

State of Service 2025

MANUFACTURING TECHNOLOGY ADOPTION TRENDS

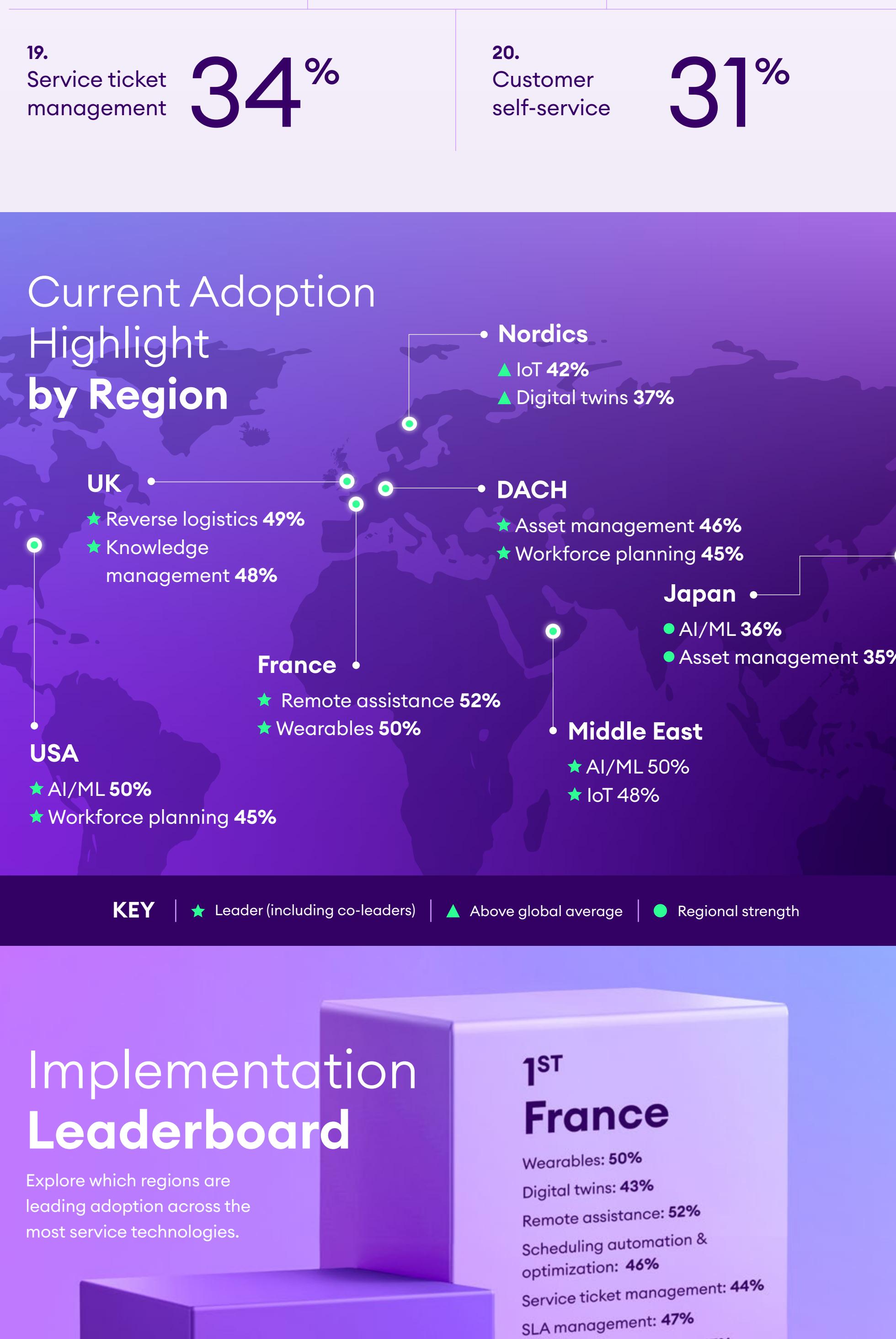
Manufacturers worldwide are moving fast on digital transformation:
8 in 10
*avg. 78%

Already using or planning to implement
every major service technology.*
How do you compare?

