



Deliver seamless experiences and optimize field service costs

Envision new possibilities in field service

How will you evolve to deliver the seamless experiences customers expect, while keeping costs in check?

While each field service organization is different, they must overcome similar challenges. Today, companies must address digital sprawl caused by disparate systems and siloed data, optimize processes to scale with speed and agility, and manage complex business risk.

Together with our partners, we are taking the ServiceNow Field Service Management (FSM) solution to the next level through aggregated insights and added layers of innovation. With our partner's support, we offer holistic, end-to-end solutions that help you unlock the power of technology to deliver more impactful and efficient field service in an era of unprecedented change.

We're helping joint customers by making field service more efficient and impactful by enabling:

- 1**
Simplified experiences
- 2**
Purposeful automation
- 3**
Organizational agility



Bulent Cinarkaya

General Manager of Field Service Management,
ServiceNow



Table of contents

Simplified experiences	4
Purposeful automation	6
Organizational agility	8
Technology partners	10
Conclusion	11

Simplified experiences

Interactions with field service teams occur at critical moments in the customer journey and leave a lasting impression about your brand.

Historically, field service has faced some roadblocks to service excellence—with customers experiencing hours-long appointment windows and unknowns about repair statuses or technicians arriving on-site without the right resources.

Field service teams play a central role in keeping business-critical systems online and preventing unwanted downtime. That's why solutions that allow your field service teams to stay one step ahead of problems are so vital. When issues do arise, fixing them proactively, quickly, and effectively—while keeping customers in the loop—is the priority.

Companies can elevate service by empowering everyone inside and outside of the organization—employees, customers, partners, distributors, suppliers, field service reps, and others—with a simplified layer of engagement that unifies data from every system. An intuitive user interface (UI) makes it easier to learn, use, and adapt.

By giving teams access to all the job details, customer information, and resources needed, you are empowering your team to do their

best work and reducing unnecessary effort. In addition, with augmented reality (AR), your teams can access training, contextual knowledge, and expert assistance—and triage issues in real time.

What's the takeaway? Bringing all the data your field service teams need into one place, where they can access and use it efficiently, simplifies the experience for both your organization and your customers. It improves overall visibility, speeds up response time, helps maximize first-time fix rate, and keeps customers up to date every step of the way.

"Field service operations, often the face and brand representation of an organization, have the opportunity to ... establish a stronger relationship with customers. But this is no easy task. Digital resiliency, transformation, and relevance help field service teams go beyond closing work orders to achieving enhanced engagements."

Source: IDC, [Field Service Excellence Drives Enhanced Customer Experiences and Outcomes](#)





Wipro FieldX

Increasing customer demands and a shortage of skilled workers are outpacing current FSM technologies.

Together, Wipro and ServiceNow leverage artificial intelligence (AI), AR, and internet of things (IoT) sensor capturing capabilities, proving a 360° view of the customer while increasing productivity and improving field service quality.

Outcomes:



Empowered workers



Proactive issue detection



Improved efficiency

“At Wipro, we view Field Service and Workforce Management as a way to radically change the employee experience. Leveraging augmented reality, our goal is to empower the front-line worker, effectively eliminating unnecessary truck rolls and any type of paper instructions. This approach helps our clients reduce their cost per mile, use resources more efficiently, and make more informed decisions.”

Dean Fairchild

General Manager, ServiceNow Global Partnership at Wipro



Infosys Field Service Management powered by CareAR

Many organizations rely on costly, fragmented systems and processes for field service management.

ServiceNow, Infosys, and CareAR unite to seamlessly integrate true augmented reality into optimized field service workflows for smart, intuitive service delivery.

Outcomes:



Seamless action



Real-time interaction



Modern operations and experiences

“Enterprises are looking to empower their field technicians and end users with new ways to enhance their remote work and support capabilities. They want to cut costs and support ESG initiatives with reduced site visits, faster resolution, and streamlined data collection and reporting. The collaboration between ServiceNow and the Infosys Field Service Management offering (part of Infosys Cobalt) powered by CareAR is enabling enterprises to drive service experience transformation by delivering expertise anywhere—with an AR-enabled approach to field services.”

Anant Adya

EVP, Infosys Cobalt

Purposeful automation

Field service is innately complex, but technology can make work easier.

