

The Service  
Council  
September 2015

Summary Data:  
Q2 Trends

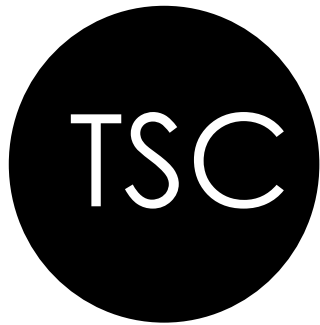


---

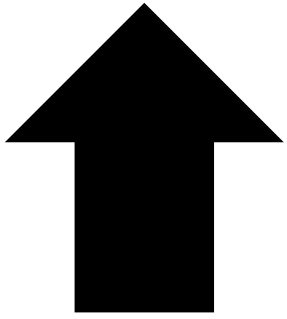
# The Survey

---

- 2015
- 75 Respondents
- Focus: *Quarterly view of service business activity.*
  - *Review of Q2*
  - *Preview of Q3*



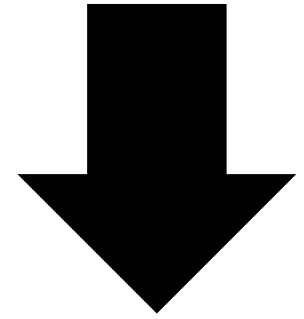
Q2  
Service  
Trends  
Data



% Reporting INCREASE



## SERVICE EVENTS



% Reporting DECREASE

**27%**

NEW SERVICE REQUESTS  
(PHONE)

**31%**

**58%**

NEW SERVICE REQUESTS  
(OTHER CHANNELS)

