

Finding the Holy Grail

How connected field service is solving heavy equipment problems *without* rolling technicians and trucks

Reducing costs while raising customer satisfaction levels;

it sounds good no matter what line of business you're in.

Imagine: physical devices sharing information, collecting and analyzing data, predicting problems before they happen, recommending ways to prevent downtime, and advising on the best way to solve existing problems.

That's connected field service. And leveraging asset performance management and field service management automation capabilities, connected field service can help bring big advantages to business-as-usual:

1. Expanding premium predictive and managed service offerings for customers
2. Minimizing planned downtime through predictive analytics
3. Eliminating unplanned downtime with data-driven preventative maintenance
4. Reducing time-to-fix by improving the use of automation, parts, and people
5. Improving first-time fix rates thanks to smarter sourcing
6. Creating excess capacity for dispatchers and tech resources through automation and optimization
7. Enhancing product design by cycling asset and work order data into the R&D process



When analytics engines can detect problems, trigger “over the air” (OTA) updates to physical devices, and resolve issues automatically, that is the “**holy grail**” of automation. For heavy equipment problems, that means eliminating the need to send engineers on-site to troubleshoot issues, better uptime for the customer, and more profitability and resources for the business. But it doesn’t happen overnight. In fact, to unlock the full value of connected field service investments, most companies evolve their strategy and technology over time using three distinct stages to prove these benefits:

Stages of Connected Field Service



Stage 1: Human Intervention

Companies collect data from physical devices through various tools and processes. But humans still analyze the data, make decisions, and create work orders. If part availability can be taken into consideration, it’s done manually by comparing data across systems.



Stage 2: Human Intervention and Automation

Companies collect and analyze data automatically from physical devices. No need to examine data individually or schedule work orders by hand, connected field service automatically schedules and optimizes work orders while taking parts into consideration. Analytics tools take things one step further by using historical data to predict preventative maintenance, order parts automatically, and schedule work orders.



Stage 3: Smart Automation (The Holy Grail)

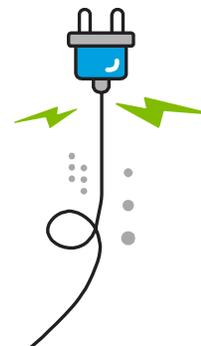
All systems go. Companies collect and analyze data automatically, analytics tools predict when and where maintenance is needed, and technology solutions send software updates to physical devices to correct them or automatically schedule repair technicians, if needed.

Interested in learning more on connected field service and what it means for business? **We should connect.**



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