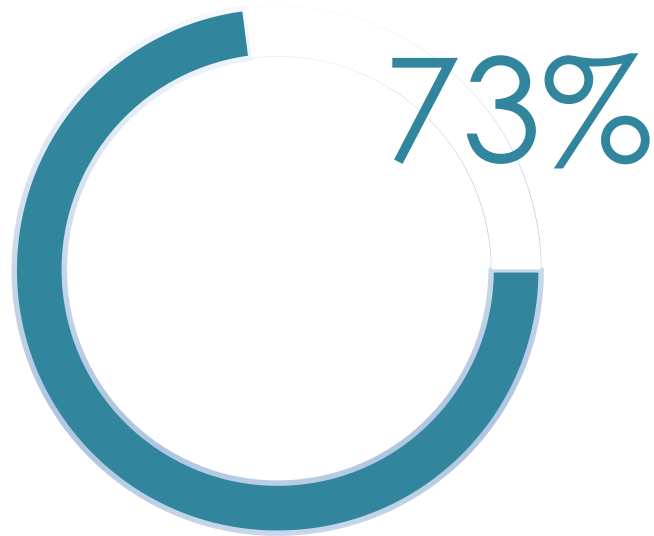
FIRST-TIME FIX RATE – 2016



ANALYST NOTE:

2015 Actual – 75%
2017 Goal – 82%

WORKFORCE UTILIZATION – 2016



ANALYST NOTE:

2015 Actual – 68%

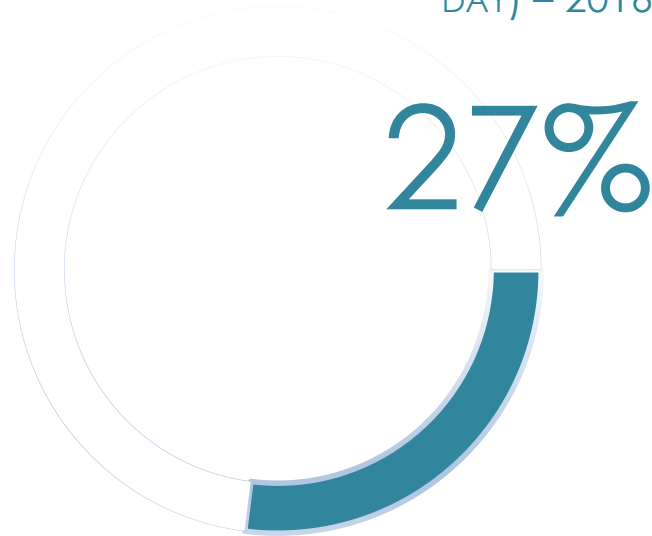
2017 Goal – 75%



Drive Time

(as a Percentage of total work day)

DRIVE TIME (AS A % OF TOTAL WORK DAY) – 2016



ANALYST NOTE:

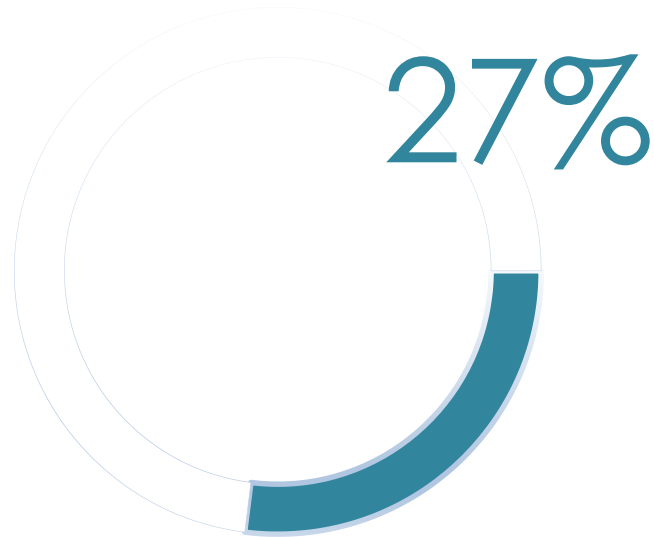
2015 Actual – 29%

2017 Goal – 22%

Question: What was your average drive time as a percentage of your technician's total work day in 2016?

Source: TSC Data June 2017

ISSUES RESOLVED REMOTELY – 2016



Remote Resolution

ANALYST NOTE:

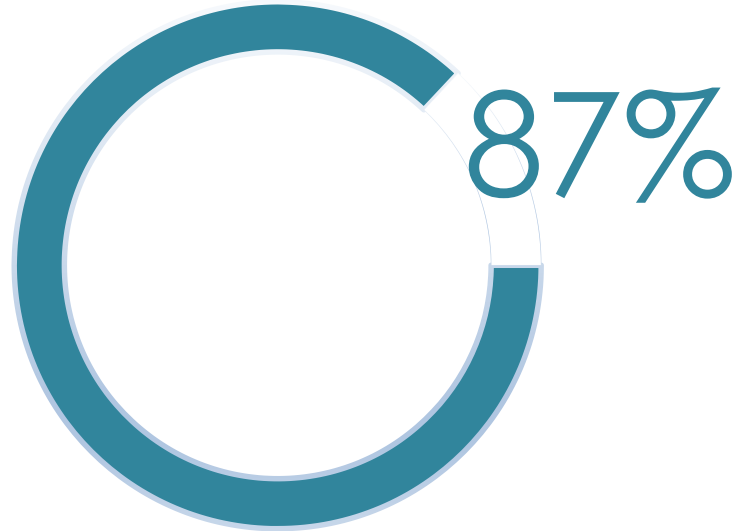
2015 Actual – 26%

2017 Goal – 39%



Customer Satisfaction

CUSTOMER SATISFACTION RATE W/ FIELD SERVICE APPOINTMENTS – 2016



ANALYST NOTE:

2015 Actual – 87%
2017 Goal – 92%

Question: What was the customer satisfaction rate with field service appointments in 2016?

Source: TSC Data June 2017

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

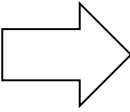
F

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

22 –
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