

Service Management

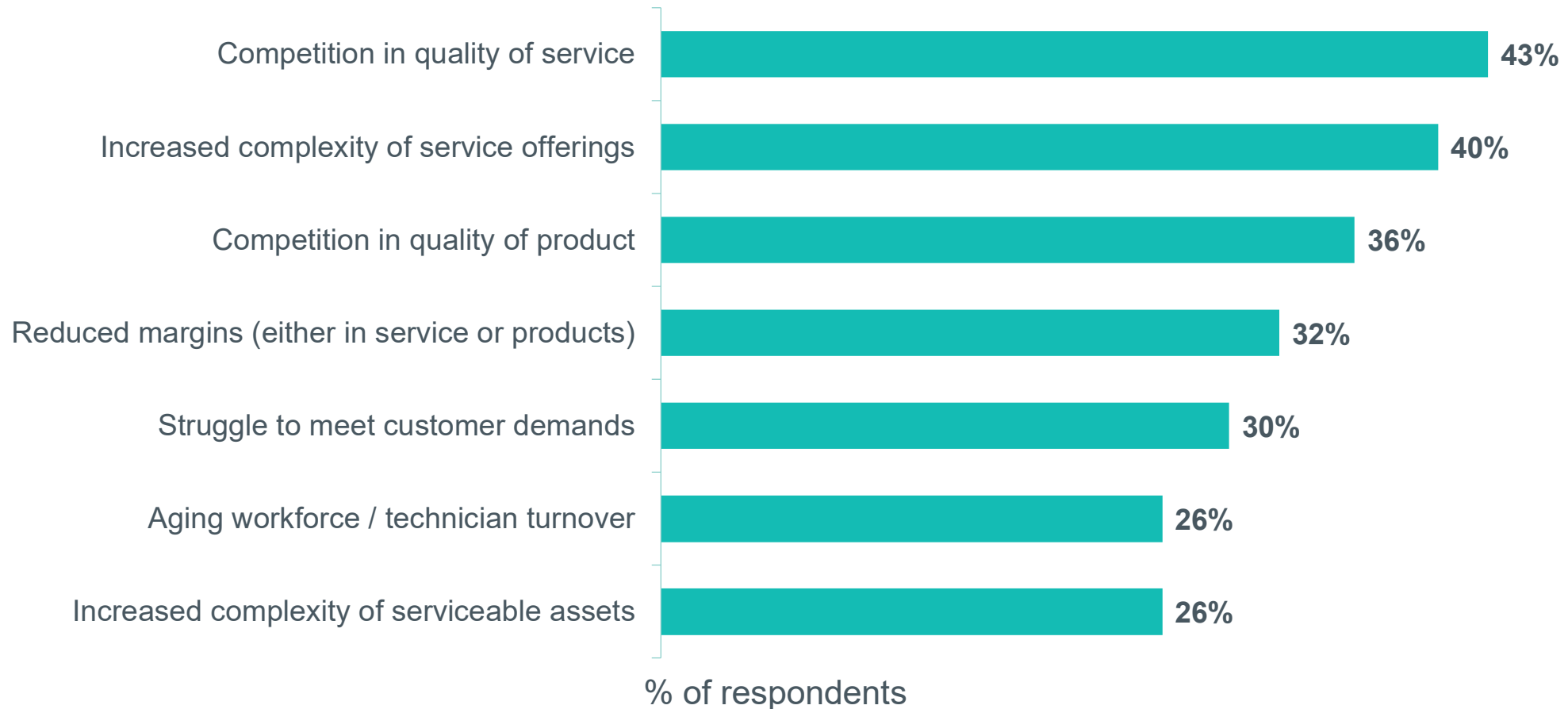
The Importance of IoT,
Workforce Management, and
Mobile Capabilities

