



## IoT is changing field service management

The future of field service will be defined by the Internet of Things. Connecting the mobile work force, equipment and vehicles, and processing this data in real-time, offers a host of benefits to a companies' field service operations.

SkyGrid is integrating IoT machine data with its delivery mechanism to help technicians reduce unplanned downtime and improve customer satisfaction.

## IOT, the future of field service management

There are billions of things that keep our world running today, from appliances to air-conditioning, to pumps and security systems, numerous devices in medical operating rooms and lots more. Millions of technicians work on servicing this equipment on a daily basis, but while the equipment itself grows more intelligent and automated, the tools and processes used by field service technicians have remained remarkably manual.



SkyGrid is looking to optimise field service management with their field service management IoT platform. It is designed to seamlessly integrate Internet of Things (IoT) machine data with a field service delivery system, providing service professionals and technicians with real-time proactive information about field assets delivered to their mobile devices via the cloud.

Some of the benefits include:

### **Predictive Maintenance**

Best in class organisations are already connecting their equipment to the Internet of Things. And as a result they're seeing customer satisfaction improve. The SkyGrid platform makes it possible to use real-time data from sensors with predictive analytics to predict and prevent asset failure.

This allows businesses to be proactive instead of reactive. This makes it easy for technicians to make data-driven decisions and achieve what wasn't possible before – fixing things before they break.



### **More first-time fixes**

In a recent survey more than 4000 people from all demographics were asked about their experience with field service technicians. They were asked about the number one reason for their problem not being fixed the first time. The most common answer? The technician didn't have the correct tools or spare parts with him to finish the job.

SkyGrid now makes it possible to bridge this gap between what your technicians have and what they need.

Remote monitoring allows the technician to know what the problem is before traveling to the customer's site. They then know what tools and parts to bring with them. Having access to real-time data about equipment condition, allows them to diagnose issues remotely. By finding a solution to the problem, before performing a field trip, the technician knows what spare parts and tools to bring, and can reduce the spare part inventory required in the van.

### **Outcome-based revenue models**

Adopting new revenue models can change the relationship you have with your customers. The Internet of Things is making it possible for you to provide customers with outcomes and not just services. With IoT technology, field services improvements can be used to provide the ultimate service level agreements, which open new revenue opportunities.

Companies can now deliver asset up-time as an outcome. They can provide recommendations on how to improve processes based on the asset data they have collected.



## **SkyGrid and Field Service Management**

SkyGrid is a leading IoT platform provider, powering the next generation of field service management technology. The SkyGrid platform is used to manage the sensors installed by the business. It provides a single interface for managing all deployed sensors and connecting to existing field service management platforms used by the organisation.

Contact SkyGrid today to discuss how to enhance your field service operations.