

Field Service Leaders Say:

# PROCESS REVIEWS ARE THE FIRST STEP TO IMPROVED BOTTOM LINE PERFORMANCE

Survey results reveal that service leaders depend on continuous process improvements to drive technician efficiency, customer satisfaction, and revenue enhancements.



In the past 12 months **75%** of leaders have reviewed their Field Service workflows, **25%** have not.

**67%**

find opportunities for improvements to workflow efficiency.



**33%**

discover revenue enhancement opportunities.



**"Planning & Forecasting"**

rated top area for workflow improvement.



**43%**

of workflow reviews are driven by continuous improvement programs.

**#1 Waste of Technician Time:**

– too many phone calls and schedule changes.



**#1 On-Time Arrival**

followed by: First-Time Fix #2; Completed Repair/Visit Within SLA or 4 Hours #3; Billing Accuracy #4.

**38%**

expect process changes to save:

**30** minutes per day – expected technician time saved.



AND

**\$875,000** average annual savings achievable through workflow process changes.