Sarah Gaffney
Market Insight Analyst

December 2019

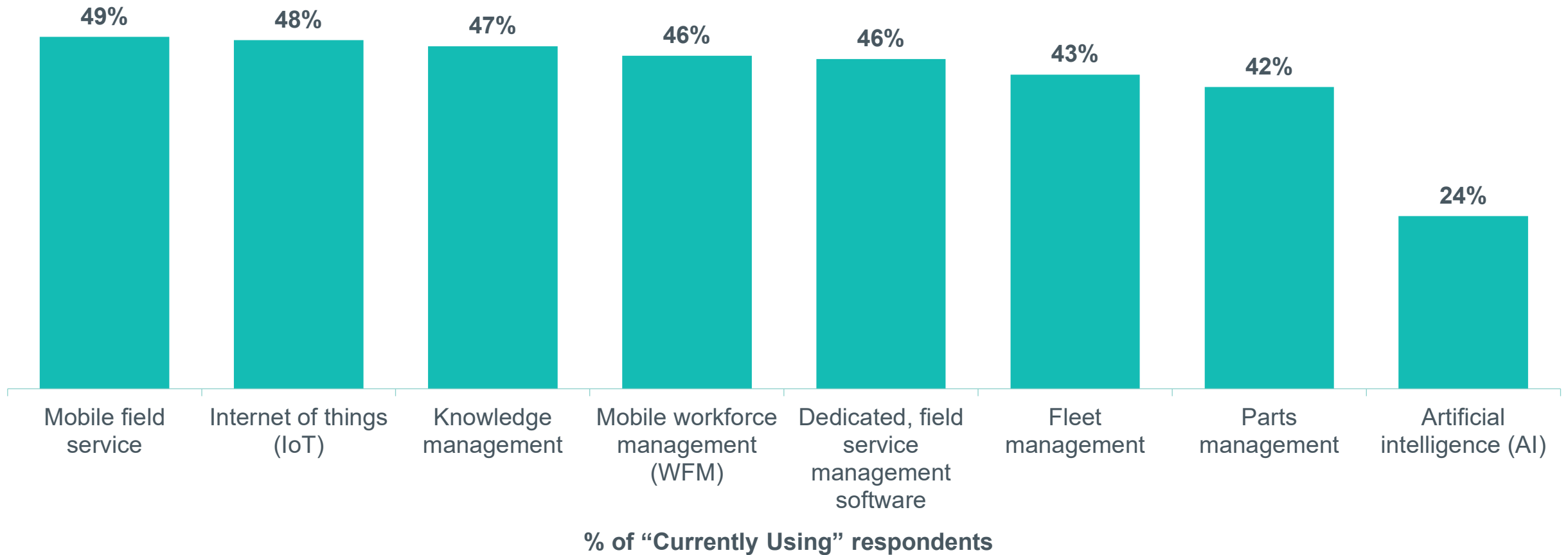
Pressure to Provide High Quality *and* Complexity

The need to edge out the competition — in the quality *and* complexity of service offerings — influences service companies.



