



WHITE PAPER

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How to Use Remote Support in Field Service to Improve Sustainability

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CHAPTER 1

The Future of Sustainable Service

As the world continues to grapple with the impacts of climate change, the importance of sustainability has grown exponentially, transforming the future of field service into a technology-driven and digital-first industry.

Organizations under pressure to do more with less are turning to remote support tools and automation capabilities to improve the quality of service while also reducing the environmental footprint of their operations.

The adoption of remote support tools has been a key driver in reducing **truck rolls** and travel associated with field service operations. By using remote support tools, service technicians can connect with subject matter experts and customers in real time, enabling remote diagnosis and troubleshooting.

This not only reduces the need for travel but also improves the efficiency of service operations, leading to faster resolution times, increased customer uptime and service availability, and, thus, improved customer satisfaction.

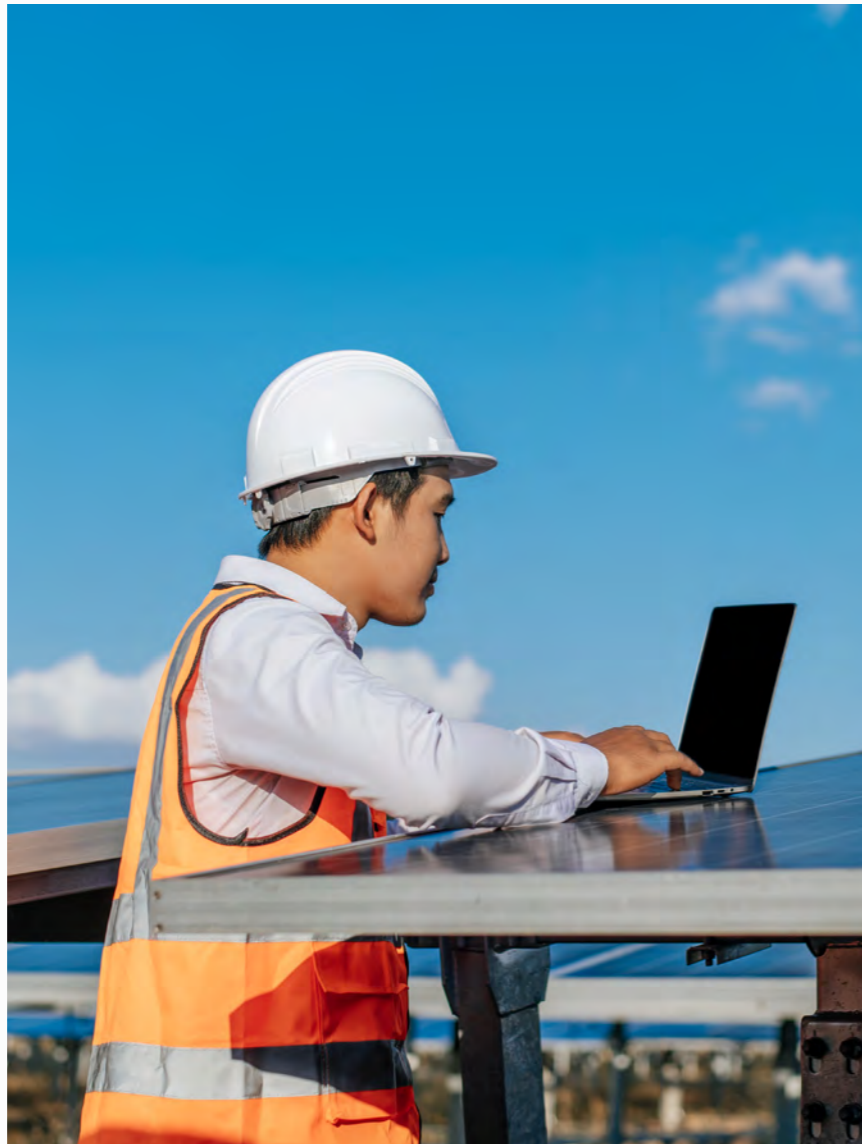


Organizations under pressure to do more with less are turning to remote support tools.

Digital process automation is another key driver of sustainable service. By automating routine tasks and workflows, service organizations can reduce the time and resources required for service activities, leading to cost savings and reduced environmental impact. Digital process automation also enables service organizations to streamline their operations, reduce errors, and improve the overall quality of service.

