



The Future of Field Operations

A Look at the Service Providers and
Telecom Sectors through 2025



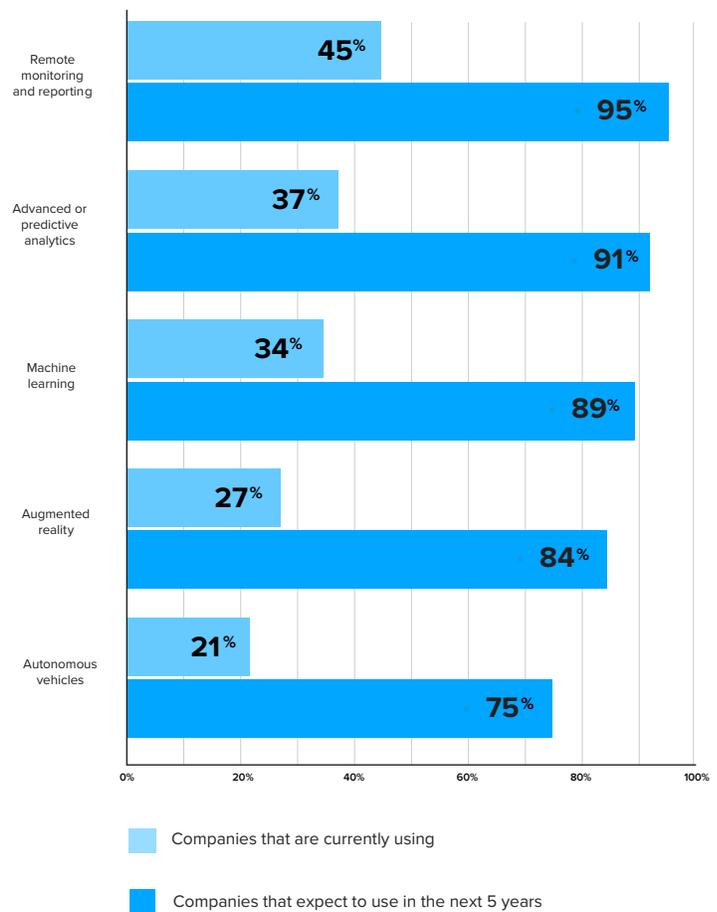
Impact of mobile technology for service providers: analysis and insights

The Future of Field Operations: A Look at the Service Providers and Telecom Sectors through 2025 provides unique data collected from more than 400 decision-makers working across field operations functions in the telecommunications and technical service provider industries. We invited them to share their insights on a wide variety of topics affecting service providers such as forming an effective mobile technology strategy, improving dispatching, increasing efficiency through remote monitoring and more. The report also examines mobile technology usage, technician pain points and future innovations that will shape the industry over the next five years.

- 76% of service providers now plan their field operation strategies around mobile devices instead of desktop computers.
- The number of companies who equip more than half of their field technicians with mobile devices is expected to rise by 16 percentage points over the next five years.

A look at the future of the service provider industry

As service providers continue evolving to fulfill their customers' needs, some of the trends that will emerge over the next five years are beginning to take shape. While three out of every four companies utilize advanced analytics and machine learning to create work schedules that maximize their resources in the field, the use of predictive and advanced analytics is expected to rise. Remote monitoring and reporting, as well as several other innovative technologies, are also expected to become staples of the industry in the next few years.



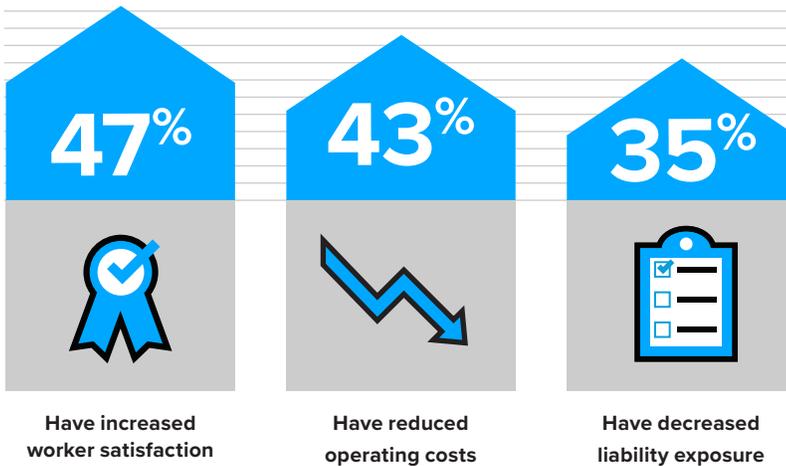
Knowing what's at stake

Inclement weather. Late dispatch calls. Safety hazards. Field technicians have to deal with it all and more to ensure customers have everything they need. Knowing what their top challenges are can help you select the right tools to keep them safe, help them work faster and perform effectively.

