

State of Service 2023



Global study reveals latest trends
among Service Companies

Pressure to meet SLAs, lack of skilled workers, and the need for tech superiority: 400 field service companies share their biggest challenges and future focuses

What are the biggest challenges service leaders will face in 2023?

Service organizations have reached a tipping point. Under increasing pressure to work smarter and remain competitive and profitable within the new digital order, companies must pivot quickly.

1	2	3
Struggle in meeting customer SLAs	Lack of skilled workers	Change management
4	5	<p>“We have to find, employ, train and backfill thousands of people. I interview 3 to 4 people a day.”</p> <p>IT Director</p>
Outdated or Insufficient Service Technology	Desire to Create New As-a-Service Offerings	

What are the top reasons for multiple service visits?

Lack of skilled workforce contributes to increasing service visits

 64% Technicians lack necessary skills or knowledge	 45% Technicians must complete external diagnosis first	 41% Technicians lack necessary parts	 30% Technicians lack necessary tools
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Key Focus Areas for Service Companies in 2023

The circular economy has been an important initiative amongst manufacturers, but now all service companies are learning that sustainability can be a powerful competitive differentiator. And technology is an important enabler of change—both for creating a greener society and maximizing scarce workers and resources.

1		2		3	
Sustainability		Updating legacy service management systems		Leveraging emerging technology	
4		5		<p>“Prestigious clients are happy to pay 10% more than our competition because they can showcase the sustainability innovations we are embedding.”</p> <p>Senior IT Manager</p>	
Increasing collaboration across the business		Developing new service offerings			

What tops service companies' technology wish list for 2023?

In an economy of scarce resources, rapidly rising costs, and a competitive labor market, modern tools can help companies serve customers more efficiently while also attracting talented employees.



State of Service 2023 Global Report.

To access all of our detailed findings, including first-hand advice from the most innovative service leaders today, download the full report.