

TIME FOR SERVICE TO FACE

THE STRANGE CHANGES

40%

NUMBER OF ENGINEERING AND SKILL POSITIONS held by employees over 40 years old.

WHEN THEY RETIRE OR RESIGN, THEIR KNOWLEDGE WILL WALK OUT THE DOOR.

COMPANIES THAT REPORT BEING UNDERSTAFFED IN TECHNICAL AND HIGHLY SKILLED POSITIONS.

60%

Demand for technical and engineering skills is expected to grow by twice THAT OF OTHER PROFESSIONS BY 2025.

FIELD SERVICE INDUSTRY has a huge looming talent shortage.

KNOWLEDGE TRANSFER IS CRITICAL IN MAINTAINING SERVICE LEVELS.

YEAR THAT MILLENNIALS*

2020

will comprise 50% of the workforce.

shorter attention span
digitally fluent
MILLENNIALS
*those born after 1980
different expectations for collaboration, learning & communicating

NEEDS MUST BE REFLECTED IN WORKPLACE TOOLS

2030 YEAR THAT GLOBAL MIDDLE CLASS is expected to double



EUROPEAN & AMERICAN MIDDLE CLASS expected to shrink to

22%



(down from 50%)

ASIA WILL HOST

64%

OF THE GLOBAL MIDDLE CLASS & ACCOUNT FOR



40%

OF MIDDLE CLASS CONSUMPTION

THE "SWELLING MIDDLE" IS GROWING AND MOVING EAST

AGING WORKFORCE + MAJOR DEMOGRAPHIC SHIFTS

=

HUGE IMPLICATIONS ON FIELD SERVICE

FIELD SERVICE AS DIFFERENTIATOR & PROFIT CENTER

CULTURAL DIFFERENCES

FUTURE SERVICE STRATEGIES

RIGHT SOLUTIONS TO DELIVER FLAWLESS FIELD SERVICE

REAL-TIME CLOUD-BASED

FIELD SERVICE MANAGEMENT

ENABLES & MOBILIZES TECHS TO



DO WORK-ORDERS, REQUEST PARTS, SCHEDULE AND BE SCHEDULED, LOOK UP MANUALS, TAKE PAYMENTS, RENEW MAINTENANCE AGREEMENTS, USE SOCIAL CHANNELS TO COMMUNICATE PROBLEMS, DELIVER BUSINESS AND CUSTOMER INSIGHTS, HARNESS AND SHARE KNOWLEDGE FROM SENIOR TECHS, AND UPSELL AND CROSS SELL ON A SMARTPHONE OR TABLET ONLINE OR OFF-LINE.