Mobile devices help service providers reduce costs while improving safety and worker satisfaction

Customers expect a lot from their service providers. To them, outages and delivery failures are more than an inconvenience, they're inexcusable. Knowing what's at stake for your business only reinforces the critical need for your field technicians to connect from anywhere to diagnose and resolve problems. The industry has already seen the value of mobile technology, and ongoing developments in 4G and 5G are leading to greater investments in wireless technology by companies who want to remain competitive.

Benefits of mobile technology according to service providers who currently use it



The top 3 challenges facing service providers in field:

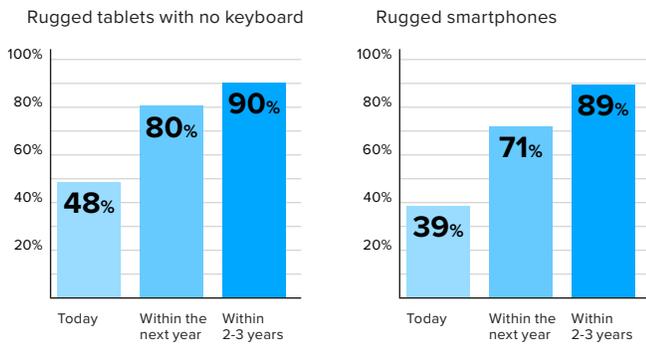
1. Response times **44%**
2. Staying within budget **42%**
3. Implementing and adapting to new technologies **39%**



Quickly becoming the industry standard

Service providers are recognizing the value of rugged mobile devices. Today, nearly 50 percent of those surveyed have started using rugged tablets, and that number is expected to rise to 80 percent within the next year. In addition, 89 percent of respondents say their mobile strategy will involve using rugged smartphones within the next three years.

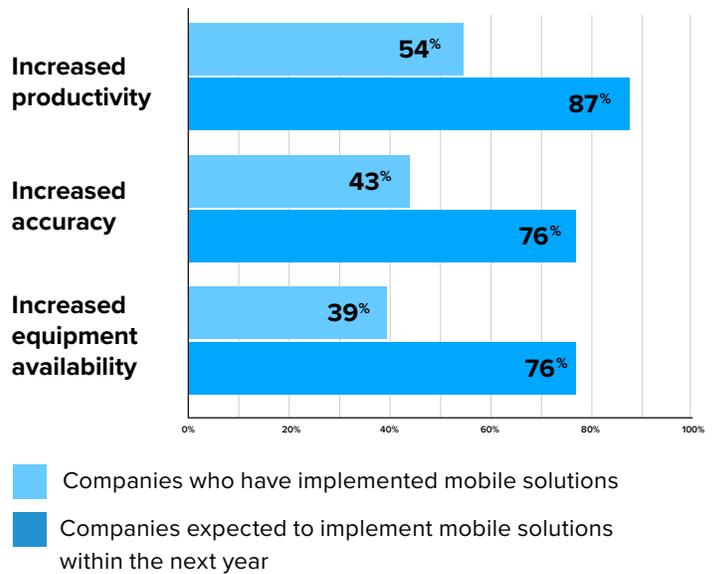
Implementation of rugged devices



Improving performance in the field

Mobile technology is changing the standard for success across the industry by giving workers more options in the field and helping them increase their efficiency. Most businesses are already realizing this boost in productivity, and even more are expected to see an improvement in the next year.

Mobile technology leads to productivity



The most important applications in the industry

Paper-based methods of operation are fading away as mobile-first organizations have turned their attention towards making things simpler for users, allowing them to improve productivity and stay safe in the field. One of the most common shifts throughout the industry has been the widespread use of applications to make data collection, communication and navigation more efficient.

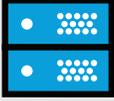
The mobile technology solution

Service providers depend on field operations to ensure they don't have outages, interruptions or production inefficiencies. Companies throughout the sector have realized the best way to set themselves up for success is by turning to mobile technology. Equipping field technicians with mobile devices has paid huge dividends and we should expect to see service providers continue to increase their reliance on this technology in the coming years.

How mobile technology is transforming the industry for service providers

- Field technicians can be more productive, reach their destinations faster and resolve issues more quickly
- Companies with mobile devices have reduced their operating costs in the field
- Field technicians are exposed to less risk because they have access to more information to help make safer job choices
- The sector will become even more technology-driven, as more than 90% of service providers plan to implement machine learning, analytics and remote monitoring within the next 5 years.

The most important application functions as ranked by users

- 1. Email** 
- 2. Real-time database access** 
- 3. Dispatch management** 
- 4. Environmental monitoring** 
- 5. Utilizing geographic information systems** 





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About Zebra

Zebra offers a full portfolio of rugged mobile computing solutions for the telecommunications and service providers industries. Our technology enables professionals in the field to connect from the most remote locations and access the data they need to perform their jobs more efficiently.

Learn more at zebra.com/telecom