

## Aging Mobile Infrastructure Leading to Platform Modernization for Field Services, According to VDC Research

*Field service organizations are in need of mobility solutions that leverage the recent advances in modern mobile platforms like smartphones and tablets. More importantly, field services need to be updated to better meet the demands of today's now-time economy.*

“ According to a new VDC report, only 44% of field service organizations are ‘satisfied’ or ‘very satisfied’ with their existing mobile solutions. ”

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For many organizations the mobile service worker represents the most personal engagement channel. Equipping these front-line workers with the right resources and the right insight at the right time is critical to deliver truly differentiated customer service experiences ([click here](#) for more info).

“The need for modern and sophisticated mobile solutions to efficiently support field service workers is stronger than ever,” says David Krebs, EVP of Enterprise Mobility & Connected Devices. “At the end of the day this means greater interaction with customers and visibility provided into everything from technician status to asset performance.”

Key pressure points for field service modernization include enabling better communication among field service workers, greater visibility and access into real-time information for issue resolution, and need for faster response for exceptional or unexpected events. Organizations are starting to address these pressure points by improving data integration between the field and back office systems and enabling real-time tracking of field assets while providing service technicians with work-related information in real-time. Thus, the need to leverage more modern mobile platforms to deliver these becomes heightened.

### About VDC Research

Founded in 1971, VDC Research provides in-depth insights to technology vendors, end users, and investors across the globe. As a market research and consulting firm, VDC's coverage of AutoID, enterprise mobility, industrial automation, and IoT and embedded technologies is among the most advanced in the industry, helping our clients make critical decisions with confidence. Offering syndicated reports and custom consultation, our methodologies consistently provide accurate forecasts and unmatched thought leadership for deeply technical markets. Located in Natick, Massachusetts, VDC prides itself on its close personal relationships with clients, delivering an attention to detail and a unique perspective that is second to none.

