

# THE BEST-IN-CLASS HAVE A SINGLE SOURCE OF SERVICE EXCELLENCE

More isn't always better. Organizations are finding that technology can come with some challenges if the strategy and infrastructure isn't integrated to deliver the level of insight it promised. The Best-in-Class have been able to establish an integrated technology solution to ensure service can deliver resolution and the rest of the organization can act in real time.



## Best-in-Class companies are:

- 51%** more likely to be connected to equipment in the field remotely for the purpose of asset management, tracking, service, and maintenance
- 45%** more likely to monitor asset operating conditions, performance, and usage in real time to guide preventive and proactive service
- 36%** more likely to capture, store, and make service performance and customer data accessible to the right stakeholders
- 36%** more likely to be able to design products for improved serviceability
- 27%** more likely to periodically train sales and marketing team members on current and future service offerings

**as compared to All Others.**



[Read the full report: \*Field Service Excellence Depends on an Integrated Approach\*, December 2015, Aberdeen Group](#)

**The bottom line:** Connecting the entire organization to insights must be the primary outcome of a technology infrastructure. Service is out on an island, but through an integrated view into the data, the result can be a connected team which can deliver results and resolution for the customer every time.