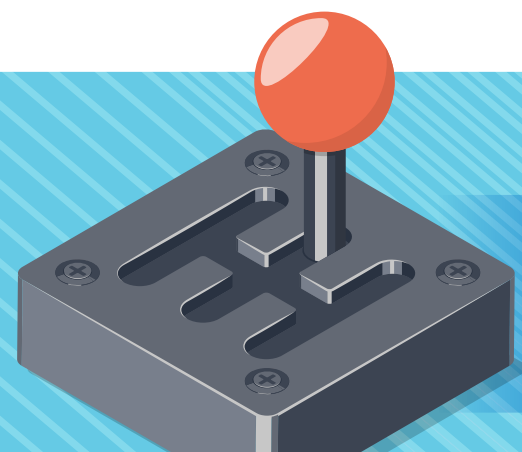
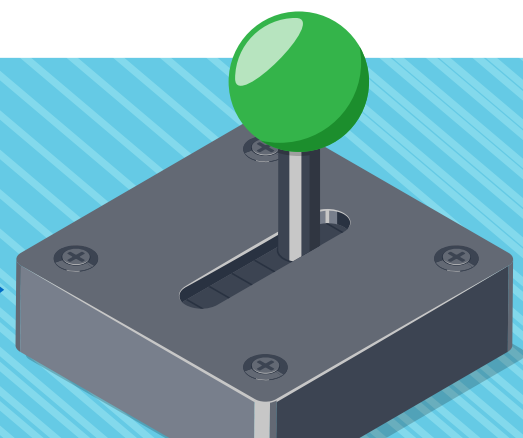
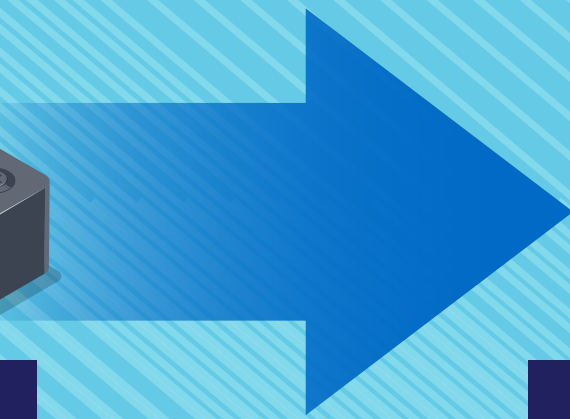


# The 5 Stages of Field Service Maturity

Field service maturity is all about organizations graduating from basic and manual field tasks to automated field service management processes.



MANUAL



AUTOMATIC

Being able to transition from performing field services via paper tickets, to delivering resolutions that are optimized via technology and big data, is the key to achieving field service maturity.

These are the five stages of field service maturity.

1

## Reactive Entity

- Field service teams are perceived as **reactive entities** - receive work order and perform their tasks based on the instructions and information they are supplied with.
- Operation is extremely **siloesd** leaving little visibility into the workflow.



5

## Enterprise-wide Technology Connections

- Field service maturity is achieved - field teams and organizations are able to easily **integrate and utilize emerging technologies** of IoT, AR, AI, and Machine Learning.
- Organizations able to apply **data analysis** to **enhance performance, improve efficiencies** of all processes, and **continuously innovate** their services and products to meet customer requirements - while remaining **compliant** with policies and regulations, and aligned to their overall strategy.



4

## Leverage and Optimize Technology

- **Technology is leveraged and optimized** to convert field services into more business opportunities.
- Utilization of **trend analysis** and **business intelligence** enables team to identify room for operational improvement, contributing greatly to the growth of their business while further improving the customers experience.



3

## Real-time Management

- Integrations of various techniques, such as field service management software and cloud tools, help teams to achieve **real-time visibility** into their operations.
- Operational growth and being able to deliver and **realize service promises and SLAs** be comes easier for the organization.
- **Collaboration and communication** between teams and departments is greatly improved.



2

## Part-automation and Near Real-time Management

- Teams are **less reactive** as visibility enhances.
- Field service KPIs are available, enabling teams to establish procedures and processes, but teams **fail to totally align their KPIs**, rules, and processes to the overall business strategy.
- Operational **silos** still exist.



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