

FIELD
SERVICE
NEWS

FIELD SERVICE
ASIA

More
Momentum
For maximum insight

A conceptual image showing several business professionals in suits running across a flat, grey landscape towards a tall red ladder that extends from the ground to the top of the frame. The sky is filled with white clouds. The bottom of the image is a solid orange-red banner.

Innovate your way out of the Covid-Crisis

Research 2020

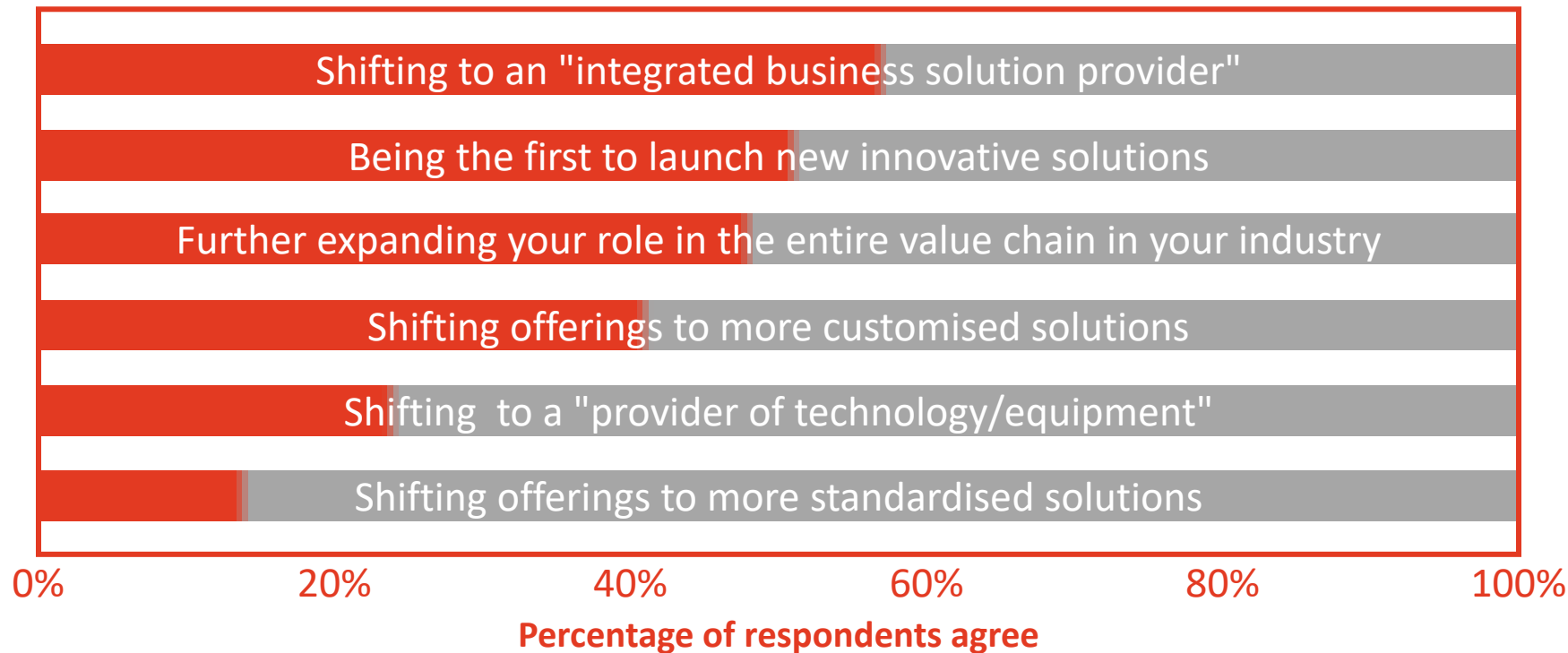
A significant and long-term impact of Covid



