

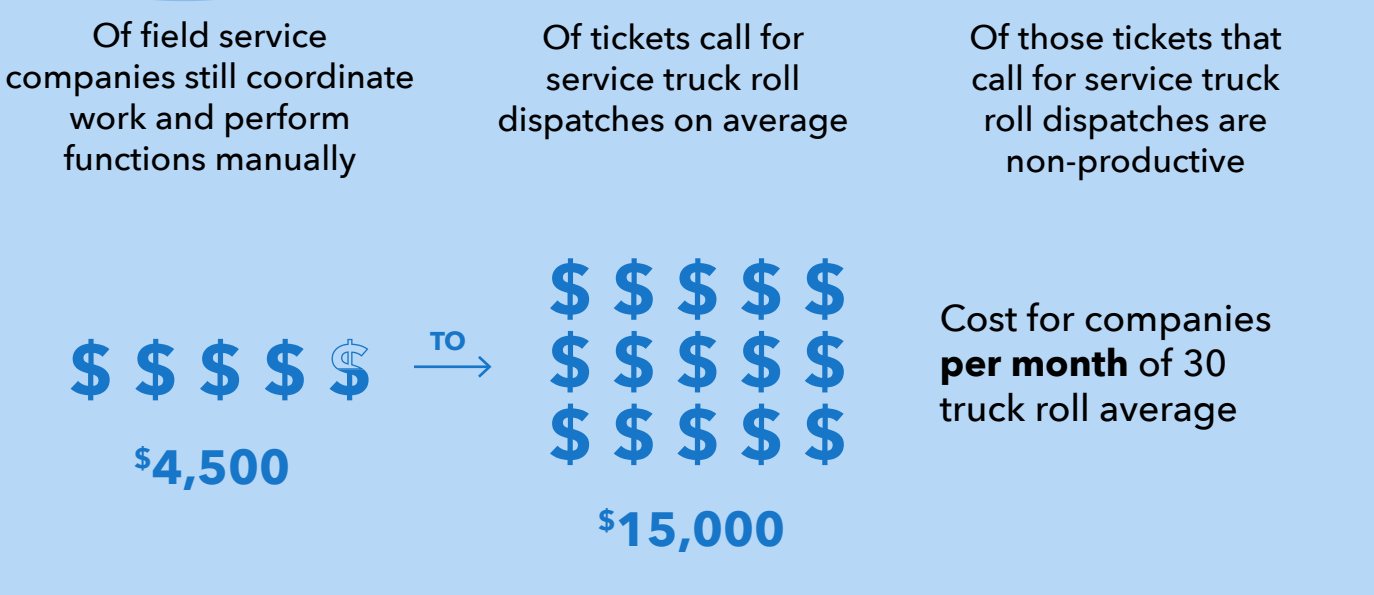


STATE OF FIELD SERVICE DURING COVID-19

Fortune 100 technology organizations receive on average 84,000 service incidents per month with over 40% requiring an on-site dispatch to resolve.¹ **The ability to continue providing essential services during the Covid-19 global pandemic is proving to be a challenge for Field Service organizations.** CGS polled business leaders to understand the impacts they are feeling and how they're pivoting to address the challenges ahead through the remainder of 2020 and beyond.

A LOOK AT FIELD SERVICES

Field Services consists of more than 20 million field technicians spread across the world; it is an essential service. From maintenance work in homes and corporate high rises to medical, factory and offshore facilities, the slightest adjustment to time savings can have a huge impact on service operation efficiency.



PRE-PANDEMIC INITIATIVES

Operational Initiatives Importance - Prior to Pandemic

Meeting Customers Expectations

63%

Maintaining Consistent Day-to-Day Operations

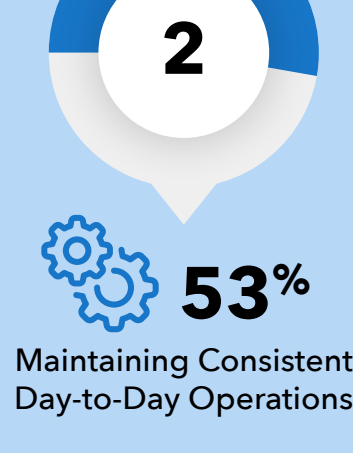
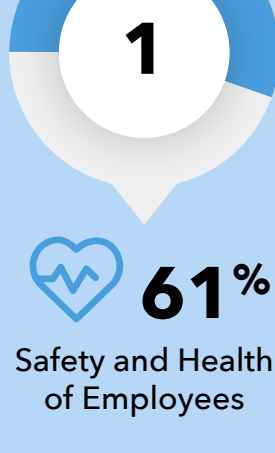
49%