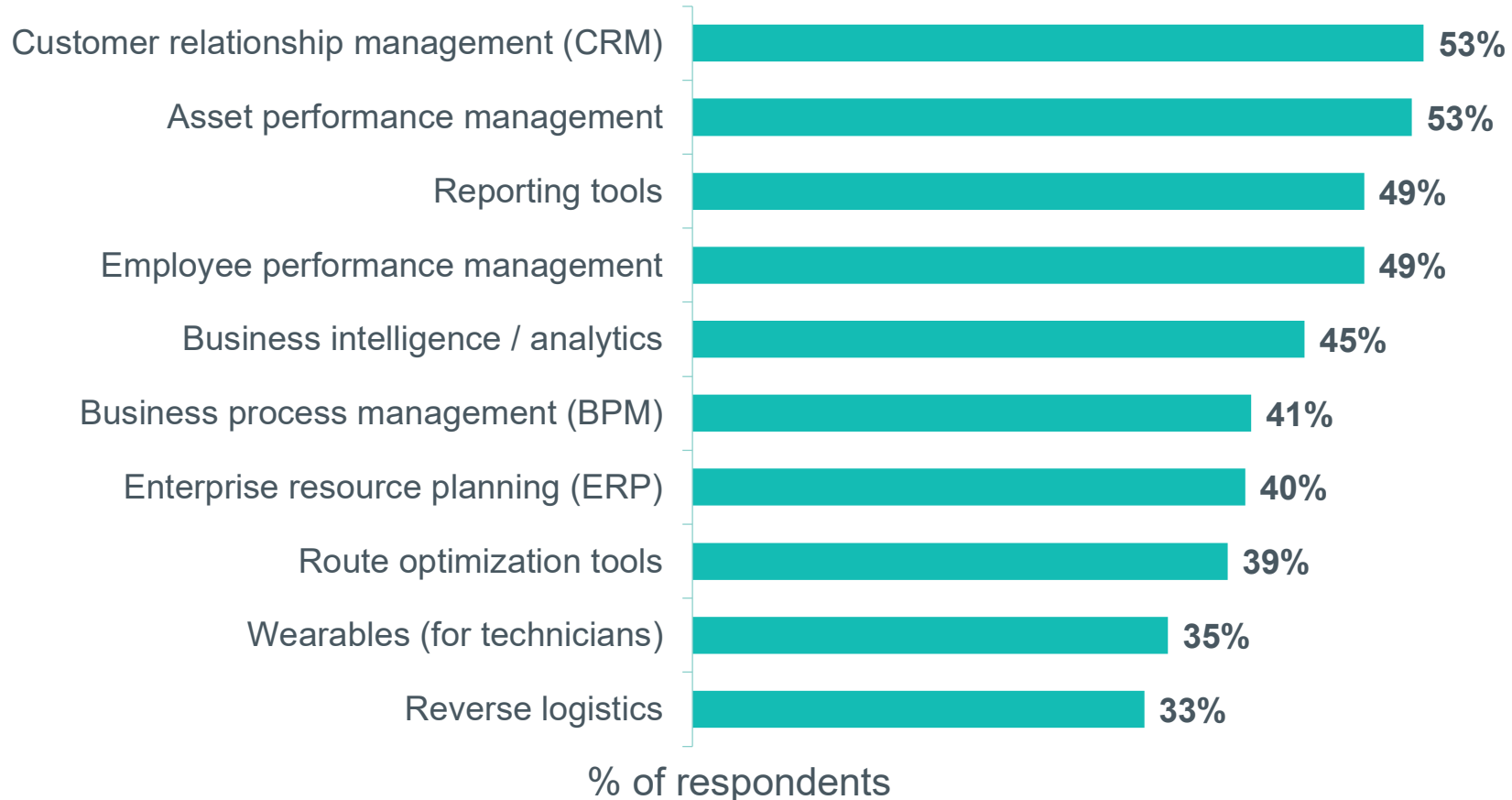
Current Investments in Service Capabilities

Service companies focus on implementing mobile and IoT capabilities along with other key technologies and organizational processes.



