

3 Ways to Optimize Service Dispatches in the Era of the Connected Worker

Creating Hands-On Service with Minimal On-Site Truck Rolls

Modern service teams are winning customer trust and increasing service profitability by optimizing every aspect of the service dispatch—from how they communicate with connected products to how they train technicians and scale expertise.

Innovative Technology for Measurable Metrics

Digital transformation throughout the service process is improving key on-site metrics, such as **first-time-fix-rates** (FTFR) and **mean time to repair** (MTTR). Innovations in **augmented reality** (AR) and remote monitoring through the **Internet of Things** (IoT) provide technicians with actionable information that can help them train more effectively, troubleshoot equipment more efficiently, and make on-site repairs quickly in just one visit—while reducing overhead and increasing customer satisfaction.

Service teams can learn faster and troubleshoot easier using a three-pillar approach to digital transformation. With the help of integrated insights from remote monitoring data from the field, visual augmented training, and remote over-the-shoulder support from domain experts, technicians can reduce on-site time and improve customer satisfaction.



PILLAR 1: Immersive AR Training That Accelerates Learning Curves

With **turnover rates averaging 31.5%** and thousands of **domain experts retiring every day**¹, service-oriented organizations are looking for new ways to modernize their training strategies and slow workforce attrition.

AR-powered training improves on conventional training by enabling virtual at-scale 3D product visualizations and overlay experiences that help technicians understand products and service workflows faster.

AR enables technicians-in-training to visualize the insides and outsides of a product without physically taking it apart, while simultaneously demonstrating correct service procedures in a comprehensive way that transcends written instructions. As a result, trainees retain more knowledge, build confidence, and require less on-the-job mentoring throughout the ramp up period.

1. *How the Best-in-Class Use Augmented Reality for Superior Service Management*
 2. *GlobalFoundries Transforms Training and New Technician Skill Adoption with PTC's Vuforia Augmented Reality Solution*



With a vision to change the semiconductor industry that's changing the world, we are transforming every part of our workflow through the use of innovative technologies, including augmented reality. Vuforia Expert Capture, for example, has quickly helped us set a new global standard for creating best-in-class SOPs to accelerate training and reduce variability at the source. We've seen up to a 50% reduction in training time."

—Dr. DP Prakash, Global Head of Innovation from the CIO Office of GlobalFoundries.²

SERVICE PROVIDERS ARE USING AR TRAINING TO:

- Improve ramp up time and accelerate time-to-field for new technicians
- Deliver consumable training curriculum in a format that's easy-to-understand
- Transfer knowledge from subject matter experts to technicians across the globe
- Lower costs associated with off-site training facilities, travel expenses, and offline resources
- Overcome the growing industrial workforce skills gap

PILLAR 2: Remote Monitoring That Revolutionizes Service

The most effective dispatch is the one that never happens. Remote monitoring enables technicians to connect to deployed equipment and evaluate performance based on real-time data—before they arrive on-site. As a result, service technicians can get started on repairs immediately, without prolonging costly downtime. With valuable machine insights through remote monitoring, service teams can:

- DIAGNOSE** *issues, perform root-cause analysis, and plan more effective calls*
- PULL** *the correct replacement parts and tools to bring on-site*
- ASSIGN** *the technician with the appropriate training and/or provide remote augmented support*

With the connectivity direct to field assets, technicians can also solve these issues before the customer is even aware.

Even with remote monitoring, on-site technicians still hit service delivery roadblocks, such as an unfamiliar product configuration or inadequate work instructions. This turns into a waste of customer’s time and internal resources.

3. *Bell and Howell Drives Innovation & Business Transformation with IIoT-enabled Service Offerings*

“For the first time, we can identify and **solve problems before the customer knows they exist**, adding tremendous value to service operations. We are currently working towards deploying ThingWorx across our full product line to deliver more actionable, analytics-based offerings to our customers.”

—Dr. Haroon Abbu Vice, President Data Analytics, Bell and Howell³

SERVICE AND TECHNOLOGY SOLUTIONS PROVIDER BELL AND HOWELL LEVERAGES REMOTE MONITORING TO:

- Reduce costs related to technician travel and dispatches
- Handle 60% of machine maintenance remotely
- Reduce troubleshooting by an hour per ticket
- Achieve a first-time-fix rate of over 92%

PILLAR 3: Remote Assistance from Subject Matter Experts

Remote assistance solutions help service providers resolve customer issues faster by connecting on-site individuals with a remote domain expert. Remote experts can use AR applications to provide hands-on procedural guidance without physically being on-site, saving the technician from a return to base or second truck roll. On-site technicians can minimize idle time and service teams can reduce costs associated with extended customer downtime.

With live remote assistance, leading forging company BHARAT FORGE is

- INCREASING** *productivity and reducing downtime*
- RESOLVING** *operations, maintenance, and quality issues remotely*
- GETTING** *instant remote support, at any time⁴*

4. PTC Customer Results

“Now, key experts are available without constraints of space and time.”

—Yogesh Zope, Group CIO, BHARAT FORGE

SERVICE PROVIDERS ARE USING REMOTE ASSISTANCE TO:

- Improve key service metrics such as FTFR and MTTR
- Scale subject matter expertise from the office to the field
- Safely guide technicians and end customers through service procedures
- Ensure technician safety and business continuity in times of travel restrictions
- Increase customer satisfaction and contract renewals

Digital Transformation Optimizes Service Dispatches

Digital transformation empowers technicians with tools to optimize on-site service visits. AR and IoT enable service providers to increase FTFR and MTTR, which ultimately helps to increase customer satisfaction. Enterprises like yours are already differentiating themselves by implementing innovative, customer-centric approaches to service.

The value that service providers can deliver to customers is on full display during an on-site dispatch. Do your technicians have the tools they need to succeed? Learn more about how PTC's IoT and AR solutions can help you meet your service goals.

[EXPLORE SOLUTIONS →](#)





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