Introduction

Aragon Research can provide service leaders with valuable insights on field service technology, leading to smoother work processes and customer journeys. Field service technology can be any software that assists enterprises in managing their service teams and field operations.

Field Service Technology Trends

Today, there are many trends impacting field service technology, including moving to the cloud. Key trends include:

• Integrating AI

Field service technology is being integrated with AI to make it smarter and faster. AI reduces work for field service workers and customers alike. Capabilities such as predictive field service are enabling teams to stay ahead of delays, and optimize scheduling of repairs and service calls. This enables customers to stay updated on what's happening with their scheduled service.

• Team Collaboration

Team collaboration is a key component of field service technology—and the digital workplace landscape in general—because it enables collaboration on-the-go. It combines cross-platform synchronous and asynchronous interaction modes with elements of collaboration. It challenges current methods of communication, such as voice and email, with its advanced capabilities involving mobile messaging, audio/video, file sharing, and more.

Team collaboration will enable technicians who are out in the field to collaborate with support team members in a fast, seamless fashion to solve problems more quickly.

• Emergence of Digital Work Hubs

Digital work hubs are enterprise-grade software systems that manage business content from the individual to the ecosystem level. They provide the functionality of multiple applications within one interface.

These platforms assist enterprises with the management of work-related tasks. They also allow for collaboration and communication across mobile devices, creating cohesion amongst employees.

Why Field Service Technology is Important

• Smoother internal operations

Field service technology is important for enterprises to leverage in order to create more seamless communication and collaboration with and between their service workers. The complex logistics of managing field teams are made simpler using the right technology. Processes involving employee communication, monitoring work, and matching employees to customers can be automated by field service technology.

• Improved customer experience

Customer demands play a huge role in the importance of field service technology. Customers notice outdated technology, making it crucial for service leaders to stay up to date on the latest trends and capabilities. Field service technology innovations allow employees to engage with their customers more smoothly. The more customers experience the benefits of this technology, the more they expect it to be integrated wherever possible.

How Aragon Research Can Help

• Market Research

Aragon can provide you with research and actionable insights to help you understand and apply field service technology and AI.

Our published research offerings include:

Visual Research - The Aragon Research Globe - Tech Spectrum - Technology Arc - Visual Forecasts - Strategic Reports - Toolkits

• Developing Strategies

Aragon can help you establish new solutions, concepts, and strategies specific to your enterprise and the current state of your technology. We can help you leverage new field service technologies to manage your field team and improve their processes.