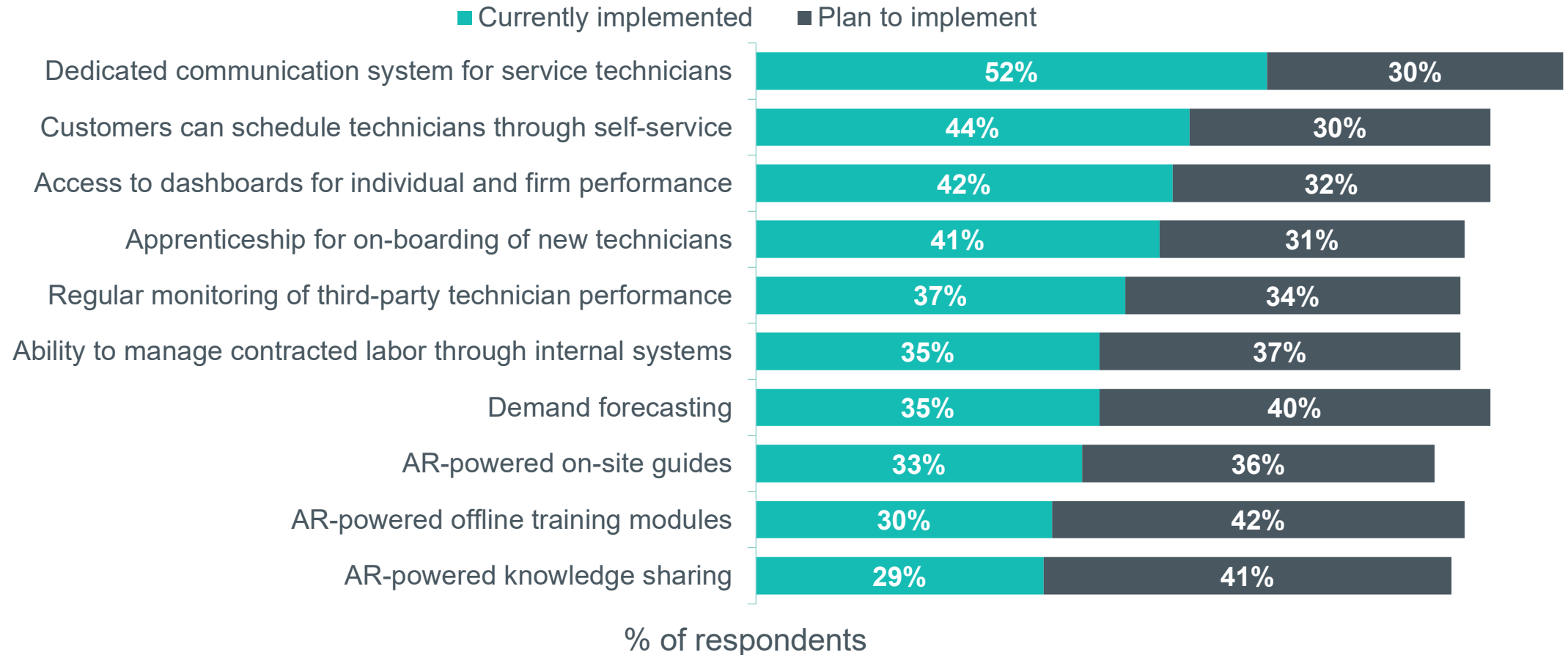
Technologies to Support Field Service

CRM tools, performance management, and reporting tools are among the top technologies that service companies use to support their technicians.



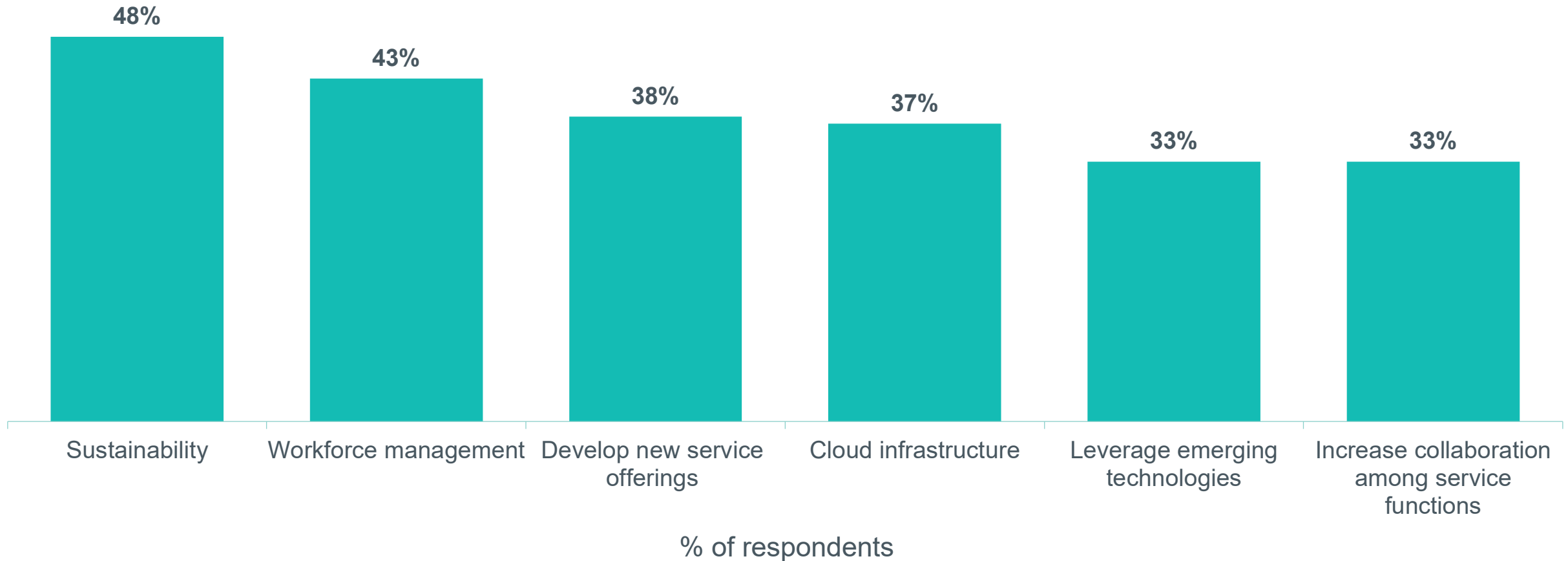
Mobile Workforce Management Capabilities