Visual assistance is another technology that is transforming the service sector. By incorporating a visual experience

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into the support scenario, service technicians can remotely diagnose and troubleshoot issues, reducing the need for onsite visits and additional travel. This not only saves time and resources but also reduces carbon gas emissions in the long run.

As service organizations continue to integrate sustainability into their operations, they will increasingly leverage technology-driven solutions that enable them to improve the efficiency and effectiveness of service operations, leading to improved customer satisfaction and overall business performance. This, in turn, can lead to increased revenue and a competitive advantage in the marketplace.

In this whitepaper, we will explore the impact of field service on sustainability and how remote support and automation can improve sustainability metrics. We will also discuss how service organizations can implement remote support solutions, measure their benefits, and overcome challenges associated with their adoption and use. These insights will help you gain a better understanding of how your service organization can become more sustainable, efficient, and productive by prioritizing sustainability. —

CHAPTER 2

The Impact of Field Service on Sustainability

Field service operations has a significant impact on the environment.

Traditional field service involves a technician traveling to a customer's location for maintenance or to diagnose and repair equipment. This requires the use of vehicles, which consume fossil fuels and emit carbon dioxide and other pollutants into the atmosphere. The more service visits a company makes, the more fuel it consumes, and the greater its carbon footprint.

In addition to the environmental impact, traditional field service can also be costly and time-consuming. Technicians spend a significant amount of time traveling to and from customer locations, which reduces the amount of time they have available to perform actual service work. This can result in longer resolution times, decreased customer satisfaction, and loss of revenue.

Remote support provides a solution to these challenges. By enabling remote diagnosis and troubleshooting of issues, service organizations can reduce the number of on-site visits required, and thus, reduce their carbon footprint and associated travel costs. Visually enhanced remote support



The remote support can be lifted up with digital process automation.

can also improve the accuracy of service visits by providing technicians with real-time access to information, such as service manuals, diagnostic codes, and other relevant data.

Moreover, remote support tools can help service organizations optimize their truck rolls, which are the visits made by technicians to customer locations. By identifying which service visits require an on-site visit and which can be resolved remotely, organizations can minimize the number of truck rolls required and reduce their environmental impact.

Additionally, remote support can be lifted up with digital process automation, where step by step workflows can guide technicians to self-serve and validate their service. This can greatly improve the safety of service technicians by reducing the number of risky on-site visits, especially in hazardous environments or situations. This can also help to reduce accidents and injuries, which can have a positive impact on both the environment and the bottom line of the organization.

The SightCall platform offers this combination of specialized remote support solutions that can help organizations reduce the need for truck rolls in their field operations. These tools, which include remote expert assistance, digital process automation, and visual support, improve the efficiency of operations, reduce travel costs and carbon emissions, and enhance the customer experience.

To reduce truck rolls, best practices include real-time collaboration between technicians and subject matter experts, streamlined service workflows through digital process automation, and remote diagnosis and troubleshooting with visual support tools.

Deutsche Telekom has successfully implemented SightCall's visual support solution to achieve its sustainability

goals. The company has reduced the number of truck rolls required for field service operations, leading to cost savings and environmental benefits. SightCall's tools have also improved service efficiency and quality, resulting in a better customer experience.

Likewise, to improve its claims process and reduce carbon emissions associated with truck rolls, the Icelandic insurance company Sjóvá implemented SightCall's visual support solution. Sjóvá's customers can now use their smartphones to provide real-time video and photo evidence of their claims, enabling Sjóvá's claims adjusters to assess damages remotely and provide faster service without the need for truck rolls.

As a result, the company has reduced the number of truck rolls required for claims assessment, resulting in significant operational cost savings and environmental benefits. Additionally, the visual claims solution has improved the overall customer experience by providing faster and more efficient service. —



The visually enhanced remote support can improve the accuracy of service visits.

CHAPTER 3

Remote Support Technologies for Field Service

Remote support technologies for field service enable technicians to diagnose and resolve service issues from a remote location.

These tools can take many forms, from simple chat tools to augmented reality (AR) and virtual reality (VR) applications.