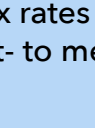
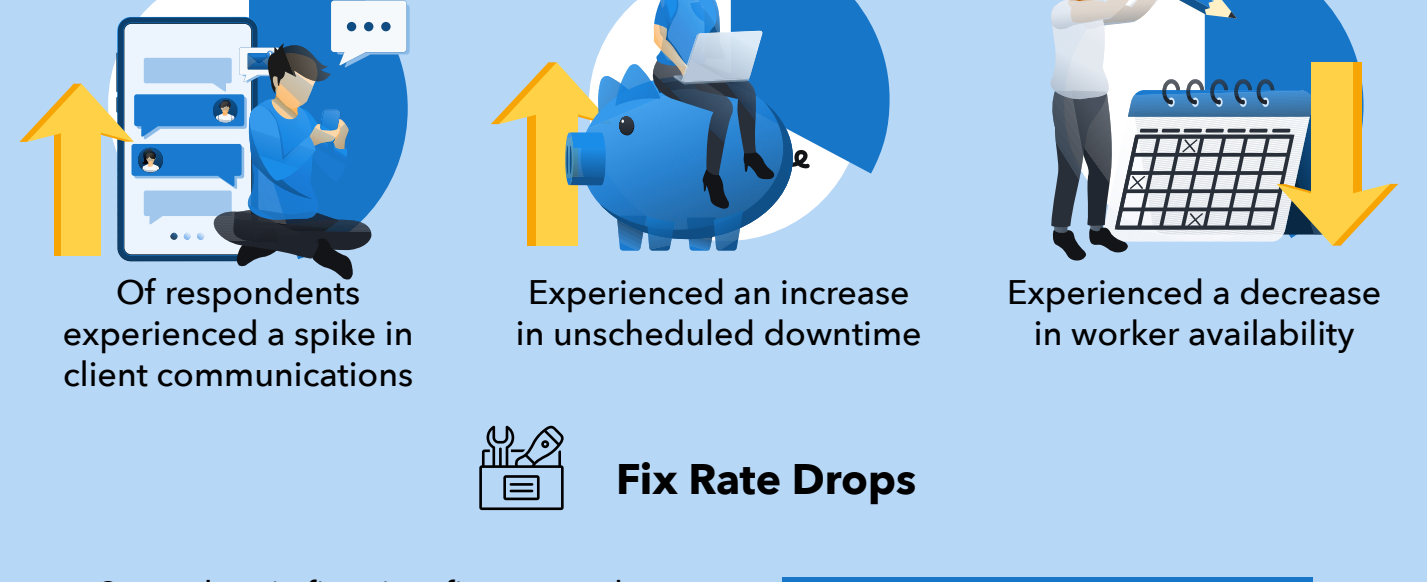
NEARLY HALF of respondents reported that their 2020 plans have been dramatically altered.

SHIFTING PRIORITIES FOR REMAINDER OF 2020

Today's Top Priorities



COVID-19 IMPACT ON FIELD SERVICE OPERATIONS



Fix Rate Drops

Saw a drop in first-time fix rates and expect it to continue in the short- to medium-term

