ENABLING CONNECTED FIELD SERVICE

A new paradigm in intelligent manufacturing

Customer centricity is essential to manufacturers’ continued success

By 2020, customer experience will be the key brand differentiator.

Up to 35% rise in service margins for companies that servitize.

But today’s approach falls short of customer expectations

26% of service calls require return visits.

Empowering manufacturers, no matter where you are in your field service journey

Remote monitoring provides visibility into the performance of intelligent edge devices

76% of manufacturers believe remote monitoring will improve customer satisfaction.

Predictive maintenance using IoT reduces equipment downtime by up to 50%.

Predictive maintenance minimizes downtime through automated alerts and workflows.

Cross-sell and upsell empowers technicians to increase revenue by leveraging intelligent cloud insights

72% of field service organizations treat services as a profit center.

Less downtime could save manufacturers nearly $630B per year by 2025.

Field service technicians ensure a first-time fix with intelligent cloud computing, augmented reality tools, and remote guidance.

Exceed customer expectations with Microsoft

Secure
Protect your data with the unmatched Azure Cloud platform

Open
Connect a wide range of devices and operating systems

Innovative
Access cutting-edge cloud, IoT, augmented reality, and AI technology

Scalable
Extend your reach to more countries and regions than any other provider

Learn more about Connected Field Service at Microsoft.com

Sources:

1. Walker, 2017
2. PA Consulting, 2017
4. The MPI Group, 2016
6. The Service Council, 2016