**12%**

**35%**

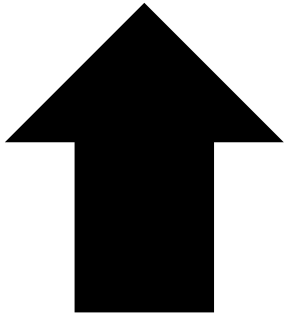
UNPLANNED FS VISITS

**23%**

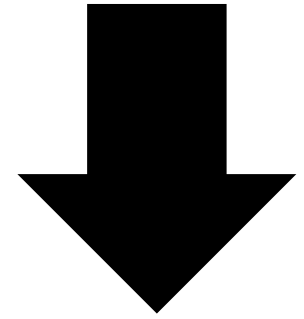
**48%**

PLANNED FS VISITS

**11%**



% Reporting INCREASE



% Reporting DECREASE

SERVICE REVENUE

70%

TOTAL SERVICE REVENUE

9%

59%

CONTRACT REVENUE

14%

55%

PARTS REVENUE

10%

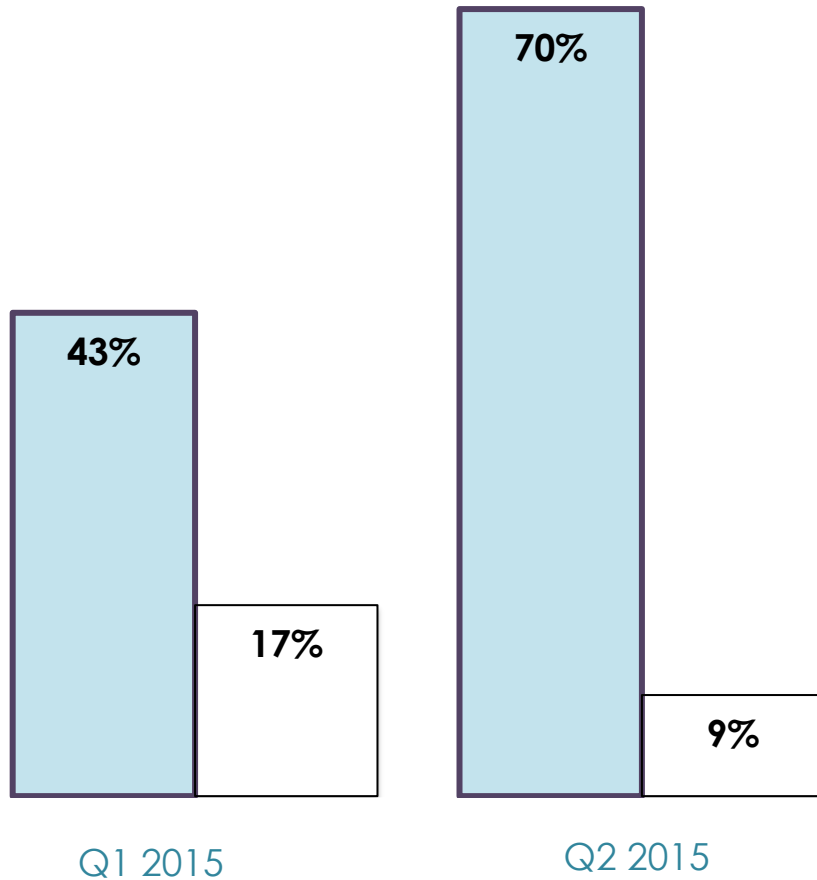
48%

T&M REVENUE

13%

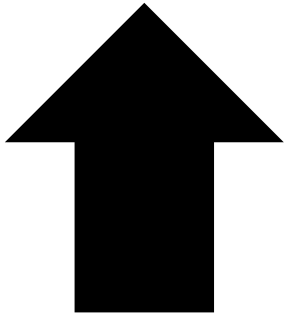
Q2  
Trends

Revenue  
Change q/q



- % Reporting Increase
- % Reporting Decrease

TSC Data April 2015, August 2015



% Reporting INCREASE

45%

50%

23%

41%



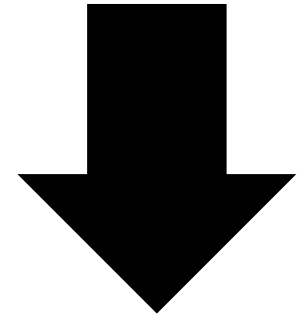
SERVICE COST

TOTAL SERVICE COST

FS LABOR COST

CC LABOR COST

SERVICE PARTS COST



% Reporting DECREASE

22%

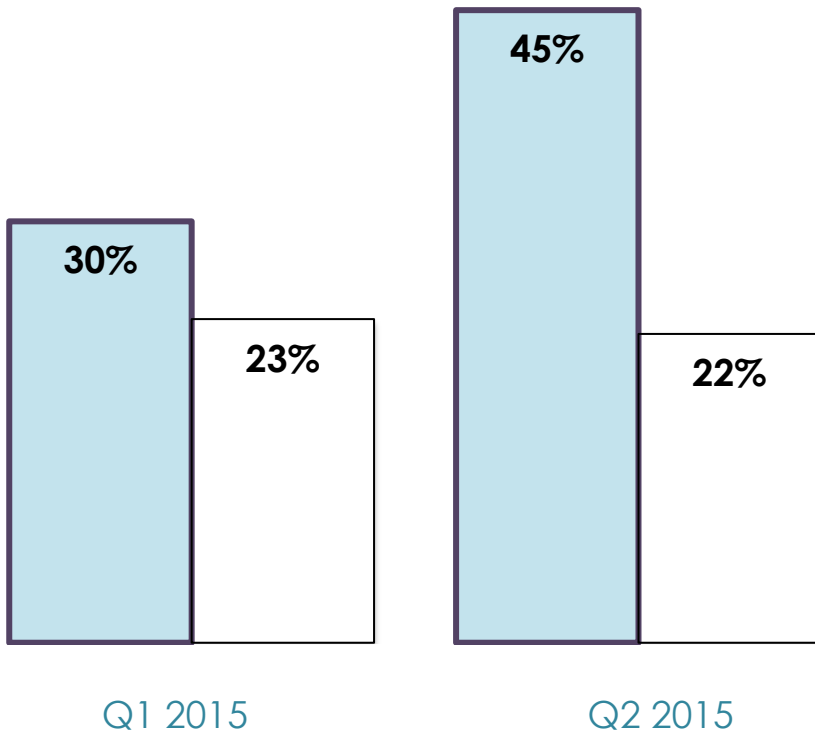
18%

18%

9%

Q2  
Trends

Cost  
Change q/q



- % Reporting Increase
- % Reporting Decrease

TSC Data April 2015, August 2015





54% NO CHANGE

17% DECREASE / DON'T KNOW



---

## CSat Change q/q

---

**INSIGHT:**

Of those reporting an increase in CSAT, **63%** indicate that it is a result of continuous improvement campaigns. **21%** indicate that a specific initiative prompted the change.