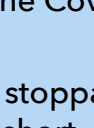
31%

Saw their first-time fix rates decrease but have since returned to normal

18%

Think the drop in first-time fix rates will be the new normal

17%



Field Service Stoppages

Temporarily stopped all field services during the Covid-19 pandemic

27%

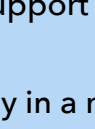
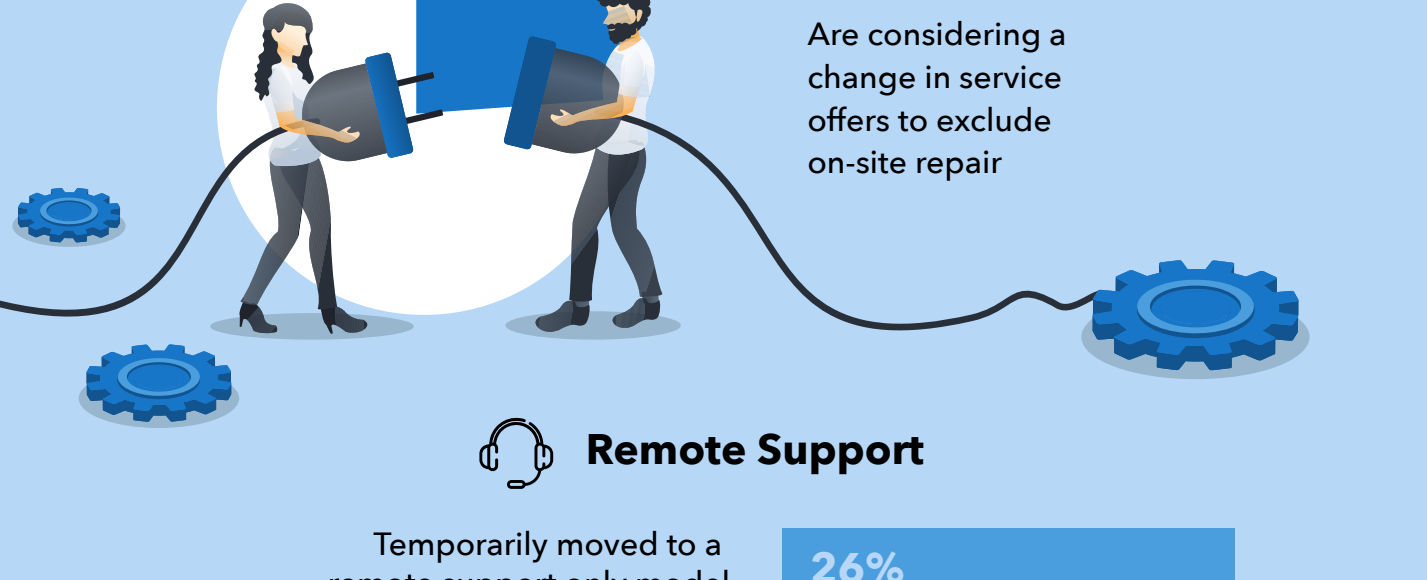
Expect these stoppages to continue for the short- to medium-term

