Category

Digital Transformation

Field Service & Asset Management Digital Transformation Playbook

Fixing things before they break, and getting the right technician there with the right part the first time

- Practitioner
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for field service and asset management digital transformation — predictive maintenance, optimized technician dispatch, and connected asset data — that shifts field service from reactive break-fix response toward proactive, data-informed operations.

Is predictive maintenance only viable for organizations with

extensive existing asset sensor data? It helps to have some data, but predictive maintenance programs typically start with the highest-value, most-instrumented assets and expand from there — waiting for comprehensive sensor coverage across every asset before starting delays value unnecessarily.

What's the connection between predictive maintenance and technician

dispatch efficiency? Predictive maintenance shifts the nature of dispatch from reactive emergency response to planned, schedulable visits — which is what actually enables the optimization (right technician, right part, planned route) that reactive break-fix dispatch structurally can't achieve.

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