Percentage of Respondents. TSC Data August 2015



---

# Focus Areas

## - Q2

---

ENHANCING SERVICE PROFITABILITY **67%**

UPDATING TECHNOLOGY **37%**

DEVELOPING NEW OFFERINGS **33%**

PERFORMANCE MANAGEMENT **30%**

**INSIGHT:**

Other responses.

- Improving Knowledge Capture – **30%**
- Improving Collaboration – **30%**
- People Development – **26%**

Percentage of Respondents. TSC Data August 2015

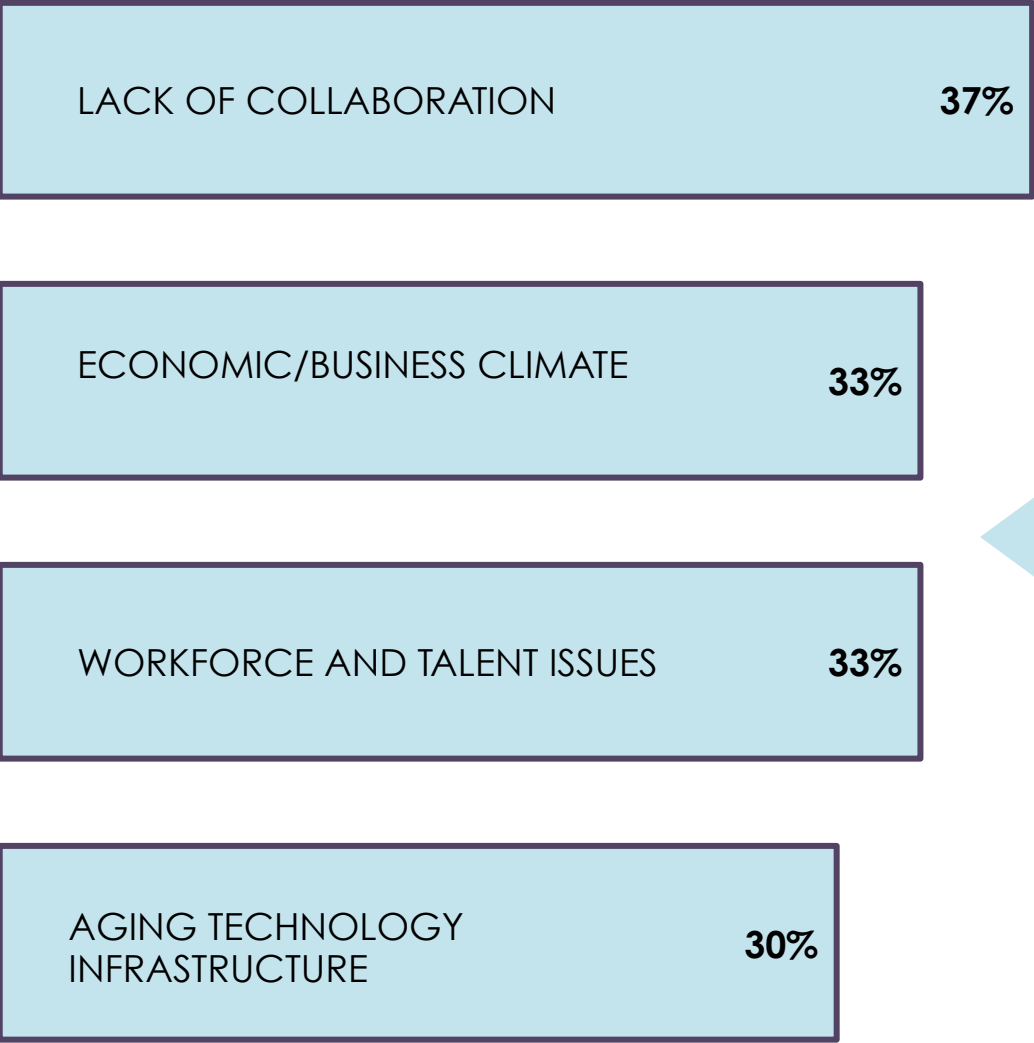


---

# Challenges

## - Q2

---



**INSIGHT:**

Other responses.

- Lack of Integration between service functions – **30%**
- Increasing Service Demand – **26%**
- Inadequate IT Support – **26%**

