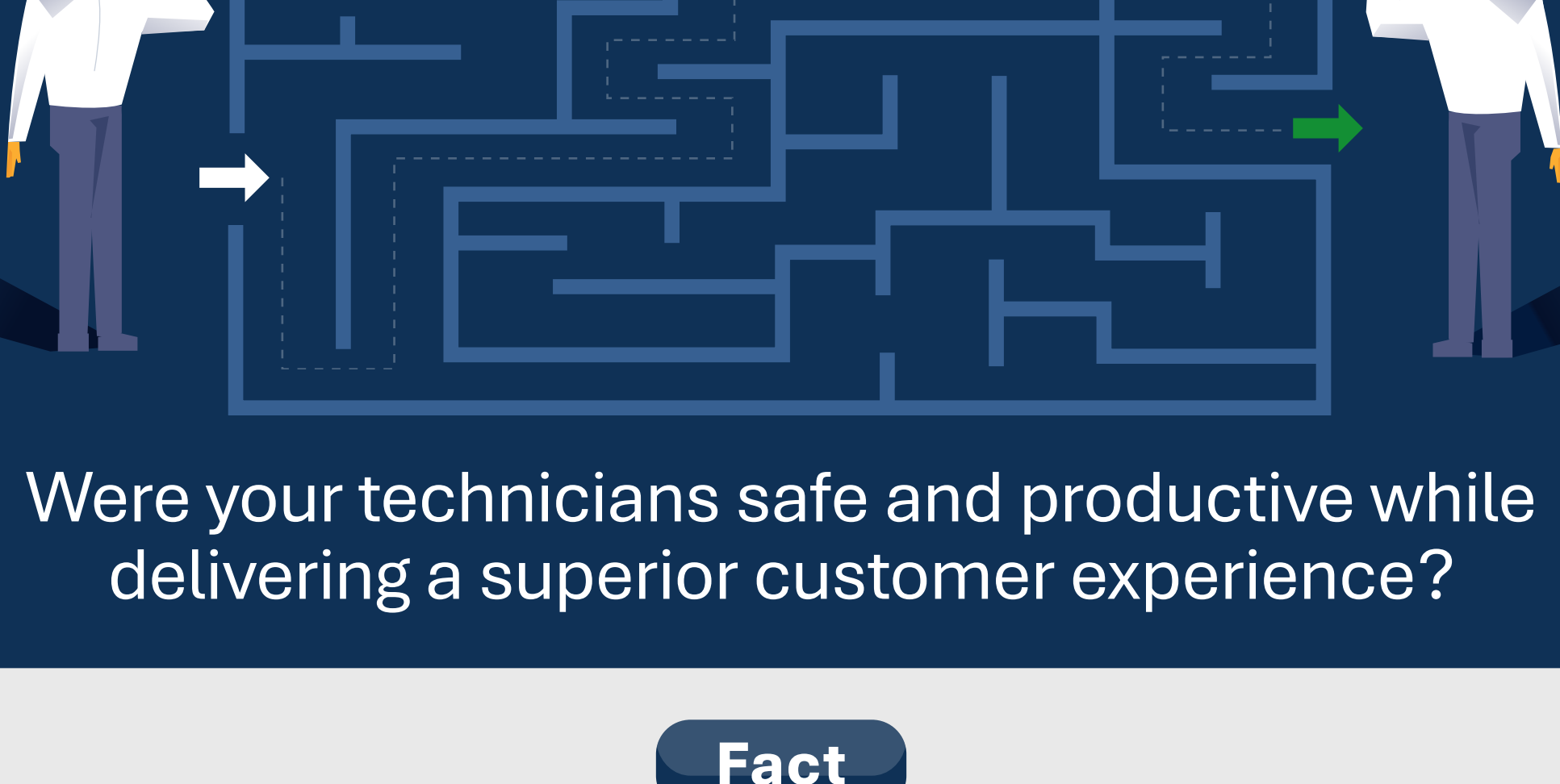


Conquer the maze in the shortest path with **CLEAR, CONCISE, AND SAFE SERVICE PRACTICES**



Were your technicians safe and productive while delivering a superior customer experience?

Fact

The business case for getting the most out of precious field service technicians is growing ever stronger, as organizations grapple with an approaching “silver tsunami” of retiring field workers.¹

Game Rules

How to Win

Collect coins by following Clear, Concise, and Safe Service practices in your company to improve customer satisfaction and keep your service technicians safe, productive, and happy.

Track Your Progress



Collect as many **Green coins** as possible while executing your service job!

NO
My tech had to troubleshoot onsite.

THE TECHNICIAN HAS A CLEAR PICTURE OF THE ISSUES

YES
My tech had remote diagnostics and AI to debug.

NO
My tech had to assess safety parameters onsite.

THE TECHNICIAN KNOWS THE SAFETY ISSUES IN THE MACHINE SURROUNDINGS

YES
My tech had safety training using the digital twin of the machine.

NO
My tech had to call the expert and explain verbally.

THE TECHNICIAN HAS REMOTE ACCESS TO EXPERT ASSISTANCE

YES
My tech used collaborative AR to communicate with an expert.

NO
My tech had to search through manuals.

THE TECHNICIAN HAS CLEAR, MULTI-FORMAT SERVICE INSTRUCTIONS HANDY

YES
My tech accessed relevant work instructions in 3D on mobile device.

NO
My tech had to order a critical part from the work site.

THE TECHNICIAN HAS ALL THE PARTS NEEDED BEFORE STARTING WORK

YES
My tech reviewed a configured parts list for this specific machine.

NO
My tech needs to return later to fix the issue.

THE TECHNICIAN MAINTAINS FIRST TIME FIX STREAK

YES
My tech had clear, concise, and safe work instructions in 3D handy.

Did The Technician Fix The Machine Completely Before The Estimated Time?



Total up your productivity, safety, and customer satisfaction points.

Is your customer satisfied with the service?

OR

Are they frustrated about the unplanned downtime?

Shortest path
WON

Further your lead over your competition by adopting best practices in Service Lifecycle Management that guarantee clear, concise, and safe service.

Longer path
LOST

Adopt Service Life Management applications to keep your technicians productive and safe, and your customers happy.

1. McKinsey & Company, From field to remote operations: Embracing change to enable growth, 2024