

Top five business challenges in the post-pandemic world

In partnering with thousands of service organizations around the globe, we've identified five key business outcomes service leaders care about now more than ever. Like them, it's likely you are at a different point in the maturity journey for each of these areas and that outdated technology may be holding you back.



1. Risk mitigation

The pandemic surfaced new risk factors across the business and service leaders are prioritizing investments to rapidly fix high employee churn, margin leakage, workforce enablement, safety, and compliance issues to increase resiliency.



2. Revenue growth

Service leaders focused on growth are thinking about how to monetize services while adding value for customers. Tools to help their field service team members coach customers and cross-sell parts, consumables and subscriptions are increasing in popularity.



3. Operational efficiency

Service leaders focused on efficiency are always optimizing speed and cost to deliver maximum value to customers. Solutions that unify data across the business as well as intelligently surface information when and where it's needed are in high demand.



4. Delivering remarkable experiences

Exceptional service can be *the* differentiator that drives retention and loyalty. Customers are gravitating to companies where products are connected to service workflows through IoT and AI-enabled systems that can self-heal or automate field service events to minimize or eliminate disruption.



5. Business transformation

Aspirational business leaders believe they have a unique opportunity to evolve into the next best version of themselves—and are making large investments in digital transformation to catalyze the next decade or more of business growth.

