The Benefits of Evolving Field Service Maturity

The maturity of a company’s field service operations is dictated by many factors:

- **COMPANY SIZE**
- **TYPE OF INDUSTRY & CLIENTS SERVED**
- **COMPLEXITY OF WORKFLOW**
- **VALUE OF THE ASSETS**
- **EQUIPMENT THEY SUPPLY & SERVICE**
- **LEADERSHIP**

What is common to all field service organizations is that their organizational maturity—and their ability to serve as a business differentiator—corresponds directly to the effectiveness of their technology, regardless of what that technology is.

The operational maturity of a field service organization can be broken down into five stages and these are some of the benefits being realized by FieldAware customers by moving their field service to the next level.

**LEVEL 1**
- Mostly a cost center
- Little contribution to the wider business

**LEVEL 2**
- Operational Benefits Realized:
  - 10x technician time gained with reduced paperwork
  - $40K savings per year on paper alone
  - 35% increased efficiency with better scheduling and information access

**LEVEL 3 & 4**
- Operational Benefits Realized:
  - 15% overall revenue increases
  - Increased margins from the ability to drill down into KPI drivers and use insights to improve efficiencies
  - Subjectivity removed from decisions with factual performance data

**LEVEL 4 & 5**
- Operational Benefits Realized:
  - Predictive model of service, continually improving efficiency, cost reduction, and better customer service
  - Analytics drive value-adding initiatives into the wider business, with customizing service and product innovation

**LEVEL 5**
- Driving The Business

Making Your Next Move

When looking to develop the maturity of your field service organization, start by asking tough questions.

- What is your current level of field service maturity?
- How well positioned is your current technology to support you to the next level—or two—or operational maturity?
- What do you need to do to prepare for the next step, both within your organization and with your technology?

Find out more
Find out today how evolving your field service maturity will benefit your organization.