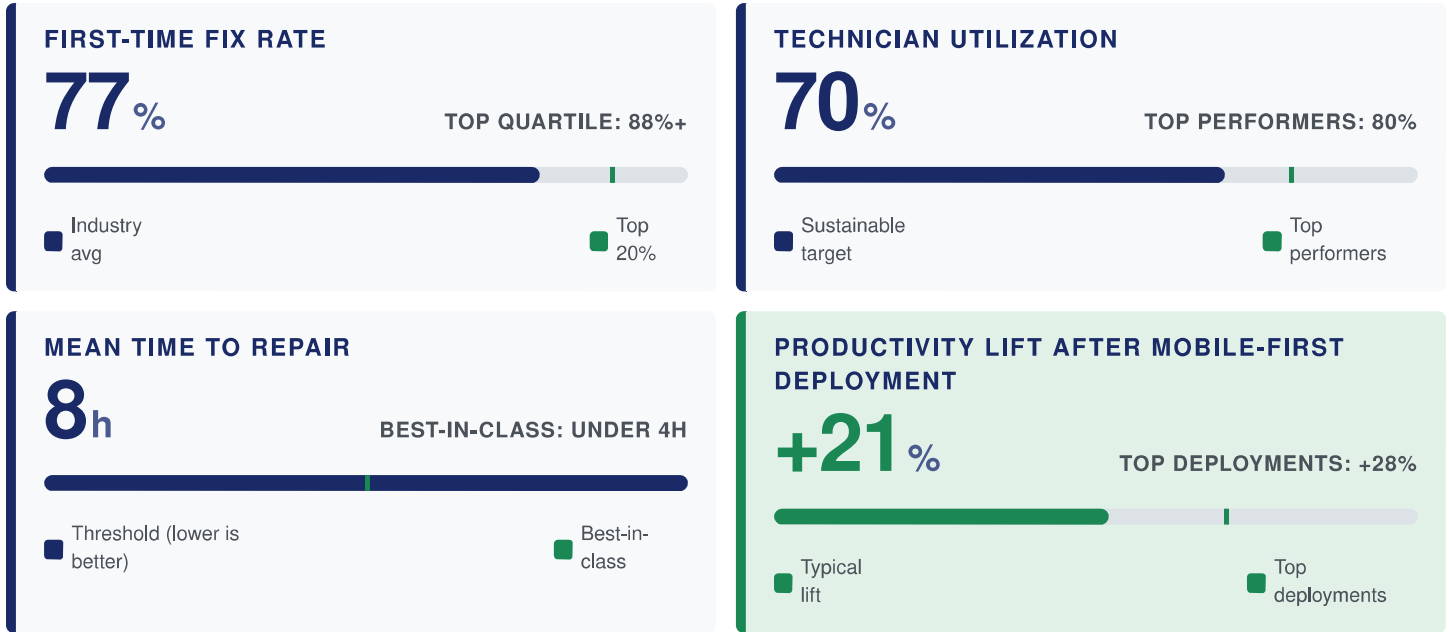


How much hidden capacity is in your field operation?

Four numbers separate the field service operators turning wasted minutes into productive moments — from the ones still doing more with the same. Improving technician utilization from 60% to 75% alone delivers **25% more service capacity**, no headcount required.



FROM COST CENTER TO PROFIT CENTER
 Unplanned downtime costs U.S. manufacturers roughly **\$260,000 per hour** on average — and **\$2.3M per hour** for automotive plants (Siemens, 2024). A 5-point improvement in first-time fix rate or a 10-point lift in technician utilization typically pays back inside the first quarter — *before any ERP or platform migration.*

How top performers got there

- ▶ **ENABLEMENT** **Mobile-first work order management** before any ERP rip-and-replace. Most of the gain happens at the technician's hand, not in the back office.
- ▶ **EFFICIENCY** **Real-time dispatch tied to skills + parts on the truck**, not just availability. Wasted minutes become productive ones.
- ▶ **PERFORMANCE** **First-time fix is a leading indicator.** CSAT, retention, and contract renewal follow it within 6–9 months.

If you're below average on any of these

- ▶ **FTF below 77%:** usually a parts-and-skills routing problem, not a tech-capability problem. Bottom 30% of orgs sit at 63%.
- ▶ **Utilization below 70%:** dispatch lag and dead-time between jobs. The hidden capacity is here.
- ▶ **MTTR over 8h:** escalation paths and second-visit dependency. Orgs under 4h see 28% higher asset availability.

Reveal the hidden efficiencies in your field operation.
 Reply with your rough first-time fix rate or technician utilization. We'll plot you on the curve and flag whether there's capacity worth a 15-minute conversation. Reactive to proactive — that's the shift.

Sources: Aberdeen Group Field Service Benchmark Report (FTF, MTTR, mobile productivity lift); Gomocha "Field Service Technician Utilization Rate" (utilization target ranges); Siemens "True Cost of Downtime" 2024 (\$260K/hr U.S. manufacturing average, \$2.3M/hr automotive). FTF top quartile reflects Aberdeen's top 20% of field service organizations. Manufacturing critical equipment MTTR benchmark per Aberdeen.