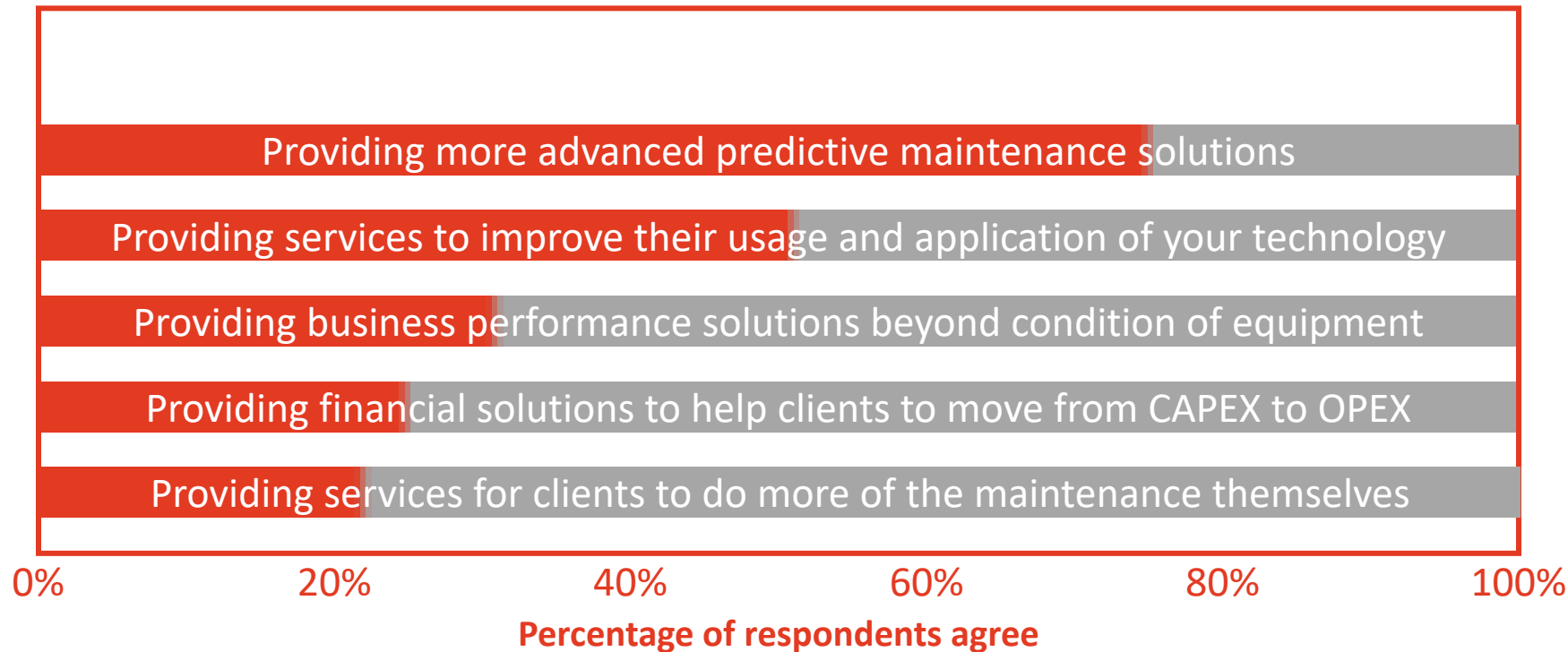
Major opportunities beyond equipment sales and maintenance