24%

Feel this may be the new normal

15%

TACTICAL CHANGES UNDERWAY



Remote Support

Temporarily moved to a remote support only model

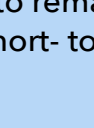
26%

Expect to stay in a remote only model for the short- to medium-term

26%

Expect this to be the new normal

17%



Return To Base Model

Temporarily moved to a "return to base" or "depot repair" model

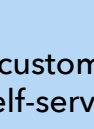
27%

Expect to remain in this state for the short- to medium-term

23%

Expect this to be the new normal

23%



Self Service

Expect that remote diagnosis and self service will be the new normal

31%

Expect to continue for the short- to medium-term

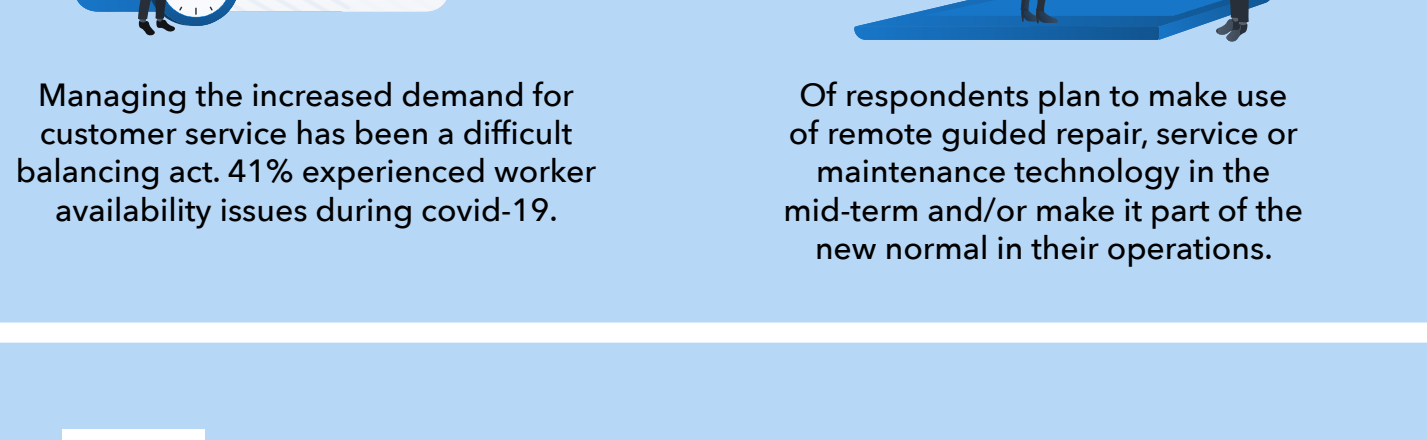
27%

Are temporarily enabling customers with remote diagnosis and/or self-service tools

15%

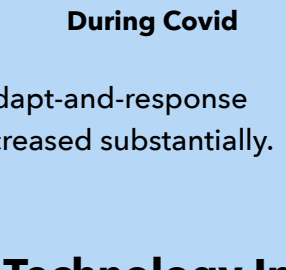
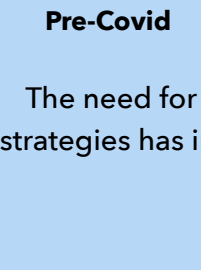


Managing Demand



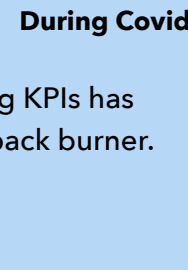
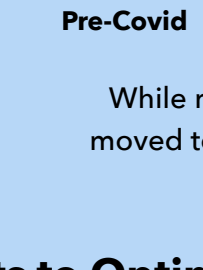
THE PATH FORWARD

Adapt and Response Strategies Increase



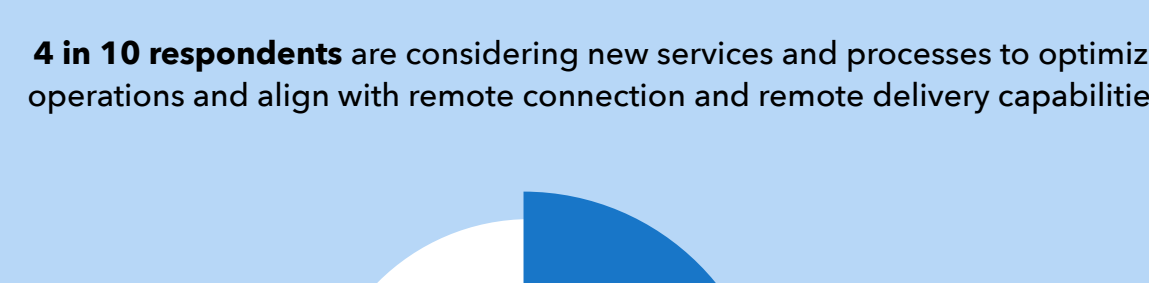
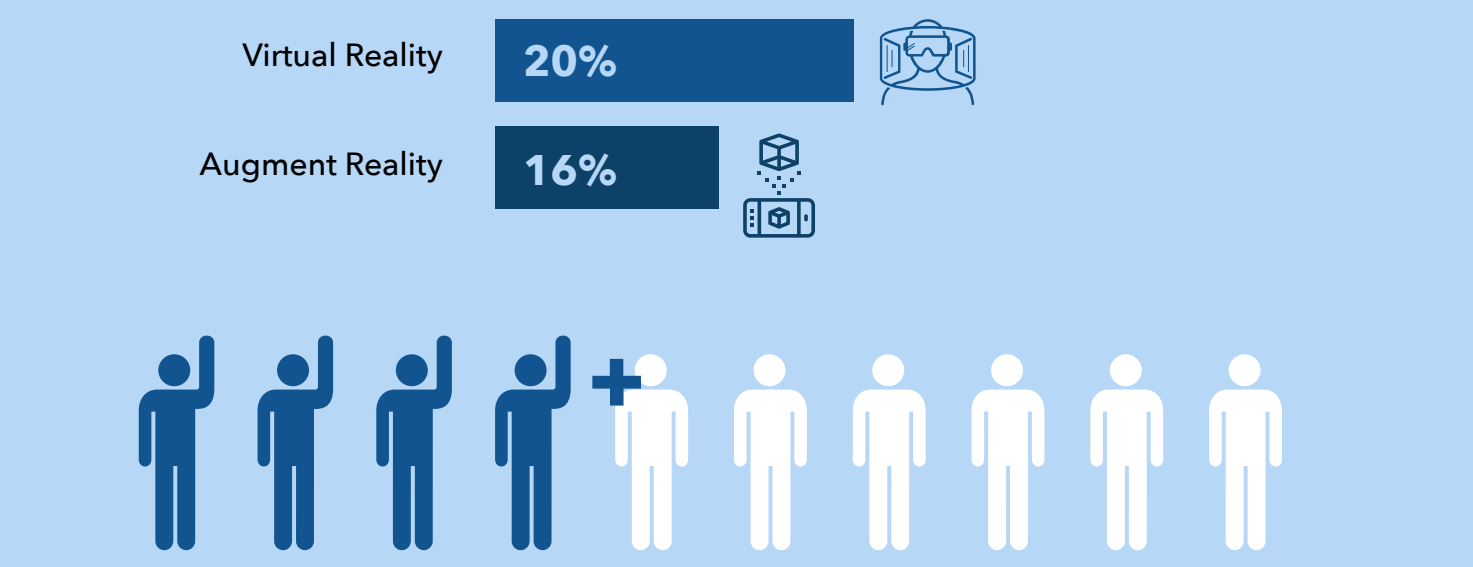
The need for adapt-and-response strategies has increased substantially.

