

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

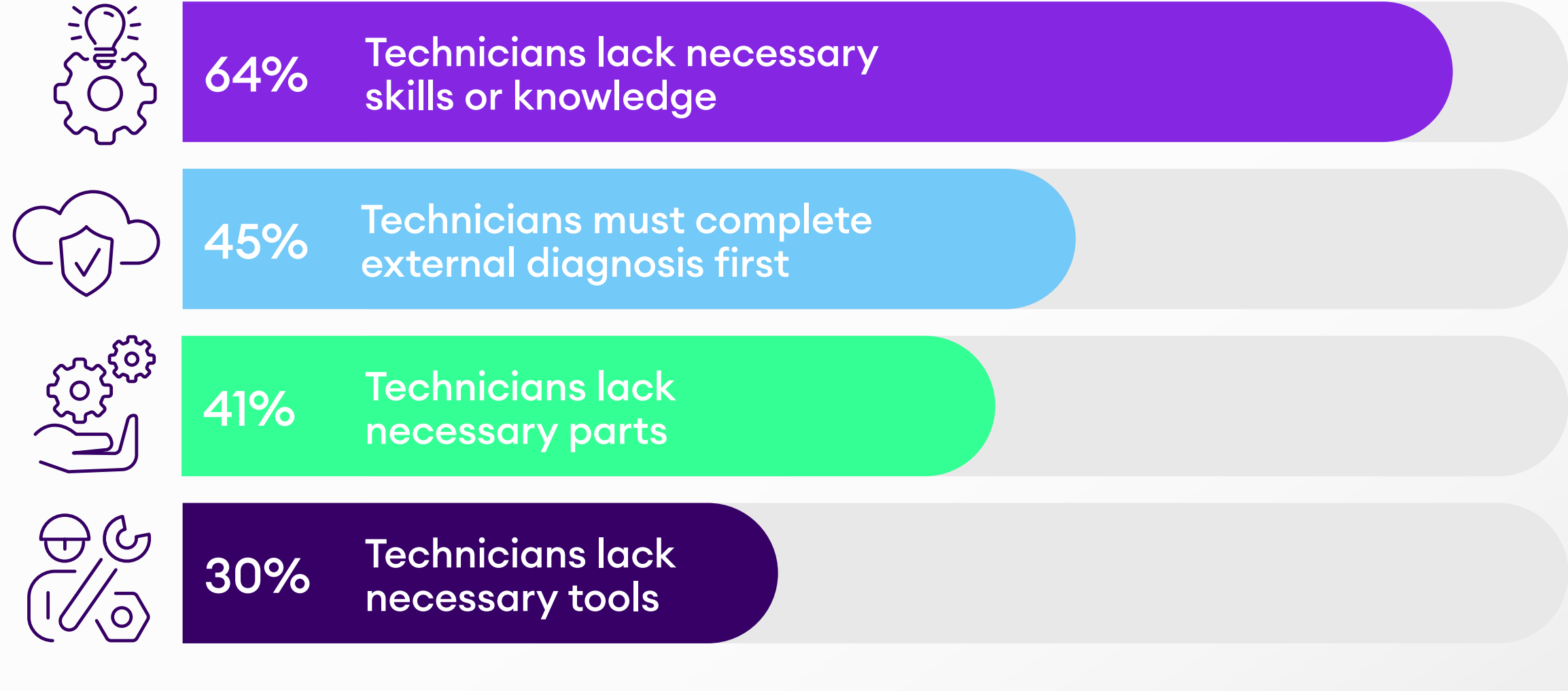
## What are the biggest challenges service leaders will face in 2023?

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4 Outdated or Insufficient Service Technology	5 Desire to Create New As-a-Service Offerings	“We have to find, employ, train and backfill thousands of people.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

## What are the top reasons for multiple service visits?

Lack of skilled workforce contributes to increasing service visits



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

## 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.



## Preparing for What Lies Ahead

How do service leaders across industries see their business evolving in the next 5 to 10 years?

- “I envision less dependency on staff and more dependency on **automation**.”
- “There’s huge competition that will **disrupt us**. We must be as agile as possible. We must work like a start-up.”
- “When you are on the innovation edge, no existing technology is enough. We take the **challenger’s approach**. We accept the challenge that’s on the horizon.”
- “The climate change will be significant. We’ll need to develop new, innovative ways of **optimizing what’s available today**.”

### From nearly 25 countries



### 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.

This report summarizes the findings of a global survey on Field Service Management Technologies commissioned by IFS in late 2022. The survey was conducted among 400 CIOs, COOs, and VPs and Heads of Operations, Field Service, Global Service, Digital Transformation and IT in Manufacturing, Service Provider, Telecommunications and Utility organizations in the North America, Western Europe, Middle East, and Asia Pacific regions.