Percentage of Respondents. TSC Data August 2015



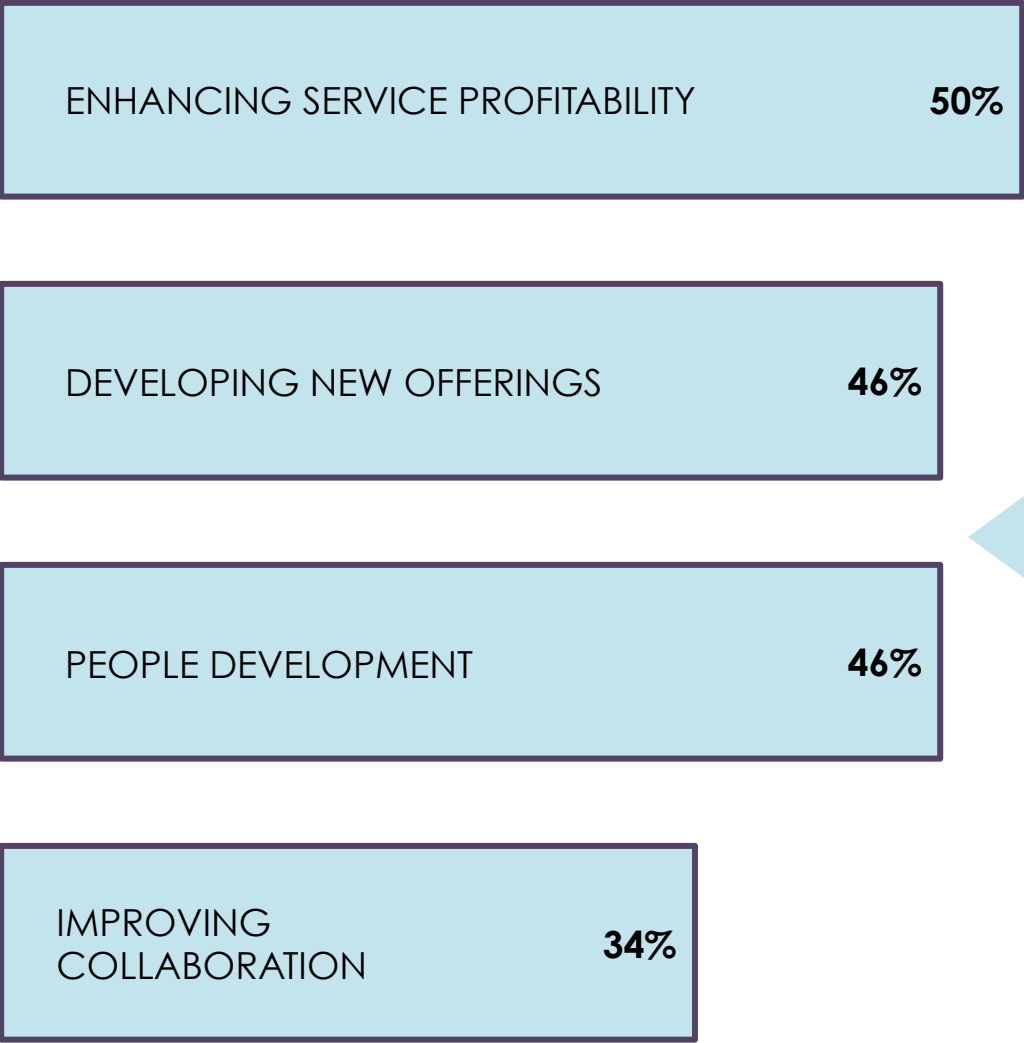
# Forecasts



---

# Focus Areas - Q3

---



**INSIGHT:**  
**58%** expect