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- * **Chat and video conferencing tools** enable service technicians to communicate with customers in real time and diagnose issues remotely. Video conferencing tools provide face-to-face communication, which can help technicians better understand the customer's issue and resolve it more quickly. Meanwhile, chat tools provide a quick and convenient way for technicians to communicate with customers without the need for video.
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- * **Remote desktop sharing tools** allow technicians to access a customer's computer remotely and provide support or resolve issues without the need for an on-site visit. They enable technicians to perform actions such as software installations, updates, and diagnostics.
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- * **AR and VR tools** enable technicians to remotely guide customers through complex procedures or provide step-by-step instructions for resolving issues. AR tools overlay digital images onto the real world, while VR tools create a fully immersive environment. These tools are particularly useful for industries with complex or hazardous equipment, as they can provide remote support without the need for on-site visits.
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- * **IoT sensors and analytics** can be used to monitor equipment remotely and provide early warning of potential issues.



← **They can then be used to diagnose and resolve these issues before they become major problems, reducing the need for on-site visits and improving sustainability metrics.**

By using a combination of these remote support technologies, service organizations can significantly reduce the number of on-site visits required, which in turn reduces their carbon footprint and associated travel costs. These technologies also improve the accuracy and speed of service visits, resulting in increased customer satisfaction and revenue for service organizations.

In addition to these benefits, remote support technologies for field service can also support Environmental, Social, and Governance (ESG) goals for organizations.

From an environmental perspective, the use of remote support technologies can contribute to reducing the carbon emissions associated with travel, which is an important metric for ESG reporting. In addition, IoT sensors and analytics can help identify and diagnose potential equipment issues before they lead to costly breakdowns, reducing the amount of waste generated by repairing or replacing damaged equipment.

From a social perspective, such remote support technologies, especially AR and VR tools, can improve the safety and well-being of technicians by reducing their exposure to potentially hazardous environments or equipment.

Finally, from a governance perspective, remote support technologies can help service organizations meet regulatory requirements related to service quality and customer satisfaction. By providing faster and more accurate service visits, organizations can meet or exceed customer expectations and avoid potential penalties or legal issues related to non-compliance. —



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CHAPTER 4

Implementing Remote Support in Field Service

Implementing remote support tools requires careful planning and execution to ensure successful adoption and measurable impact on cost savings and ESG metrics.

By defining clear objectives and identifying key ESG metrics, organizations can select the right remote support tools and provide comprehensive training to service technicians and customers on how to use them effectively.

Monitoring performance and measuring cost savings can help organizations quantify the impact of remote support on ESG metrics such as carbon emissions, resource usage, and waste reduction, enabling them to make data-driven decisions about how to further optimize their operations. Regular reporting on progress towards ESG goals can also demonstrate the impact of such solutions on sustainability efforts. And so, organizations must ensure that they follow these steps for implementing remote support successfully.



Selecting the right remote support tools is critical to achieving the desired objectives.



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- * **Define the objectives.** Start by defining clear objectives for remote support tools. Determine the specific areas of the service operation that could benefit from these tools, such as reducing travel, improving productivity, or enhancing customer satisfaction. Identify the key ESG metrics that the organization wishes to measure, such as carbon emissions, resource usage, or waste reduction.
- * **Select the right remote support tools.** Selecting the right remote support tools is critical to achieving the desired objectives. Choose tools that are user-friendly, reliable, and compatible with existing systems. Evaluate different options to ensure that the tools selected meet the organization's specific needs. And, if possible, ensure that they run on green energy.
- * **Train service technicians and customers.** Provide comprehensive training to service technicians and customers on how to use the selected remote support tools. Ensure that they understand the benefits of using them and how to use them effectively to diagnose and resolve issues remotely.
- * **Monitor performance and measure cost savings.** Once the remote support tools are implemented, monitor their performance regularly to track their impact on cost savings and ESG metrics. Measure the savings in travel costs, paper usage, and other resources. Compare the metrics to the organization's baseline metrics to determine the impact.
- * **Report on ESG metrics.** Regularly report on the organization's progress towards meeting its ESG goals. Highlight the impact of remote support tools on ESG metrics, such as carbon emissions, resource usage, and waste reduction. Use the data to make informed decisions about how to further optimize operations. —

CHAPTER 5

Measuring Progress and Sustainability Benefits

One of the biggest advantages of implementing remote support for service organizations is the potential for significant sustainability benefits.

As discussed in previous chapters, remote support can help reduce the number of truck rolls and service visits required, resulting in less fuel consumption and fewer carbon emissions. By reducing the amount of travel time and distance, organizations can also lower their travel-related costs and improve their overall efficiency.

