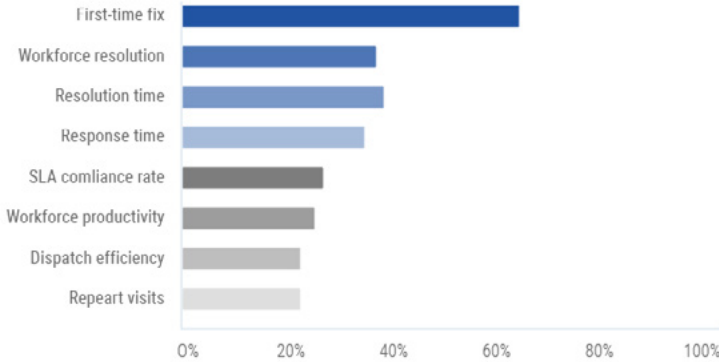


# Research Insight: “Better Together”: IoT’s Criticality To Issue Diagnosis and Augmented Reality’s Criticality to Issue Resolution

For your service business, what metrics will you be most focused on?



By Delivering the Information/Intelligence Needed to Diagnose and Resolve Issues, AR and IoT Can Work Together to Mitigate Impact of KPI Erosion

% of Dispatches Requiring Repeat Visits

**18%**

Average “First-Time Fix Rate” reported as 82% according to the 2022 Key Performance Indicator (KPI) benchmark survey.

% of Dispatches Resulting in No Fault Found (NFF), No Trouble Found (NTF) or No Defect Found (NDF)

**~20%**

This number is an estimate only and is difficult to substantiate given reporting accuracy by frontline agents.

Dispatch Cost (Range)

**\$250 - \$2,500+**

Dispatch costs fluctuate depending on asset disposition, asset complexity, industry and more.

**Critical Sources of Information & Intelligence Empowerment (Moving from Raw / Unstructured Data / Contextual / Structured Data):** These are the types of data most beneficial for efficient and accurate issue diagnosis and resolution. Unfortunately, it is often in the form of inaccessible, raw data.



Asset Health and Condition



Issue Debrief



Customer History



Location & Disposition (Circular Economy)



Warranty Entitlements



Knowledge Management



Service Manuals



Training Videos

**Essential Technologies to Digitize “Information in Context”:** The following technologies are critical in transforming raw data and delivering it to the technician as structured information and intelligence.



Enterprise Systems (FSM, CRM, ERP)



Internet of Things (IoT) / Artificial Intelligence (AI)



Call Center & Technical Support



Business Intelligence & Analytics



Visual Support Technologies (AR/VR/MR/XR)



Knowledge Management

**97%**

of service leaders believe that IoT is important.

Pre-Dispatch	Dispatch
Triage and Diagnosis	Issue Resolution
Issue Resolution	First-Time Fix
Dispatch Avoidance	Repeat Visit Avoidance

**84%**

of service leaders believe that AR is important.



**John Carroll**  
CEO & Founder

**Analyst Take**

Research shows that service organizations are witnessing KPI attrition due to the lack of information and intelligence, much of which is tied up in silos of unstructured data. If organizations wish to halt this erosion, they must develop a tech strategy that places emphasis on delivering the intelligence needed for both the pre-dispatch and dispatch phase of service.

The key to success will be building a tech stack around IoT and AR tools, which are highly impactful in terms of digitizing raw data and delivering it to frontline agents. When implemented together, IoT and augmented reality will address both diagnosis and resolution by providing access to machine data and relevant service information needed to avoid unnecessary dispatches, improve first-time fix rates, limit return visits, decrease downtime and more.