a revenue increase in Q3.  
**50%** expect an increase in service cost in Q3.

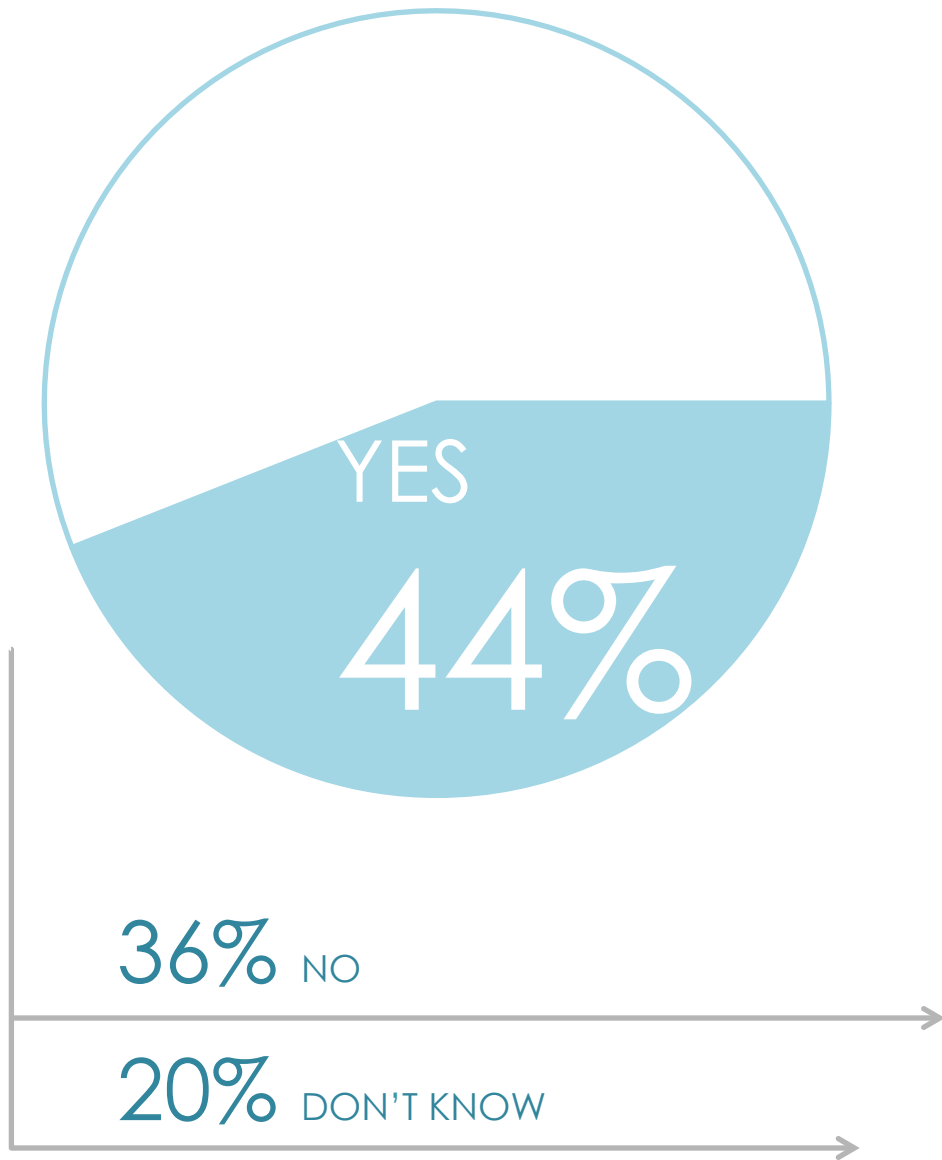
Percentage of Respondents. TSC Data August 2015

