

FUTURE TRENDS OF FIELD SERVICE MANAGEMENT

OPERATIONAL TRENDS



Changes to the models of field service operation with more substantial involvement from 3rd parties.

Greater demand for first-time fix rates across industries.

Seamless connectivity between front and back-office service functions.

Great harmonisation and consistency across omnichannel field service delivery.

Greater emphasis on employer duty of care, health and safety compliance, and work-life balance.

Greater scrutiny of security and data capture & handling procedures due to the scale & critical nature of field data sources.

COMMERCIAL TRENDS



Outcome-Based Pricing Models
Outcome-based pricing is normalised, focusing more on productivity than activity.

Enablement Up-Selling
Field service operators to become authorities who monetise expertise gained operating within industry niches.

TECHNOLOGICAL TRENDS



Data becoming an asset with increasing access.

End-to-end visibility & connectivity with cloud or mobile platforms.

Field service intelligence leveraging AI & automation for predictive insights.

WORKFORCE MANAGEMENT TRENDS

Continuous improvement with faster client/customer feedback loops.

Frontline change management & ongoing management of frontline workforce.

Elevation of customer service skills of frontline technicians.

PROCEDURAL TRENDS

Field service intelligence & rapid feedback enable continuous improvement with higher impact.

Increasing simplification & harmonisation of processes.

Seamless connection with upstream operations.



Ready to future-proof your field service? Download our full **Transforming Field Service Management** eBook here.