

Field Service of the Future: Trends to Watch

Bain & Company isolated 20 trends that were essential to the survival of all industrial organizations in the competitive service business landscape.

COMMERCIAL

OPERATIONAL

New pricing models
(e.g., outcome-based)

Cross- and up-selling enablement
(right products, trainings, incentives)

Increased importance of first time right rates

Faster, "e-commerce-like" delivery improving customer experience

Increased focus on safety and compliance

Consistency across omni-channel service delivery

Seamless connection with up-stream processes (e.g., parts sup. chain)

Changes in operating models (e.g., stronger involvement of 3rd parties)

FIELD SERVICE OF THE FUTURE

Technology

Data as an asset (e.g., for dynamic pricing) and increased access to data

Cloud, mobile-enabled platforms for end-to-end coordination

AI & Automation (e.g., from predictive maintenance to optimized routes)

People Talent

Digitally-enabled management and field force

Continuous improvement through Agile mindset and fast customer feedback loops

Increased importance of frontline change mgmt. and ongoing mgmt. of frontline workers

Increased importance of customer service skills for frontline workers

Process

Increased standardization and simplification of processes

DevOps-based development process (as in software development)

Increased impact of customer feedback on continuous improvement of processes

ENABLERS