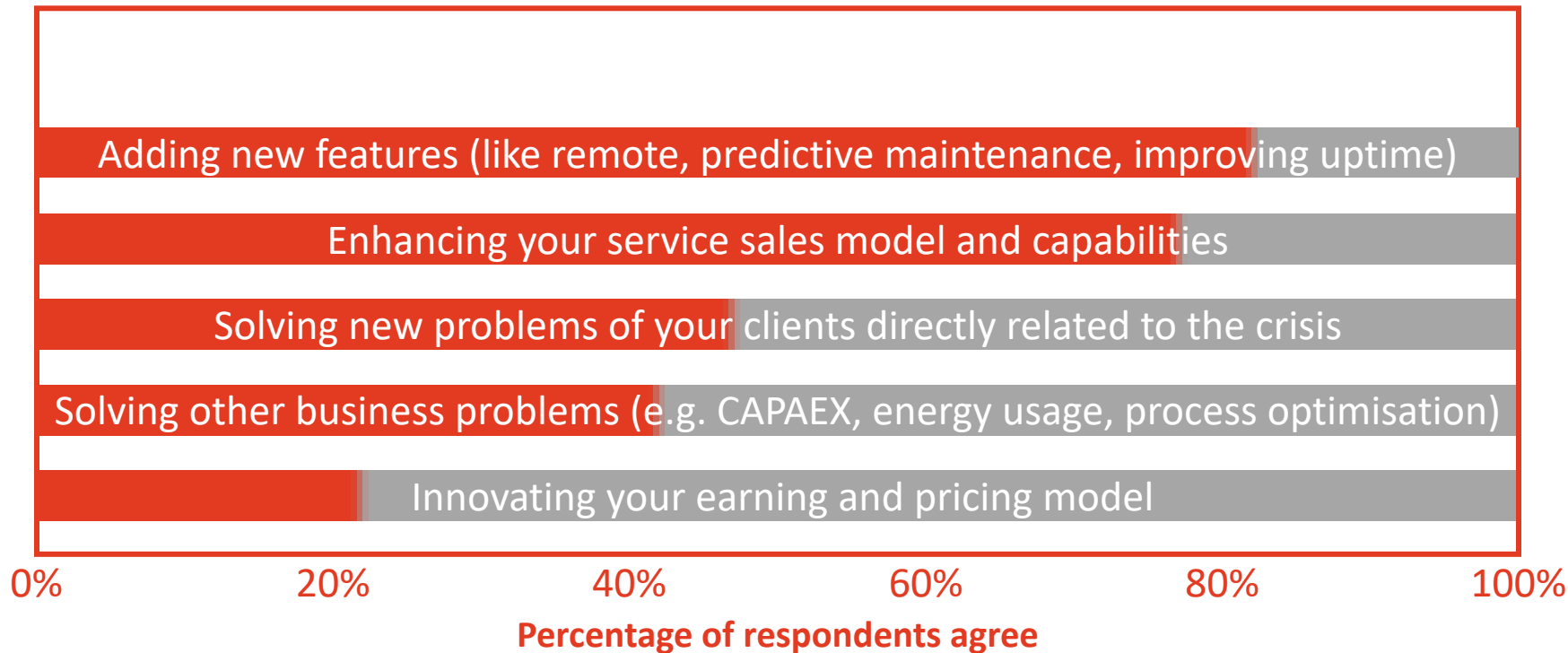
Manufacturers envision an evolution of their value propositions and business model