Field service teams have often relied on multiple systems to execute key steps—from managing their workforce to scheduling and dispatching to mobile debrief to optimizing processes. These fragmented systems and processes cause customers and employees to expend extra effort to accomplish what they need. Plus, manual and disconnected processes translate into emails, spreadsheets, and lots of paperwork, causing inconsistent service handoffs and diminishing customer experiences.

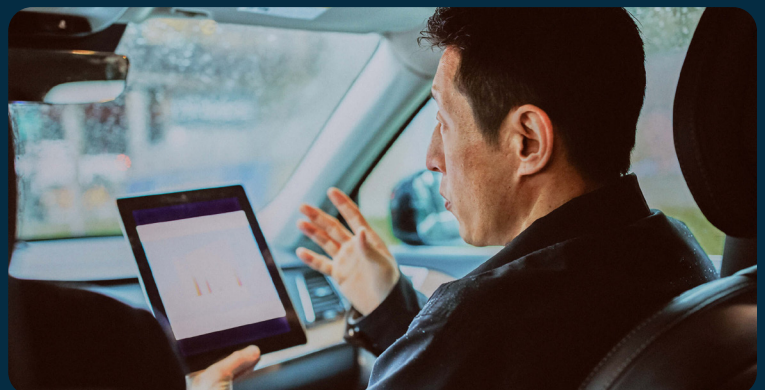
However, as your field organization undergoes digital transformation, you have new opportunities to conquer digital sprawl and make work better for everyone. A system of action that provides out-of-the-box workflows and AI drives real and measurable business outcomes for every part of the business globally, at scale, promoting efficiency and reducing costs. You can optimize your workforce, plan capacity, manage territories, track parts, and schedule and dispatch—all from a single, centralized system.

ServiceNow breaks down silos and workflow processes with automation, empowering organizations to get the right team member with the right expertise and resources to customer sites more quickly. And with a single, unifying source of action, everyone—customers included—will have complete visibility into work order statuses as well as asset and service histories.

Connecting systems with mobile tools gives your technicians in the field instant access to the context, knowledge, and guidance they need to resolve issues faster. It's time to boost your team's productivity, resolve issues more quickly, and provide value-added customer experiences.

"Cutting edge technology is helping to drive a service paradigm of greater visibility, efficiency, and profitability with maximized device uptime. The technologies supporting these developments range from the introduction of service automation and AI to new learning tools and augmented reality solutions that allow techs to do more in the field."

Source: Worldwide Business Research,
[The Future of Field Service Technology](#)





Fujitsu Field Force Optimizer

Optimizing dispatch scheduling of frontline agents is critical for field service providers. But the multitude of variables involved can make it a complex and inefficient process—frustrating customers and cutting into profits.

With Field Force Optimizer’s next-generation technology, ServiceNow and Fujitsu offer improved productivity, profitability, and enhanced customer service.

Outcomes:



Enhance productivity and employee satisfaction



Increase profitability by optimizing resources



Deliver unprecedented customer service

“Field Force Optimizer helps service organizations manage complex scheduling for field forces, accounting for productivity, health and safety, sustainability goals, and fast-paced changes, including external parameters. We empower businesses to optimize operations so they can achieve 20–30% improvement in strategic objectives, such as emissions reduction and customer satisfaction. Our dynamic approach lets organizations do more with less to achieve new competitive advantages.”

Nicholas Lee

VP, Innovation Consulting & Solutions at Fujitsu



— IT SOLUTIONS —

Evora Field Service Management Transformation

Manual processes stand in the way of field service excellence—but digital workflows are the way forward.

Evora’s Field Service Management Transformation offering based on ServiceNow provides digital workflows that connect field service with other teams and mobile tools to prevent and remediate issues.

Outcomes:



Improve visibility



Accelerate efficiency



Enhance customer satisfaction

“Through more than 800 successful implementations, we recognize that no two organizations are alike, and neither are their field service transformations. At Evora, we’re committed to solving real business challenges as we help digitize field service operations. We firmly believe that the key to success lies in delivering a solution that not only meets the business requirements but also caters to the needs of each user in the organization.”

Beau Gibbs

EVP ServiceNow Solutions at Evora

Organizational agility

Field service is dynamic by nature—and organizations must be agile to adapt to constantly fluctuating demands and push the boundaries of innovation.

