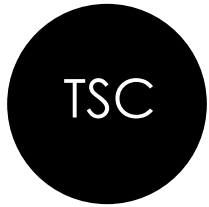


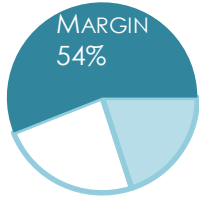
2017
Field Service
Benchmark

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



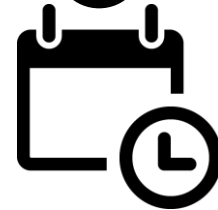
REVIEW **CONTENT AND INSIGHT** FROM OUR ANALYST TEAM

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



Looking into 2017

FIELD SERVICE EXPERIENCE
IMPROVEMENT

77%

INCREASING PREDICTABILITY
OF OUR FIELD BUSINESS

59%

WORKFORCE
DEVELOPMENT

50%

COMMERCIAL
GROWTH OF FIELD
SERVICE BUSINESS

32%

PERFORMANCE
MANAGEMENT

32%



Areas of Focus

ANALYST NOTE:

The service experience delivered by the field organization depends on having the right team, tools, and strategy.

Best Part of the Technician's Day:

- Solving customer problems
- Dealing with customers
- Fixing and repairing things
- Learning about new technologies

Worst Part of the Technician's Day:

- Paperwork and administrative tasks
- Time spent looking for information
- Feeling isolated
- Pressure to sell

OUR TAKE:

Technicians have a responsibility to not only close work orders, but also deliver 'wow' experiences for the customer base. The technician as a brand ambassador who can deliver value is more than a marketing strategy. But too often service leadership pushes the field team into activities which take them away from what they do best. In order to improve the field experience, the field team needs to focus on the customer and resolving issues.

Question: Which of the following areas is your service organization strategically focused on for the field team in 2017?

Percentage of Respondents Source:
TSC Data June 2017

INCREASE CUSTOMER DEMANDS
FOR IMPROVED SERVICE

46%

INABILITY TO INTEGRATE DATA IN
THE FIELD W/ ENTERPRISE SYSTEMS

41%

AGING
WORKFORCE

36%

MANAGEMENT
DEMANDS TO IMPROVE
EFFICIENCY

32%

MANAGEMENT
DEMANDS TO CUT
COSTS

32%

EMERGING
TECHNOLOGY
TRENDS

32%



Most Disruptive Challenges

ANALYST NOTE:

Customer expectations are NOT waning. The field service customer continues to expect and demand value in each interaction. Value can mean many things to many people. But there are a number of challenges that impact field service delivery.

Challenges felt in 2015:

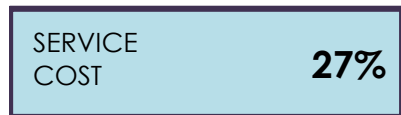
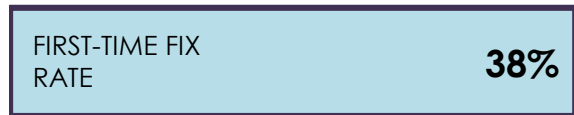
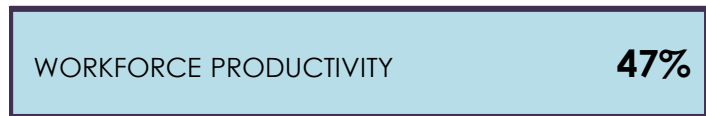
- Workforce and talent issues
- Aging technology infrastructure
- Inadequate visibility into performance
- Lack of collaboration
- Outdated processes

OUR TAKE:

Doing more with less or the same is a fact of business life. Continued pressure to drive margin growth while also creating 'wow' experiences for customers pulls the field team in many directions. Field service leadership must focus on the field team and create a culture of customer-first. A technician shouldn't have to wonder if they will be reprimanded for going the extra mile for the customer. Investments in the right technology to support the field should be a priority.

Question: Which of these challenges will be most disruptive to your field service business in 2017?

Percentage of Respondents
Source: TSC Data June 2017



Success Metrics

ANALYST NOTE:

Service organizations have continued to see an increase in total service revenue as a result of a focus on the customer and delivering value beyond a break/fix maintenance contract.

We expect to continue to see organizations look to profitability as a metric of success, but this is a lagging indicator. The customer and efficiency will lead to success in other areas.

OUR TAKE:

Satisfied customers are the result of a field team which can deliver value. Engaged and knowledgeable field service team members put the right face on the service brand. The opposite can be detrimental to service success. People development – training, learning, and development must be a focal point in order to ensure that happy and engaged field service technicians deliver value to customers during each interaction.

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

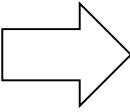
F

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