Service departments still tend to focus on product related services



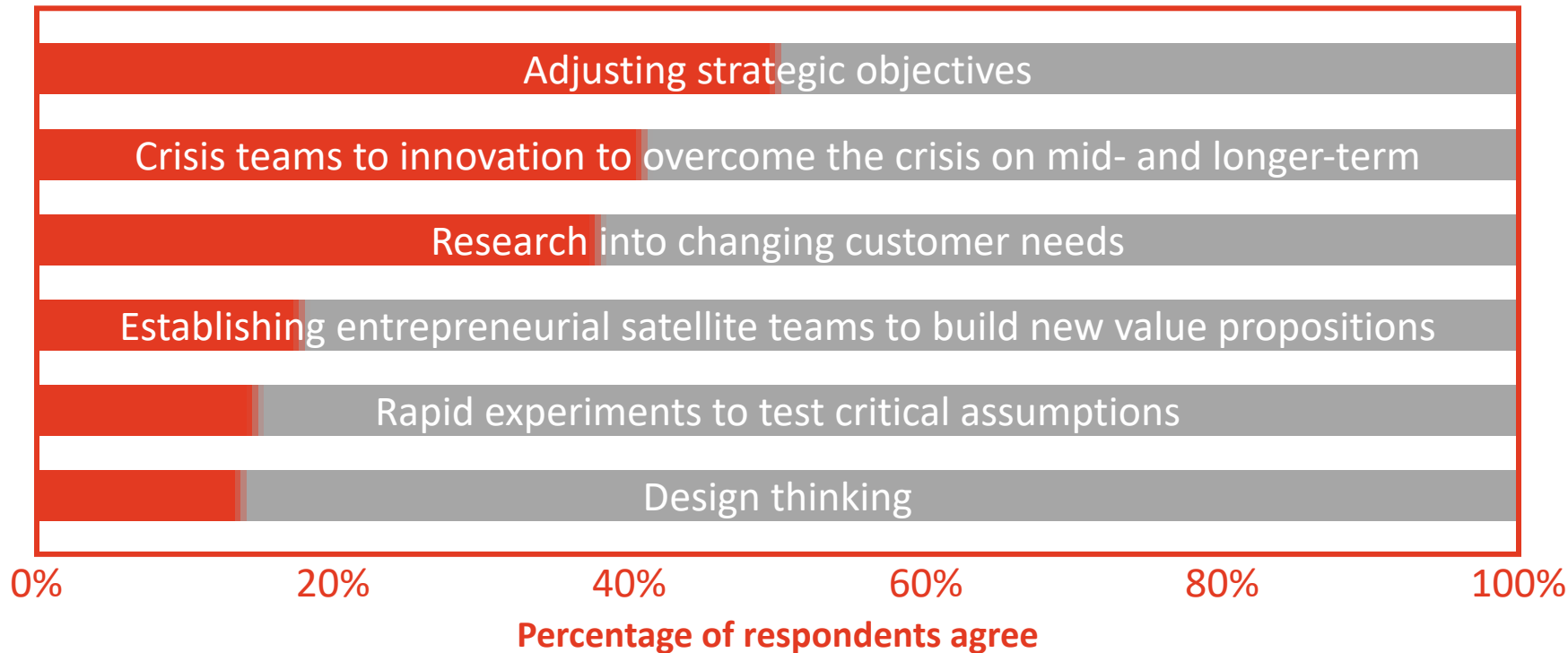
Current service innovation initiatives



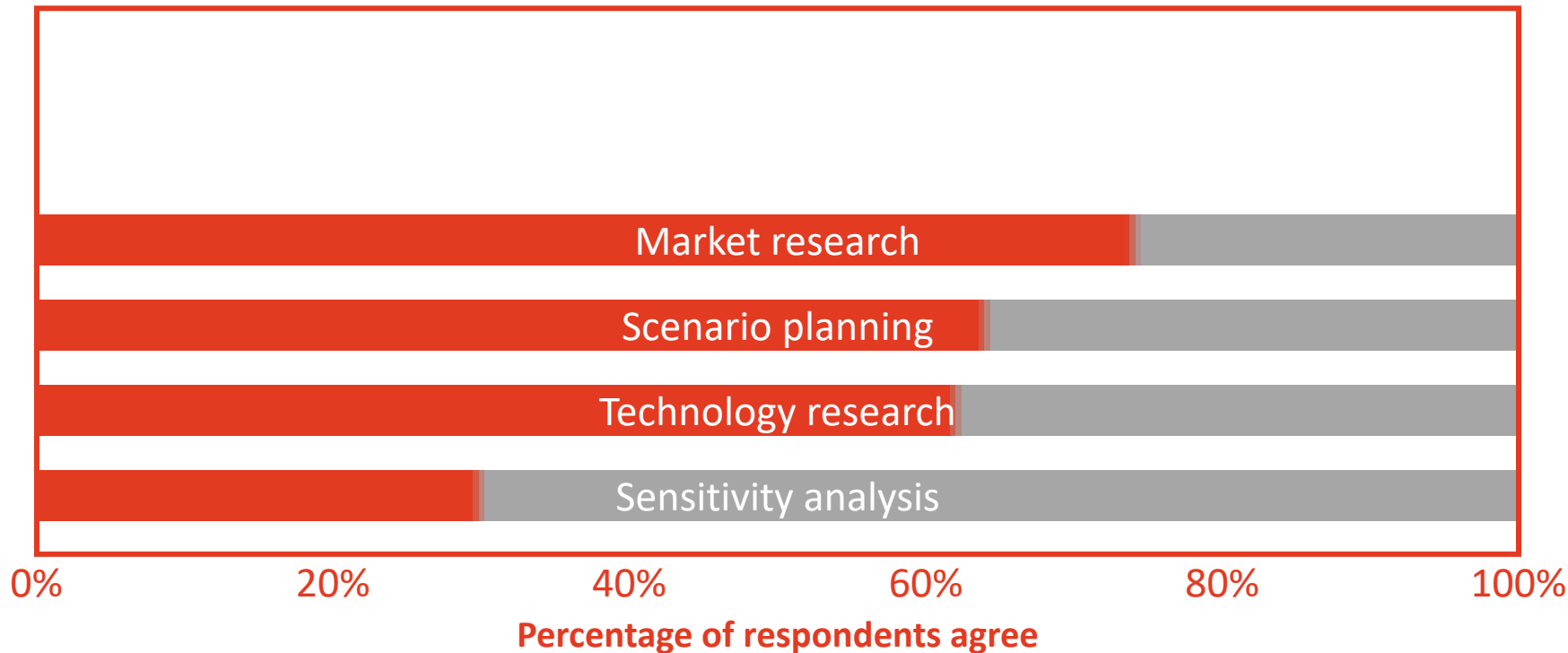
Critical challenges



Current innovation strategies



Current strategies to anticipate the unexpected



Recommendation

- Expand scope of innovation beyond Business-as-Usual
- The success in “knowing how to” to close the knowing-doing-gap
Culture, habits and practices around services, digital an innovation
- Enrich your innovation initiatives
Don't forget value proposition, value capturing (pricing, earnings, sales)