But agility isn't all about doing more, more quickly. Keeping pace in a climate of incessant change requires a stable backbone—a technology platform that serves as an anchor point for critical work that needs to get done.

When evolving your field service operations, it's essential to connect people, processes, and systems on a low-code platform. Instead of people throughout your enterprise and ecosystem working separately, a single system of action can bridge the divide, pointing everyone in the same direction to solve complex problems together, faster.

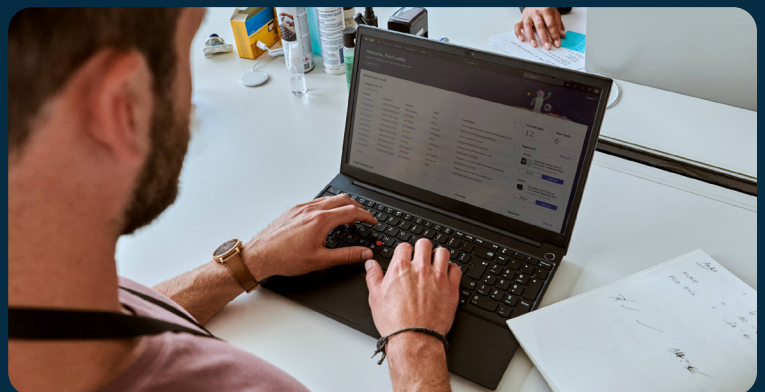
One way to elevate service is preventing issues before they arise—and that means having the capacity to provide inspections, maintenance, and preventative services. Structured, repeatable processes, underpinned by flexible, yet powerful technology, are essential to staying one step ahead of your customers' needs.

While it's valuable to focus on preventing issues all together, things still break. It's critical to look at how to minimize the inconvenience to your customers when they do. This includes communication, transparency, and responsiveness—and is achievable only when everyone inside and outside the organization collaborates.

Elevating organizational agility happens by connecting everyone inside your enterprise and across the ecosystem on a single platform, speeding time to value.

"Businesses with large field forces have more reasons than ever to boost effectiveness and efficiency. New technology options can help shatter old barriers to higher performance."

Source: McKinsey, [Reimagining Operational Resilience](#)





Future Franchise Services

With rising cost pressures, rapidly changing technology, and increasing regulatory demands, many businesses struggle to accelerate their digital capabilities to meet the needs of franchisees, suppliers, and customers.

Outcomes:



Enhance franchisee experiences



Improve franchisee efficiency



Empower employees

"At Capgemini, we enable you to transform your field service and position it as both an engagement driver and a profit center. To help world-renowned franchise organizations boost franchisee efficiency and speed up time to value, we replace legacy systems with a single, flexible platform for end-to-end business operations."

Jill Weber

Future Franchise Services Offer Lead at Capgemini



Inspection-Driven Approach for ServiceNow FSM

The Devoteam Inspection-Driven Approach for ServiceNow FSM offering fully automates and streamlines the complex inspection management process. Field teams can use a mobile application, equipped with flexible templates that can be adapted to local business requirements, to complete efficient and thorough inspections.

Outcomes:



Increase process efficiency



Reduce miscommunication-related delays



Elevate customer satisfaction

"Devoteam is delighted to have assisted numerous Field Service Management clients across various industries, including government, utilities, health management organizations, high-tech manufacturers, housing associations, and others, in transforming their FSM operations with technology, resulting in tangible business benefits."

Dirk Kruger

Director at Devoteam



Technology partners

ServiceNow has created a technology ecosystem that includes leading vendors from around the world to serve the complex needs of field service organizations. All vendors are available via the ServiceNow store.



Learn More



Learn More



Learn More



Learn More



Learn More



"ServiceNow has a strong commitment to putting our expertise to work to streamline complex field service management processes. We've partnered with top technology providers to extend the capabilities of our Now Platform and empower clients to achieve next-level success. From harnessing the game-changing power of AR, to optimizing dispatch, to connecting front-line field teams to the back office, our solutions accelerate productivity and unlock cost efficiencies. We invite you to explore our partner offerings Built with ServiceNow and envision new possibilities for your field service operations."



Ryan DeWaele

Global Manager, Partner Acceleration,
Customer Experience, ServiceNow

[Learn More](#)

Look for an updated edition of this partner book as new offerings become available.

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