

ENABLING CONNECTED FIELD SERVICE



A new paradigm in intelligent manufacturing

Customer centricity is essential to manufacturers' continued success

But today's approach falls short of customer expectations

By 2020, customer experience will be the key brand differentiator¹



Up to 35% rise in service margins for companies that servitize²



26% of service calls require return visits³

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

Remote monitoring provides visibility into the performance of intelligent edge devices



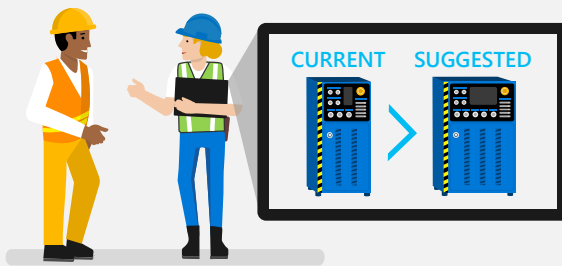
76% of manufacturers believe remote monitoring will improve customer satisfaction⁴

Predictive maintenance using IoT reduces equipment downtime by up to **50%**⁵



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 center⁶

Less downtime could save manufacturers nearly **\$630B** per year by 2025⁷



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

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Scalable
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Open
Connect a wide range of devices and operating systems

Innovative
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