Field Service Engineer (FSE): Day in the life of...

What do you do when stuck?

81% Phone a Friend

44%
CALL TECH SUPPORT
ALL Field Service Engineers
(Technicians)

41%
TEXT A CO-WORKER
ALL Field Service Engineers
(Technicians)

28%
CHAT (LIVE SUPPORT)
ALL Field Service Engineers
(Technicians)

The Cost Savings of Moving from Average (82% FTFR) to High (92% FTFR) Performance

$20,150,000 per year

500 Field Service Engineers (FSE)

3.1 Jobs/Day/FSE

$500 Average Cost of Dispatch

The Impact of Visual Support Technologies on Field Service Effectiveness

80%
Of service leaders deploying Visual Support Technology (VST) report that it has either "very positively" or "somewhat positively" impacted problem resolution times.

Over 1 in 3 FSEs
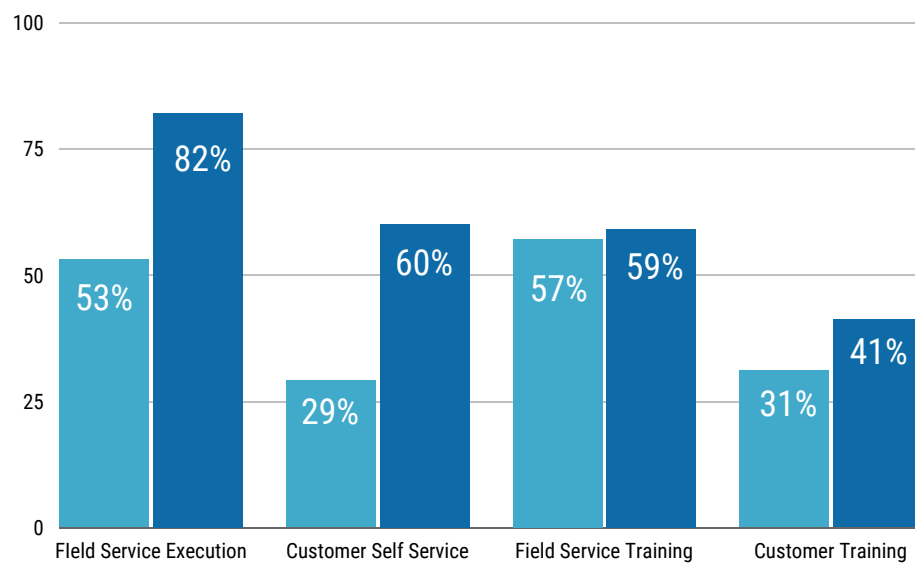Believe incomplete field visits could have been supported by AR.

3 out of 4
Service leaders deploying AR report a positive impact on helping customers resolve problems without having to dispatch an FSE.

Mature service organizations are deepening investment in visual support technologies to increase field service effectiveness.

How Will AR Be Used? (2017 Sentiment)
How Is AR Being Used? (2021 Actual)

■ 2017 Sentiment   ■ 2021 Actual

Category	2017 Sentiment	2021 Actual
Field Service Execution	53%	82%
Customer Self Service	29%	60%
Field Service Training	57%	59%
Customer Training	31%	41%

Evaluating AR for Deployment? (2017 Sentiment)
Planning New or Expanded Deployment? (2021 Actual)

60% 2017 Evaluating AR

79% Planning New or Expanded Deployment
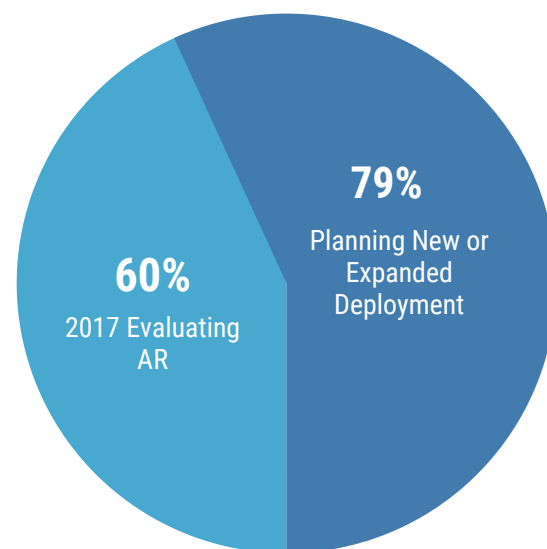
Analyst Take

"Service Leaders continue to look at Visual Support Technologies such as Augmented Reality (AR) as the great equalizer. According to the 2022 Service Leader's Agenda benchmark survey, the #1 internal challenge facing Service Leaders was 'Lack of Resources,' #3 was 'Skillsets & Quality of Workforce.' Service Leaders consistently cite up-skilling/re-skilling as a top initiative to combat these challenges and the importance of creating a technician-agnostic infrastructure. Therefore, it is not shocking to see AR become pervasive and a pre-requisite to best-in-class field service and service delivery."