

DELIVER SERVICE ON TIME WITH AN INTEGRATED TECHNOLOGY INFRASTRUCTURE

→ In a **recent study**, Aberdeen Group explored the challenges associated with the current technology landscape for service organizations and manufacturers. Underperforming organizations found that having an integrated view of customer, asset, and parts data was elusive. Individual teams within the organization all had their own understanding of data and couldn't work together to provide value to customers or execute issue resolution efficiently. Below are a few best practices which have helped Best-in-Class organizations achieve a single source of the truth when they deliver results and excellence service. How do you measure up?

<input type="checkbox"/>	Understand the full complexity of your technology demands and ensure the entire team has access to real-time insights.
<input type="checkbox"/>	Connect the sales team to service data to create better conversations and more custom offerings for customers.
<input type="checkbox"/>	Do more than just capture data — use information to better plan for service demand and customer needs.
<input type="checkbox"/>	Prioritize access to information so back office functions have a view into the field.
<input type="checkbox"/>	Create a single view of service to have all teams working together to deliver a seamless and consistent service experience for customers.
<input type="checkbox"/>	Make sure the field has the right part for service resolution through an integrated data flow from the asset, customer, back office, and technician.
<input type="checkbox"/>	Leverage asset and service performance data to ensure future products and equipment are improved.



→ **Read the full report:** [*Field Service Excellence Depends on an Integrated Approach*](#)