Q2  
Trends

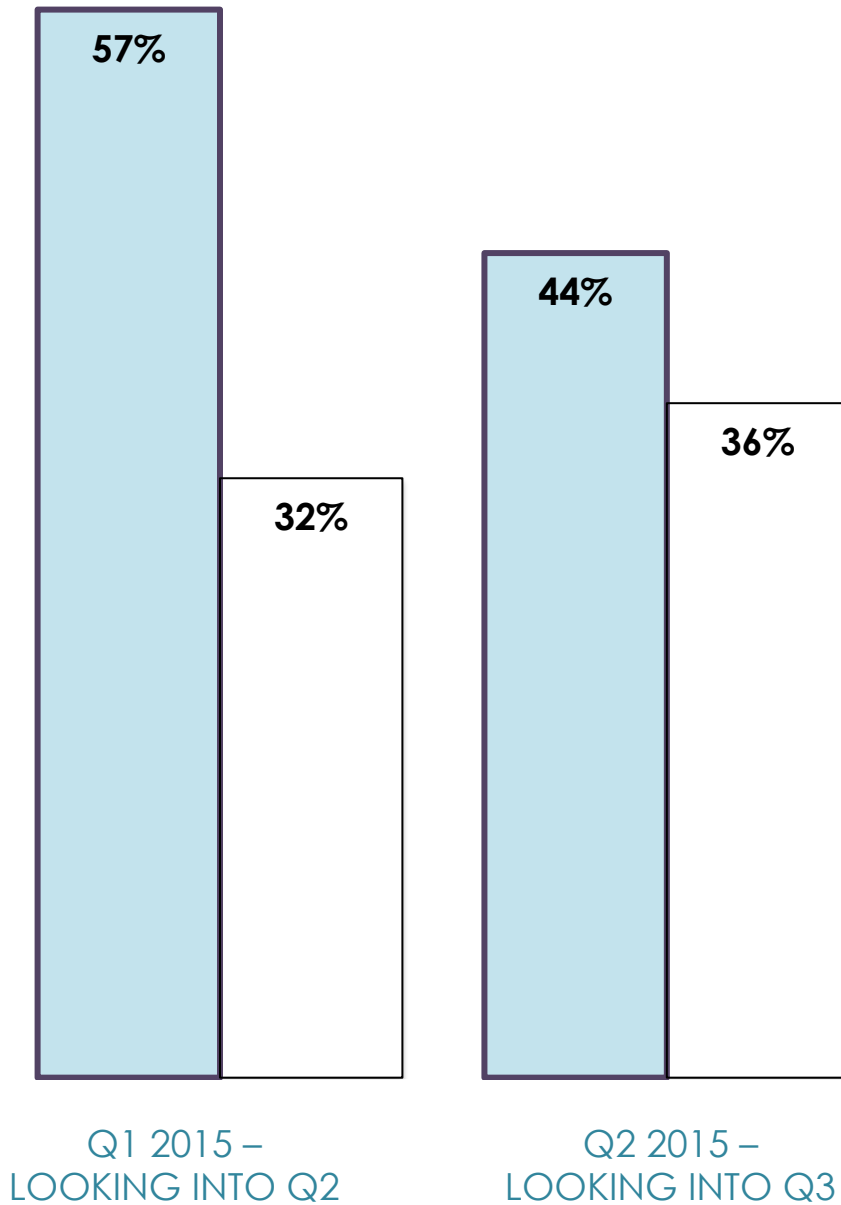
---

Hiring  
- In Q3?

---



Percentage of Respondents. TSC Data August 2015



Q2  
Trends

Hiring  
Change q/q

- Yes – Will be Hiring
- No – Will Not be Hiring

TSC Data April 2015, August 2015

# Tech Investments in Q3



1. Field Service

2. Analytics

3. Knowledge Management

**INSIGHT:**

30% have no technology project planned for Q3.

