

Technology Challenges

In our recent survey of 523 field service workers (technicians, dispatchers, field coordinators, etc.), we asked them about the technology their organizations are using. We also asked them to identify areas for improvement. Here's what they had to say:

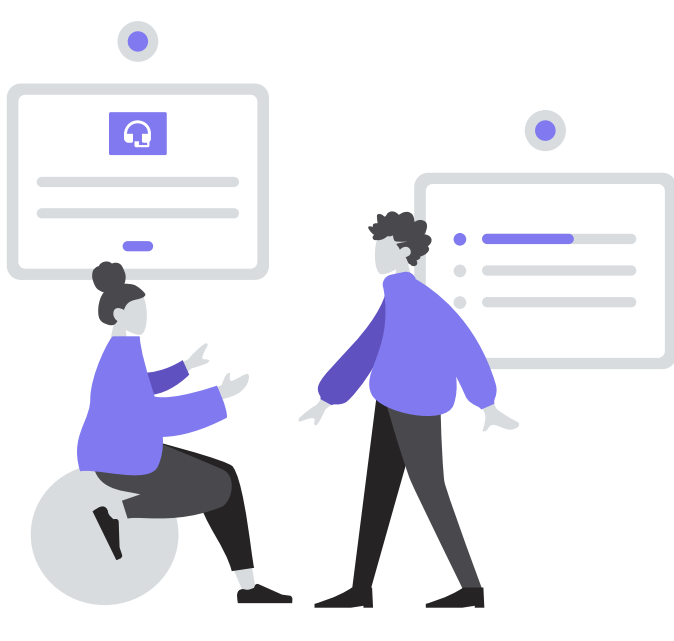
THE GOOD

Preventing Issues, Improving Productivity



52%

of field service workers said automation (like completing or reviewing closeout packages, delivering status updates, etc.) helps (or would help) focus on preventing issues.



48%

said it helps (or would help) put more focus on customer service.

42%

said it helps (or would help) make their job safer.

35%

said they frequently use the field service technology provided by their organization.

35%

said their organization's field service technology makes them more productive.

THE BAD

Inadequate (or Too Much!) Tech

Inadequate technology solutions put a serious crimp in **workers' productivity**.

63%

spend more time on paperwork than supporting customers and maintaining services.

54%

use their personal phones to record information on workflows, work orders, logs, and more at work.

27%

say the TV show MacGyver and its main character's improvisational approach to problem solving best describes their typical workday.



39%

use their personal devices more than their organization's field service technology.

22% say their organization's field service solution never works the way it's supposed to.

17% say they rarely use their organization's field service technology.

But too much tech can be even **worse** than not enough:

44%

of field service workers consider their tax filing software to be more user-friendly than the web or mobile technology they're expected to use for field service work.

77% USE 3 OR MORE WEB/MOBILE APPS TO COMPLETE A TYPICAL WORK ORDER

55% USE 4 OR MORE

And complicated tech seriously **hurts worker satisfaction**:

14%

of field service workers have considered quitting their job due to complicated technology.



27%

spend more time trying to figure out how to use field service technology than actually using it.

THE UGLY

Blast from the Past

We showed our survey participants a timeline of technological progress starting with 1961's release of IBM's Selectric typewriter and ending with 2020's rollout of 5G across the U.S. We asked them which point on the timeline reminds them of the technology they use to manage field service operations.

53%

say their technology is stuck in the 2000-2007 era.

18%

feel their technology is more like the 1980s or '90s.

And many workers feel buried in paper (digital or physical):

60%

are still using Excel spreadsheets to record information.

50%

use written checklists.

41%

use sticky notes.



Our survey identified a lot of challenges and areas for improvement in how field service technology is used today. Most workers (64%) wish their field service mobile app was more like Facebook – and less like pre-internet days.



If you need a little help dragging your operation into the 21st century, check out our low-code solution.

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