To fully realize these benefits, it's important for organizations to establish new metrics for measuring their progress towards sustainability goals. By tracking metrics such as carbon emissions, fuel consumption, and travel distance, organizations can quantify the environmental impact of their initiatives. This information can then be used to inform future sustainability strategies and identify areas for further improvement.

In addition to environmental benefits, remote support can also help improve financial sustainability. By reducing the need for on-site service visits, organizations can lower their operational costs, improve efficiency, and increase



The remote support can be lifted up with digital process automation.

customer satisfaction. As a result, remote support initiatives can provide a measurable return on investment (ROI) that can help justify and maintain sustainability initiatives.

Measuring progress towards sustainability goals requires a clear understanding of the relevant metrics and a reliable system for collecting and analyzing data. Organizations can leverage existing sustainability frameworks such as the Global Reporting Initiative or the Sustainability Accounting Standards Board to guide their reporting and ensure that they are tracking the most relevant metrics.

It's also important to establish clear targets and goals for sustainability metrics. This can help ensure that efforts are

focused on the areas where the greatest impact can be achieved. Organizations should then establish a system for tracking progress towards these goals and reporting results to key stakeholders, including customers, investors, and regulatory agencies.

By demonstrating a commitment to sustainability through the implementation of remote support initiatives, service organizations can differentiate themselves from their competitors and attract environmentally conscious customers. In addition, they can improve their operational efficiency, reduce costs, and build a more resilient business for the future. —



Remote support initiatives can provide a measurable return on investment (ROI),

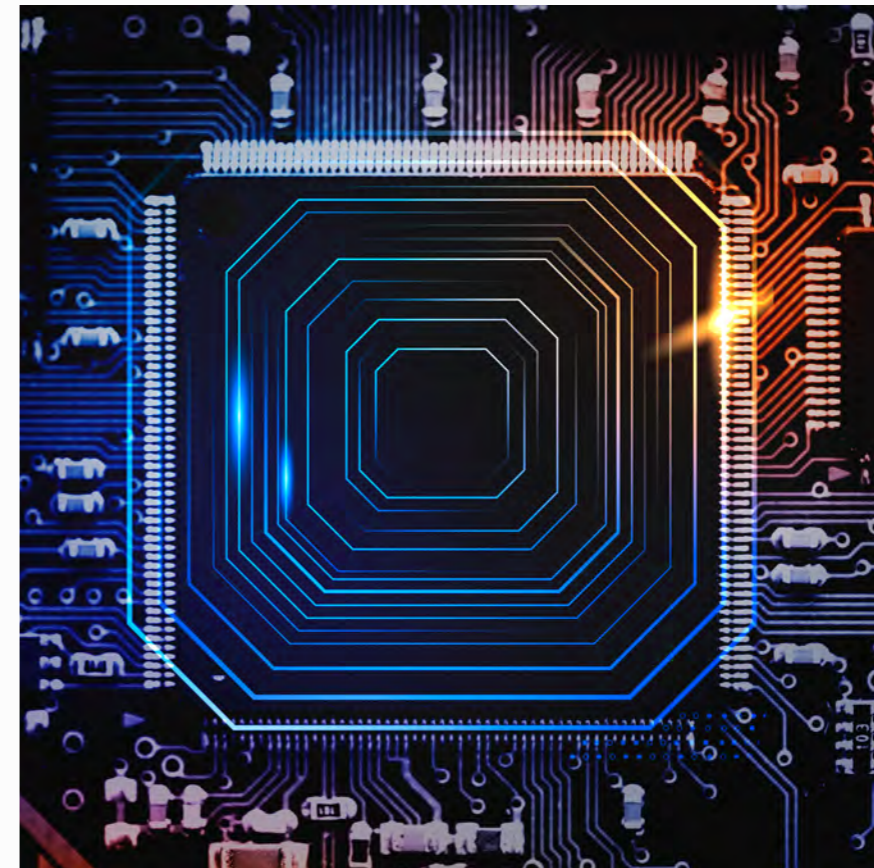
CHAPTER 6

Challenges and Considerations

Overcoming challenges associated with the adoption and usage of remote support tools can be daunting.

