

## Field Service Optimization

Enhance Customer Experience.  
Increase Workforce Efficiency.  
Reduce Cost.

Today's rapidly changing world of mobility, cloud, social media and new disruptive technologies presents Field Service departments unique opportunities to simultaneously enhance customer experience and reduce costs.



### The Customer Service Experience

Every consumer will recognize the usual unpleasant experience of the cable guy not knowing the issue at hand, the central heating engineer not having the right spare part or the delivery van being late. This means precious time is wasted and can never be recovered, both for the customer as well as the engineer!

In a Business-to-Business world this is no different and the stakes are even higher. Imagine a defective MRI-scanner, a defective elevator or your professional printing machine being down for hours due to these reasons!

Due to the rise of digital channels and increased customer expectations, the interaction between your Field service engineers and your customer will become the most important touch point you have.

### The Field Service challenge

Running a Field Service organization is a complex business. Usually there are many dependencies with other departments and the technology landscape can be quite diverse.

Typical challenges for the Service Director are to:

- Increase number of visits per engineer;
- Increase dispatch avoidance;
- Manage fluctuation in field service demand throughout the year;
- Get the right part at the right location;
- Ensure employee satisfaction;

Now put these challenges against the growing service experience demand from the customer!

### Technology as an enabler

Recent technological developments in the domains of mobility, Field Service, Cloud computing and social media have a big impact on how organizations can run their field service business. These technologies provide the opportunity to resolve the challenges at hand. They also enable any company to invest in Field Service solutions to reduce costs and enhance customer experience at limited capital expenditure.

Field Service solutions are not a cost to your business, but an investment to:

- increase your field utilization, first time fix rate, realtime information, availability, motivation in the field, field staff to planners ratio
- Decrease travel time, fuel cost, return-to-fit visits, SLA failures, debrief/admin time, staff cost, parts inventory costs

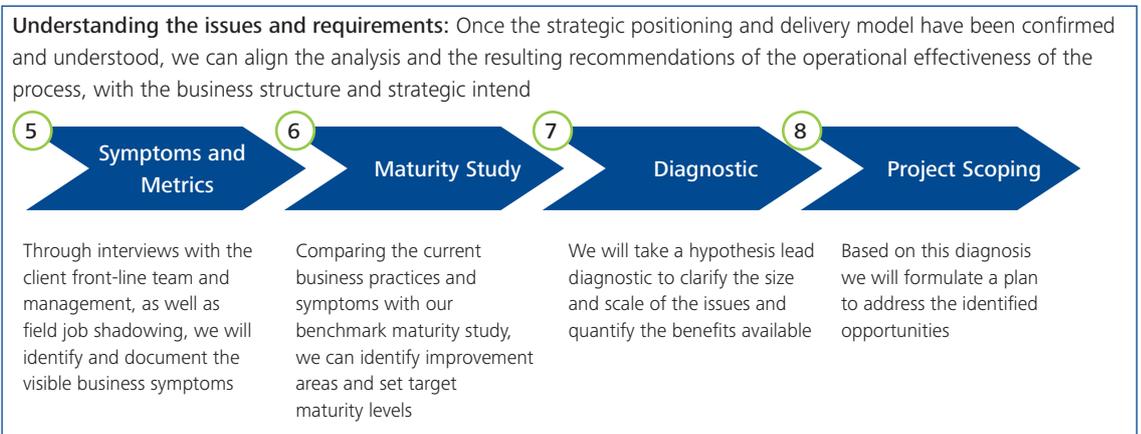
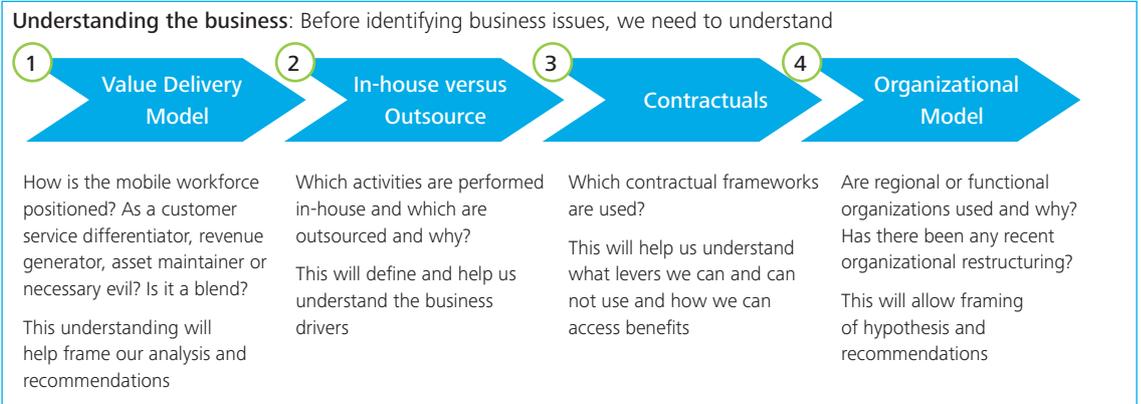
**“Which decisions do you need to take to empower your organization?”**

Now consider the disruptive technologies around the corner. Imagine your Engineers wearing Smart Glasses to view next job information, route directions, 3D wire frame of the machine and the faulty part; imagine a 3D printer in the back of the van to print the required parts right there and then; imagine cloud-based realtime scheduling and mobile solutions ensuring in-day attendance to the most important jobs.

## It is not just technology...

...that makes the difference. For a full understanding of a Field Service business it is important to analyze both the strategic and operational layers of your business and the relationship between the two. Ensure you first answer key questions which drive the way you look at e.g. product selling or value add services; product and spare parts life cycle; customer relationship and data collection. Next, you

can look at your operational challenges and define the right approach to resolve them. Whichever direction you choose at strategic and operational level, in the end it is all about the people. Especially in Field Service environments where you are dealing with many departments, different cultures and potential big changes to a workforce used to more traditional ways of working.



■ Strategic ■ Operational

## Deloitte approach

We propose an eight step approach to enable us to effectively understand your business as well as the support it may require. The outcome of this initial study will be insights into:

- How well you do on the maturity ladder;
- Your potential cost savings and increase in customer experience; and
- The next steps to realize your potential.

Using our in depth knowledge of all aspects of Field Service (Scheduling, Mobility, Supply Chain, Security, Change, Training) and vision on disruptive technologies, we will ensure your Service organization is ready for the future.

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