KPIs Decreased in Importance

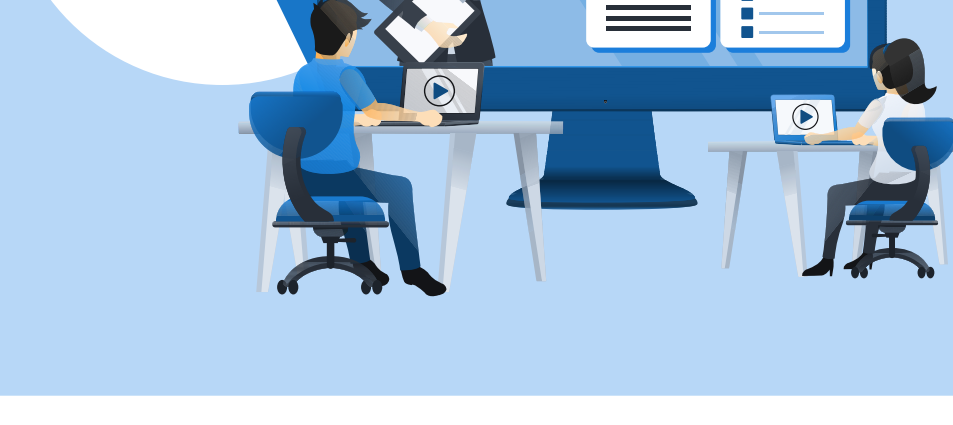


While meeting KPIs has moved to the back burner.

Technology Investments to Optimize Operations Are at the Forefront Going Forward



43% Have renewed focus on training to help optimize operations



About CGS

CGS is helping technicians get the mission-critical training, assisted support and up-to-date guided maintenance and repair materials they need. No expensive downtime, repeat truck rolls or rework.

CGS Teamwork AR™, an augmented reality (AR) platform, supports customers and field services teams with improved first-time fix rates, reduced field service costs and minimized costly downtime. Through visually interactive, immersive technology, field service technicians can directly access the expertise they need with remote, live guidance and support from highly trained technicians to power up new systems, address outages or damaged equipment, replace parts and other service fixes.

Learn more about our solutions for Field Service Teams at cgsinc.com.