



STATE OF FIELD SERVICE DURING COVID-19

Fortune 100 technology organizations receive on average 84,000 service incidents per month with over 40% requiring an on-site dispatch to resolve.¹ **The ability to continue providing essential services during the Covid-19 global pandemic is proving to be a challenge for Field Service organizations.** CGS polled business leaders to understand the impacts they are feeling and how they're pivoting to address the challenges ahead through the remainder of 2020 and beyond.

A LOOK AT FIELD SERVICES

Field Services consists of more than 20 million field technicians spread across the world; it is an essential service. From maintenance work in homes and corporate high rises to medical, factory and offshore facilities, the slightest adjustment to time savings can have a huge impact on service operation efficiency.



PRE-PANDEMIC INITIATIVES

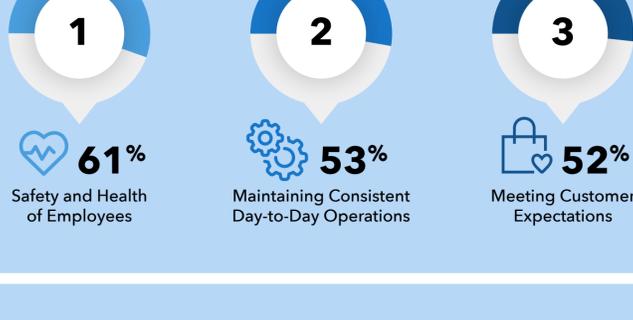
Operational Initiatives Importance - Prior to Pandemic



NEARLY HALF of respondents reported that their 2020 plans have been dramatically altered.

SHIFTING PRIORITIES FOR REMAINDER OF 2020

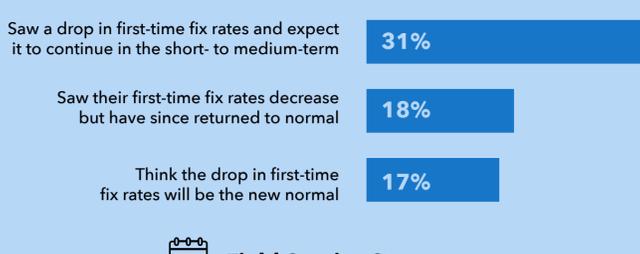
Today's Top Priorities



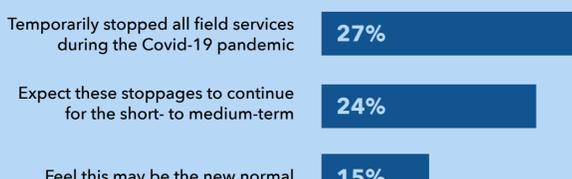
COVID-19 IMPACT ON FIELD SERVICE OPERATIONS



