

# White Paper

How technology adoption is transforming field services

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Cloud technology has revolutionised the way business is conducted in many industries - field services being no exception.

The streamlined processes that cloud-based job management software offers has motivated many in the field service industry to replace the old pen and paper methods with the new technology.

Today, technicians in the field are able to access real time information on their smartphone or tablet directly from the job, which offers a more efficient experience for both customers and technicians.

### Customer experience

Embracing this new wave of technology is particularly important for a mobile workforce, where customer satisfaction is at the heart of the business model.

Field technicians are expected to deliver the highest quality service and support for each job. Investing in appropriate software will not only help streamline many job processes such as invoicing, billing, and scheduling, but will also equip your technicians with important technical and customer information.

Having the right technology and tools available at a technician's fingertips can help them deliver the highest quality customer service by addressing and resolving any issues in the moment.

### Productivity

Mobile technology provides greater support for a technician's work activities when in the field.

Accessing technical specifications and diagnostic information, and locating or requesting necessary inventory while on a job not only ensures a high quality service, but also enhances workers' productivity day to day.

The versatility of cloud and mobile software provides technicians with efficient processes, reducing paperwork time and resource constraints often encountered during new or complex jobs. Workers can quickly access any diagrams or technical specifications, or engage with support staff to diagnose faults or resolve issues that previously would have required additional visits or longer job times.

### Profits

The increased time and resource saving through mobile software will eventuate a more profitable field service operation.

The technology reduces the time technicians must spend completing non-value work. With the automation of management technology, field technicians can spend more time on the job, improving customer responsiveness and the return on assets and profits for the business.

Both job management and cloud software are among the more recent technologies to hit the field service industry, however, innovations occur constantly. It's important for small and medium sized enterprises and field service businesses to stay informed and learn about the technology available in their industries.