

YOUR GUIDE TO

FIELD SERVICE MATURITY

What it is

Why it matters

How to get started



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INTRODUCTION

Now in 2023, we see digital transformation continuing to still be a large topic within the field service industry.

Most firms understand the significance of this topic, but yet aren't ready to take the jump into investing time or energy (or money) into it. The mentality of "good enough" is still very much alive across organizations of small to medium to enterprise size.

Leveraging technology is a top priority for most growing organizations. Mature organizations leverage technology to drive efficiency and profitability throughout the organization. Focusing on field service organizations and how technology can be used to unlock and enable is what we are spending time on in this briefing.

Field service maturity is:

a vision to increase service optics, opportunity, and optimization with integrated technology.

It provides a clear framework to get your service operations running on all cylinders.

In order to keep up with the demands of the end client, maximize the output of your current workforce, or ensure your organization has the ability to grow profitably, "good enough" won't cut it.

And that's why to remain relevant in the increasingly connected service landscape, organizations are looking to mature their field services. But what is field service maturity and why does it matter? That's exactly what this guide will answer for you.

LET'S DIG IN!