These challenges may include resistance from employees, technical difficulties, and a lack of familiarity with new technologies. To successfully create a digital transformation and remote work strategy that succeeds, it is important to follow certain best practices and integrate change management in the process.

Key steps also include identifying the stakeholders who will be impacted by the adoption of remote support tools, effective communication, comprehensive training, setting relevant metrics, and continuous improvement. By taking these considerations into account, organizations can successfully adopt remote support tools and create a strategy that boosts efficiency and enhances customer satisfaction.



The success of remote support relies heavily on the technology infrastructure.

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- * **Technology challenges.** The success of remote support relies heavily on the technology infrastructure. The service organization must have access to reliable and fast internet connections and appropriate hardware and software. For those falling behind on their digital transformation initiatives, remote support may not be a viable option.

 - * **Training and skill development.** Service technicians may require additional training to use remote support tools effectively. Organizations must also ensure that their remote support team has the necessary skills to identify and troubleshoot issues remotely. That may be a challenge with the retiring workforce, but the new generation is more tech-savvy than its predecessors.

 - * **Security.** Remote support introduces new security risks, particularly if sensitive data or intellectual property is involved. Customers are often apprehensive about sharing their data with their service providers, so organizations must have robust security protocols in place to protect sensitive information.

 - * **Change management.** Moving to a remote support model requires significant changes in how service is delivered. Organizations must ensure that their employees are engaged and prepared for these changes. This may involve communicating the benefits of the new model, providing training and support to technicians and customers, and addressing any concerns or resistance to the change. It may also involve evaluating the success of the transition and making adjustments as needed.

 - * **Sustainability metrics.** Measuring the impact of remote support on sustainability can be challenging. It may require new metrics to be developed, and organizations must ensure that they have the necessary tools and processes in place to capture and analyze data.



Measuring the impact of remote support on sustainability can be challenging.

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- * **Customer experience.** Remote support can be a new and unfamiliar experience for customers. Organizations must ensure that customers are comfortable with the technology and that their experience is positive. By providing clear instructions, offering training sessions, and being available to assist customers, organizations can help to alleviate any concerns they may have.

 - * **Social and environmental impact.** Organizations must also consider the social and environmental impact of their remote support solutions. For example, if remote support reduces the need for travel, it may have a positive impact on local air quality and reduce carbon emissions. However, it may also impact employment opportunities for local technicians and their communities. —

Conclusion

Implementing remote support in field service can have a significant impact on sustainability metrics and help service organizations become more efficient, productive, and environmentally responsible.

The future of sustainable service lies in adopting new technologies and digital process automation to reduce the environmental impact of traditional field service.

By leveraging remote support tools and visual assistance, service organizations can reduce the costs and environmental impact of unnecessary truck rolls, tech visits, and travel. This can lead to significant ROI, even with small steps towards introducing remote support and visual assistance in customer interactions.

Moreover, service organizations can improve KPIs and meet important ESG goals by measuring and reporting on savings for metrics such as carbon emissions and travel miles saved. By doing so, they can not only become more sustainable but also gain a competitive advantage in the marketplace.

However, there are challenges and considerations to be aware of when implementing remote support in field service. These include issues such as adoption and use, security concerns, and the need for a robust digital transformation strategy. Therefore, it is essential to establish best practices and partner with a digital solution provider that can bring that strategy to life and pivot to a more sustainable future in service. —

About SightCall



SightCall is the world's leading augmented-reality powered video cloud platform, delivering live, remote interactions between businesses and customers on every continent around the globe. In a connected, mobile-first world, businesses leveraging SightCall have the ability to see what their customers see and guide them remotely.

With over 15+ years of experience in remote video assistance, SightCall helps businesses transform their customer service and field service operations with the power of AR, AI, live video and self-service options.

bizdev@sightcall.com

sightcall.com

About Copperberg

COPPERBERG

Herbert Spencer once said: "The great aim of education is not knowledge, but action".

Copperberg creates physical and digital platforms bringing together the manufacturing community in order to grow and build relationships globally. During the recent global pandemic, we have been focusing on virtual events and digital content—ensuring our community remains connected. So, how do we actually do that?

On a daily basis, we work hard to improve, develop and innovate our concepts and original content in order to ensure the best hands-on, real-life strategies for all our community members. Our ambition is to provide ideas, networking, and industry exchange between peers, that inspires and leads to action.

info@copperberg.com

copperberg.com



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