Many service companies have already implemented systems to improve communication; AR-powered mobile capabilities are on the horizon.



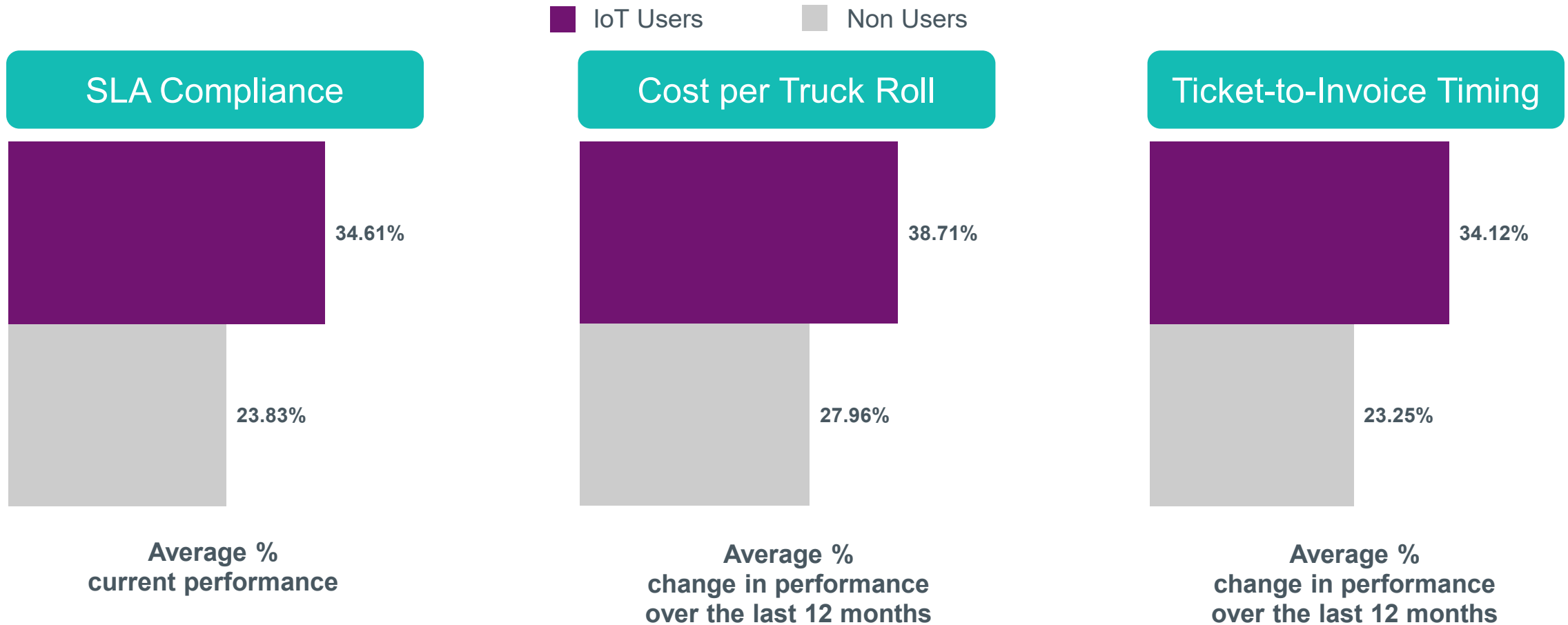
Focus Areas for Driving Performance Within the Year

