

# The Field Technician of 2025: 5 Key Opportunities to Take Advantage of Now

The field technician of 2025 will be empowered to work, communicate, and serve customers in new ways – but you can get started on those key advantages now.

Let's look at five opportunities you can take advantage of beginning right now.



Technicians may waste up to

## 40%

of their workday on non-value-adding activities, such as filling out timesheets <sup>1</sup>

## 89%

of customers prefer Uber-like experience to track technicians <sup>2</sup>

## 73%

of service leaders agree the pandemic changed how they engage customers <sup>2</sup>

# 1

## Multi-Channel Customer Communication

- A robust customer portal allows for service tracking and updates
- Service history, inspection reports, and dashboards in portal
- Common result: **24-hour turnaround** for invoices
- Tech Tracker verifies a technician's ETA (customers want an "Uber" experience)
- Collect customer signature and payment while on site with a mobile app



## Internal Communication

- Work orders can be delivered as live communication feeds on mobile devices
- Share automatic appointment updates via text and email
- Common result: **100% increase** in technician-to-office worker ratio

# 2

# 3

## IoT for Asset Management

- IoT connectivity for predictive maintenance and proactive monitoring
- Fault code detection and trigger configuration
- Suggested part orders based on failed part and consumption history



## Driving Optimization

- Augmented machine learning for route optimization
- More efficient dispatching, decreased wait times, and optimized job completion
- Common result: **30%+ increase** in billable technician utilization

# 4

# 5

## Remote Technician Support

- Connectivity over distance
- Fewer truck rolls
- More satisfied customers



To learn more about getting started, visit [msidata.com](https://msidata.com)

<sup>1</sup> McKinsey, 2019

<sup>2</sup> Salesforce State of Service, Fourth Edition, 2021