

Field Service is the Proving Ground for Disruptive Technology



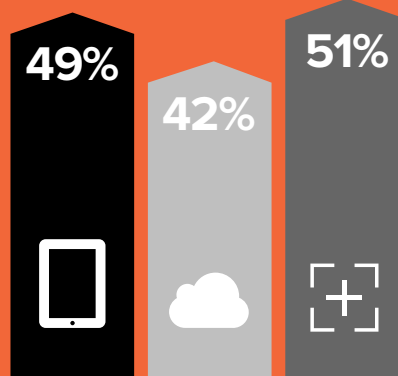
Following the jump from clipboards to cloud, service departments are getting a second tech makeover by embracing wearables, augmented reality, virtual reality, IoT and mobility in field service.



50%* of companies are planning to incorporate wearable technology in field service and 36% want to do so within the next 24 months.



While **49%** are already using tablets and **42%** are using cloud to manage their customer field service, **51%** plan to add augmented reality into their Field Service Management and **49%** plan to use connected devices.



Field Service Management is gearing up for a boom - **86%** say field services will become a primary revenue driver for them and in an average of 24 months, and **4 in 5** say they intend to work with a third party vendor to help manage field service needs.

99% of organisations already using a third party to manage field service are seeing a benefit and...

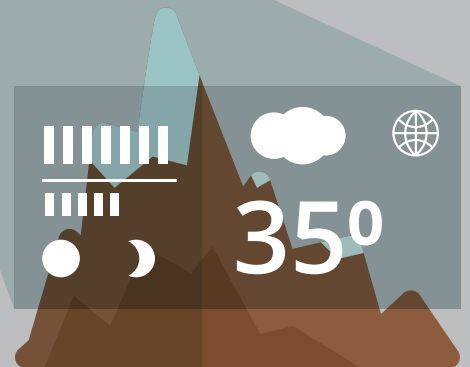
53% have reduced costs and...

40% have increased customer satisfaction.

The modern skill set of tomorrow's service leader will need an understanding of analytics and data to take advantage of the valuable insights at their fingertips.



In next 2 years, the 21st century tool belt will include augmented reality and virtual reality – which will be commonplace for the next generation of field service technicians.



* Based on 2016 Vanson Bourne survey of 200 field service & IT decision makers in UK, US, France & Germany in companies of all sizes with a service department.