

Increasing Efficiency, Reliability, and Customer Satisfaction with Next Generation Field Services

Advanced Field Services in Utilities Improves Results



Source: Results from IDC Utility Technology End-User Clients

Utilities face operational pressure due to historically low commodity prices, significant supply and demand shifts, and increasing customer needs and choices around purchasing, consuming, and producing power. Advanced field service platforms and applications can provide improvements in field work productivity, asset efficiency, field technician safety, and compliance while delivering customer satisfaction and improving operational performance. Benefits of this approach include but are not limited to: work order management, scheduling, technician route optimization, fleet management, workforce management, and contractor management.

Building the Technology Foundation for Automated Field Services

Technologies that successfully make use of operational data will enable a utility's field workers to improve productivity and meet key performance indicators. Cloud-based field service platforms that leverage advanced analytics utilizing artificial intelligence (AI) and machine learning (ML) on critical operational data can enable a strategic approach to field work and asset management that supports preventative, predictive, and prescriptive maintenance practices.



Ultimately, effective field service management can help utilities increase worker productivity and operational efficiency, raising customer satisfaction and creating positive business outcomes.

Effective use of operational data allows utilities to move towards condition-based maintenance and away from traditional scheduled-based maintenance, saving on time, costs, and effort. Furthermore, the foundation of successful field service management is the ability to connect the entire workorder process while integrating with other enterprise applications. Process optimization and workflow automation will improve efficiency, accuracy, and timeliness of field worker productivity. Connecting field service management to applications such as enterprise asset management (EAM), enterprise resource planning (ERP), and customer information systems (CIS) can tie in asset, financial, and customer data. Integrating with enterprise applications can improve the accuracy of equipment and spare parts data, asset uptime, and customer communication about expected restoration times on a utility’s asset(s). With advanced field services, workers equipped with mobile devices can also tap into other utility applications and systems of record and create seamless workflows. Integrating with other utility systems of record creates a transparent stream of data that enables tightly coordinated processes to significantly improve field work performance and safety while enhancing customer satisfaction.

The Benefits of Quality Field Services Management

Arming field technicians with critical operational data along with data from other core utility enterprise applications via mobile will be essential in driving operational excellence in the utilities sector. The ability to coordinate these efforts and manage people, processes, and technologies across information technology (IT) and operational technology (OT) will separate high-performing operational utilities from those still running inefficiently in siloed organizations. Through process optimization and automation in operations, advanced field service management can help utilities avoid lost paperwork, boost field worker safety, prevent wasted truck rolls, provide accuracy of equipment inventory, speed up asset outage restoration times, and improve communication and collaboration throughout the organization. Ultimately, effective field service management can help utilities increase worker productivity and operational efficiency, raising customer satisfaction and creating positive business outcomes.

Message from the Sponsor

ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above \$1 billion. Founded in 2004 with the goal of making work easier for people, ServiceNow is making the world of work, work better for people. Our cloud-based platform delivers digital workflows that let you complete field service tasks efficiently and safely by automatically assigning work to technicians with the right skills and equipment. Monitor the health of customers’ assets to proactively fix problems and minimize downtime through maintenance. Connect field service to the broader enterprise to resolve issues permanently and provide better visibility to technicians and customers.

Learn more about ServiceNow® Field Service Management at www.servicenow.com/fieldservice

All IDC research is © 2020 by IDC. All rights reserved. All IDC materials are licensed with IDC’s permission and in no way does the use or publication of IDC research indicate IDC’s endorsement of ServiceNow’s products or strategies.