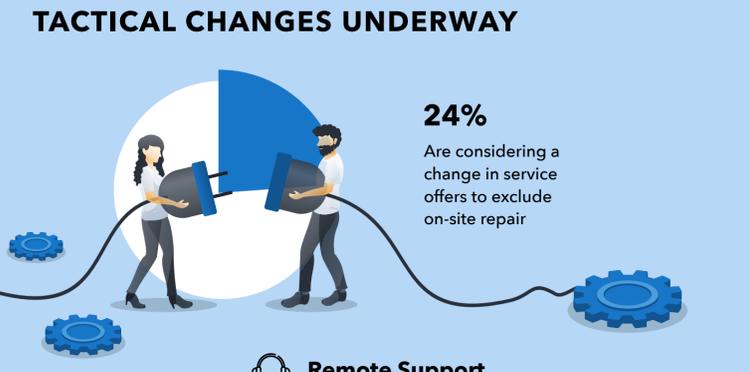
Fix Rate Drops



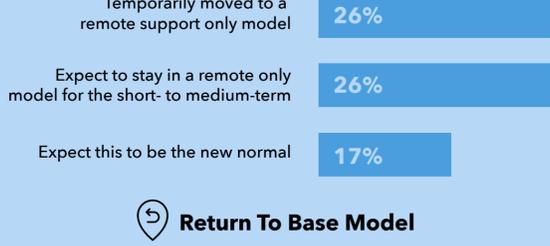
Field Service Stoppages



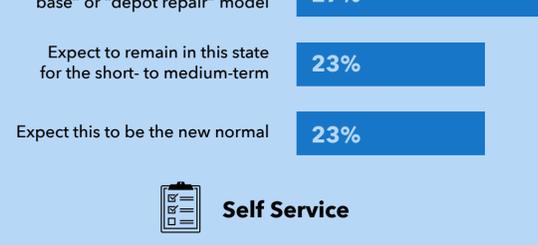
TACTICAL CHANGES UNDERWAY



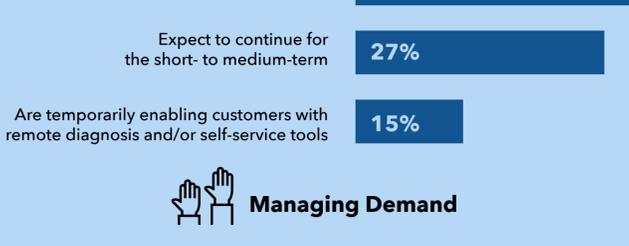
Remote Support



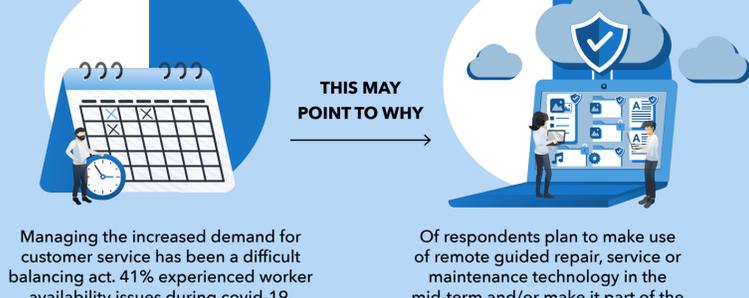
Return To Base Model



Self Service



Managing Demand



THE PATH FORWARD

Adapt and Response Strategies Increase



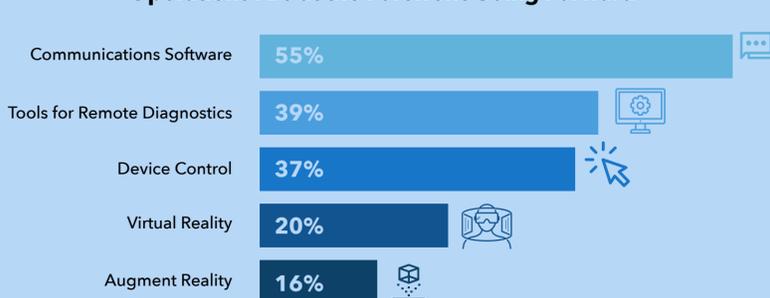
The need for adapt-and-response strategies has increased substantially.

KPIs Decreased in Importance



While meeting KPIs has moved to the back burner.

Technology Investments to Optimize Operations Are at the Forefront Going Forward



4 in 10 respondents are considering new services and processes to optimize operations and align with remote connection and remote delivery capabilities.



About CGS

CGS is helping technicians get the mission-critical training, assisted support and up-to-date guided maintenance and repair materials they need. No expensive downtime, repeat truck rolls or rework.

CGS Teamwork AR™, an augmented reality (AR) platform, supports customers and field services teams with improved first-time fix rates, reduced field service costs and minimized costly downtime. Through visually interactive, immersive technologies, field service technicians can directly access the expertise they need with remote, live guidance and support from highly trained technicians to power up new systems, address outages or damaged equipment, replace parts and other service fixes.

Learn more about our solutions for Field Service Teams at cgsinc.com.

Source: ¹Technology Services Industry Association (TSIA)