

UK-Europe FSOs Are Catching Up to the Rest-of-World with Respect to Field Service Performance



Global Field Service Organizations (FSOs) currently attain higher levels of Customer Satisfaction, SLA Compliance and Service Profitability than their UK-Europe counterparts – particularly with respect to Service Profitability!

83%
Customer Satisfaction

76%
SLA Compliance

38%
Service Profitability

Complimentary Distribution Provided by:

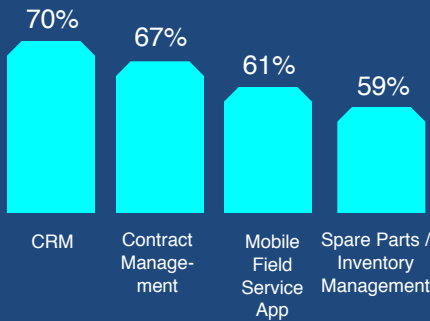


Although UK-Europe FSOs fall somewhat behind the Global FSO survey respondent base with respect to Customer Satisfaction & Service Profitability – the gaps appear to be closing, and may soon disappear!

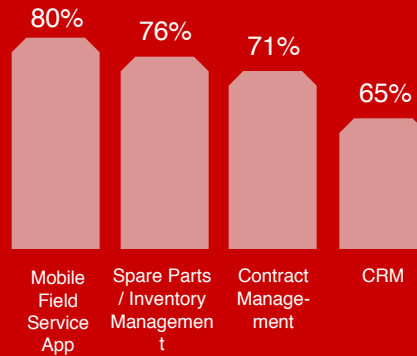
81%
Customer Satisfaction

75%
SLA Compliance

31%
Service Profitability



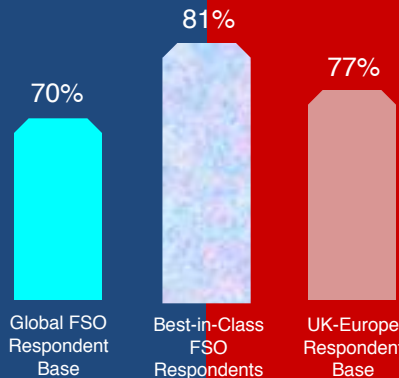
The Global FSO survey respondent base outpaces UK-Europe FSOs in technology adoption for CRM, but lags behind with respect to Mobile Field Service Apps, Spare Parts / Inventory Management and Contract Management.



UK-Europe FSOs are much more likely than their Global survey respondent counterparts to adopt Mobile Field Service Apps and Spare Parts / Inventory Management; however, the gap is smaller with respect to Contract Management.

Global Survey Respondent Base

Currently, 50% of Global FSOs are using an Off-the-Shelf Field Service Management (FSM) solution, compared with only 13% using a custom solution provided by a systems integrator.



UK-Europe Survey Respondent Base

Similarly, 50% of UK-Europe FSOs currently use an Off-the-Shelf Field Service Management (FSM) software solution, compared with 12% using a bespoke solution provided by a systems integrator.

More than two-thirds (70%) of the Global, and more than three-quarters (77%) of the UK-Europe FSO respondent bases presently run their service operations as profit centers; however, this number increases to 81% among Best-in-Class FSOs (i.e., FSOs currently attaining 90%+ Customer Satisfaction and/or 30%+ Service Profitability).