Service organizations are looking to improve their sustainability and workforce management going into next year.



Business Impact of IoT

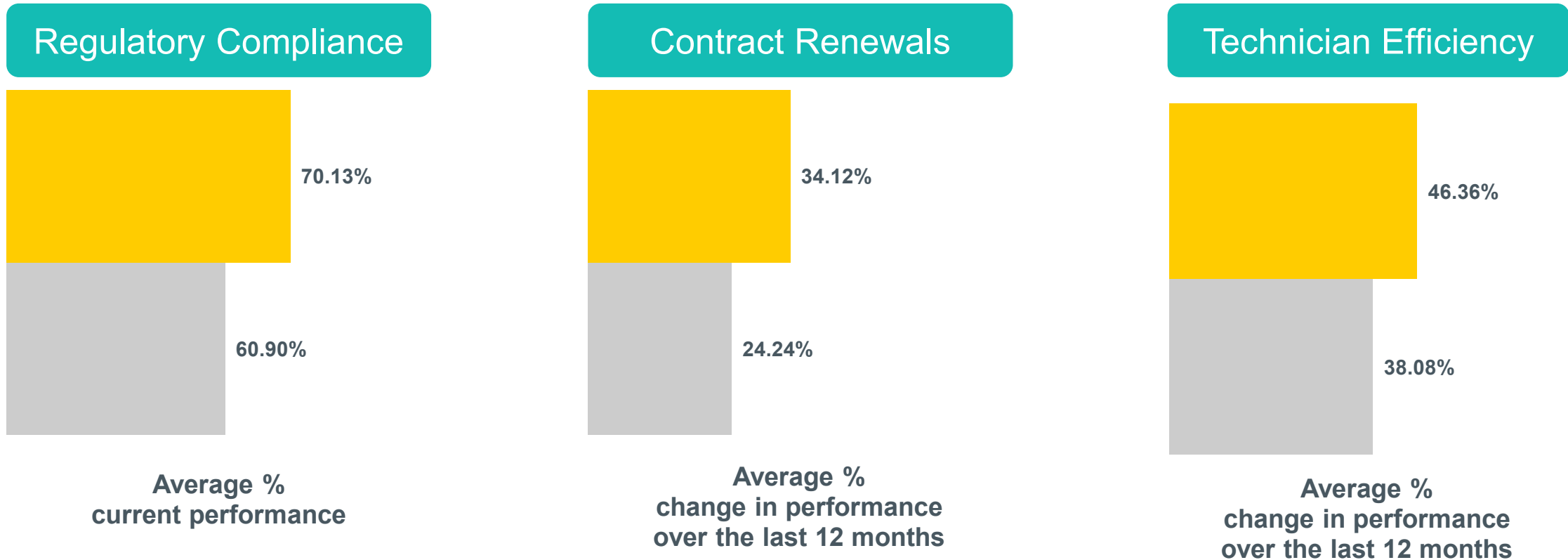
Companies utilizing IoT capabilities excel at decreasing costs and time while increasing compliance achievements.



Business Impact of Mobile Workforce Management

Companies utilizing mobile workforce management tools are seeing results in contract renewals and efficiency while increasing compliance achievements.

■ Mobile Workforce Management Users
 ■ Non Users



Service Management

The Importance of IoT,
Workforce Management, and
Mobile Capabilities

Sarah Gaffney
Market Insight Analyst

December 2019