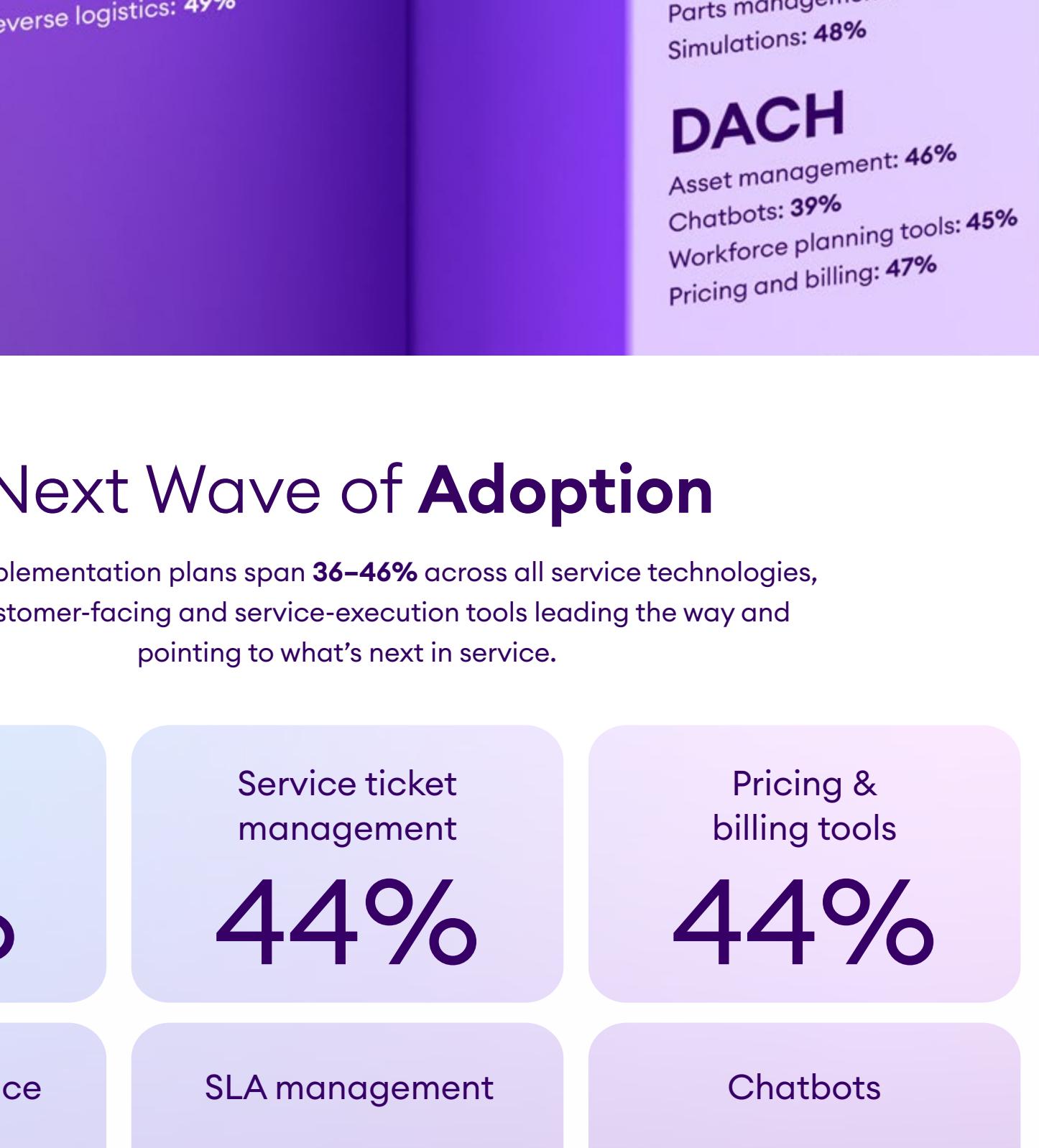
Current Adoption:

Highs and Lows

See how manufacturers globally are implementing key service technologies.



Current Adoption Highlight by Region



KEY | ★ Leader (including co-leaders) | ▲ Above global average | ● Regional strength

Implementation Leaderboard

Explore which regions are leading adoption across the most service technologies.

1ST France

Wearables: 50%

Digital twins: 43%

Remote assistance: 52%

Scheduling automation & optimization: 46%

Service ticket management: 44%

SLA management: 47%

Warranty management: 47%

2ND UK

Business intelligence/ performance management: 46%

Chatbots: 39%

Customer self-service or self-resolution options: 39%

Knowledge management: 48%

Omni channel contact center: 47%

Reverse logistics: 49%

3RD Middle East

AI/machine learning: 50%

IoT: 48%

Parts management: 45%

Simulations: 48%

DACH

Asset management: 46%

Chatbots: 39%

Workforce planning tools: 45%

Pricing and billing: 47%

Customer self-service

46%

Service ticket management

44%

SLA management

43%

Chatbots

43%

Remote assistance (AR/VR)

43%

Customer self-service

44%

Service ticket management

44%

SLA management

43%

Chatbots

43%

Pricing & billing tools

44%

Customer self-service

46%

Service ticket management

44%

SLA management

43%

Chatbots

43%

What's Next: Regional Priorities

USA

1. Pricing and billing (46%)

2. SLA management (43%) and Scheduling automation & optimization (43%)

Nordics

1. SLA management (47%)

2. Workforce planning tools (46%)

France

1. Customer self-service (56%)

2. Parts management (53%)

DACH

1. Customer self-service (48%)

2. Digital twins (47%)

UK

1. Remote assistance (49%)

2. Warranty management (46%)

Japan

1. Remote assistance (50%)

2. Chatbots/virtual assistants (49%)

Middle East

1. Reverse logistics (49%)

2. Remote assistance (46%) and Customer self-service (46%)

Ready to dive

Download the [State of Service 2025 Report](#) to explore more insights on key trends and challenges shaping the future of service in manufacturing.

[Download the report](#)