TSC Data August 2015





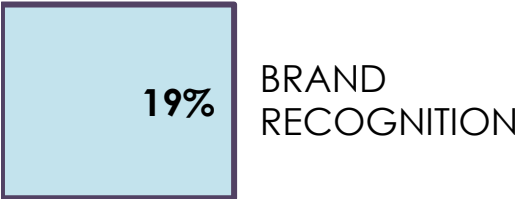
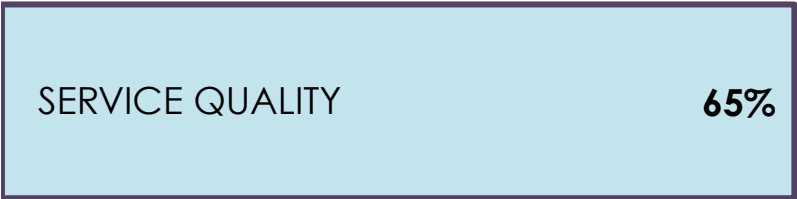
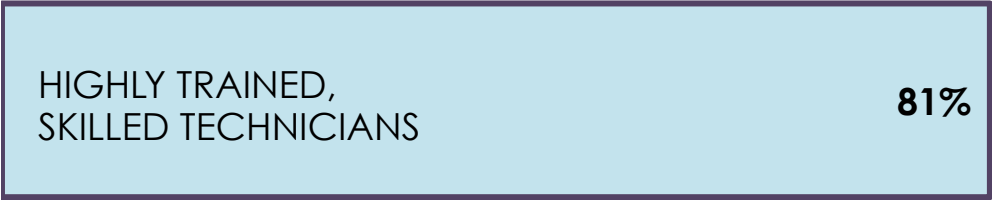
# Wild Card



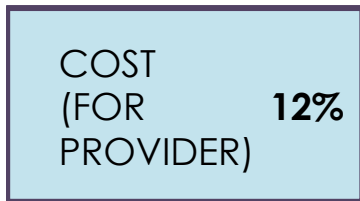
---

# Service Value Proposition

---



Percentage of Respondents. TSC Data August 2015



---

# Competing - on Reactive Service

---

Percentage of Respondents. TSC Data August 2015

**1** Profitability is top of mind for service executives. All decisions are scrutinized at the bottom line

**2** Revenue efforts are beginning to pay dividends.

**3** More support activity is being generated via non-traditional channels, even in heavy industries



---

Summary –  
Why Should  
I Care?



# Research Plan

- Content Published:
  - Customer Success, Mid-Year
- Surveys:
  - Customer Success, Service Mobility
- IdeaShare (Sep 17):
  - Innovation in Parts Management
- Webinar (Sep 24):
  - Re-imagining the Service Supply Chain



- Content Published:
  - Customer Success, Mobility
- Surveys:
  - Q3 Trends
- IdeaShare (Oct 15):
  - What's New with Mobility?
- Webinar (Oct 27):
  - Customer Success: The Next Wave of Differentiation





# Research Coverage

Available on Request



- ServiceConnect™  
Membership Benefits

- Data and Trends
- Insights
- Content for Presentations
- Sharing your Story

John Carroll

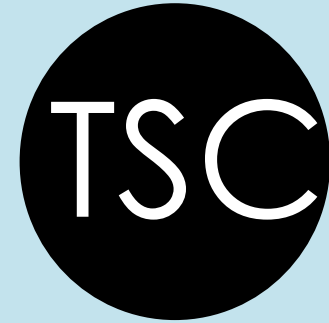
[jtc@servicecouncil.com](mailto:jtc@servicecouncil.com)

617-717-8300

Sumair Dutta

[sd@servicecouncil.com](mailto:sd@servicecouncil.com)

508-904-8645



---

Contact Us



tsc

Website: [www.servicecouncil.com](http://www.servicecouncil.com)  
Twitter: @tservicecouncil #smarterservices