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consider transforming their service and field operations, while Section B presents various “Methods, Models and Enabling Technologies for Transforming Service and Field Operations”.

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The drive to realise operational efficiencies, improve customer service, develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have

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Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation Neil F. Doherty, Crispin R. Coombs (auth.), Gilbert Owusu, Paul O'Brien, John McCall, Neil F. Doherty (eds.)

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How to transform your Field Service Management for better ...

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Field Service Management Guide

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OVERVIEW: This paper includes in-depth interviews with two well-recognized thought leaders who specialize in transforming field service operations, from back office ERP to connected field service and IoT. Topics include out-come based service models, servitization, trends and technologies.

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Severe cost pressures, attractive new markets and accelerating new product introductions have substantially increased the complexity of transforming service and field operations. Automating service and field operations offer a tremendous opportunity for achieving improvements in efficiency, cost savings and service delivery. At the heart of automating service and field operations is the efficient management of a company's resources.

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Transforming Field and Service Operations: Methodologies ...

Matt Ausman is the Vice President, Digital Field Services within GE Healthcare’s Digital Services Technology team, where he is responsible for a team of over 300 technology professionals transforming the field service technology systems and processes for 10,000 field service team members around the world.

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