



As of July 2022

# Magic Quadrant For Field Service Management

**Richard Bailey**



## **Magic Quadrant For Field Service Management:**

Transforming Field and Service Operations Gilbert Owusu, Paul O'Brien, John McCall, Neil F. Doherty, 2014-01-21 The drive to realise operational efficiencies improve customer service develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations To maximise the efficiency and effectiveness of these operations organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies Despite the potential business value that can be provided by such transformation programmes too often the automation technologies have not been fully utilised and their expected benefits have as such not been realised Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical political structural and social aspects of a specific project have been managed The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies Accordingly the book is organised into four sections Section A The Case for Transforming Service and Field Operations explains the rationale as to why organisations should actively consider transforming their service and field operations while Section B presents various Methods Models and Enabling Technologies for Transforming Service and Field Operations In Section C a number of Case Studies illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits Lastly Section D considers Challenges Outcomes and Future Directions Overall this book provides valuable insights into how to successfully transform field service operations with automated technologies It draws on years of experience from different industries and from different perspectives on realising change It is aimed at managers technologists change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular

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**Internet of Things. Information Processing in an Increasingly Connected World** Leon Strous, Vinton G. Cerf, 2019-03-19 This open access book constitutes the refereed post conference proceedings of the First IFIP International Cross Domain Conference on Internet of Things IFIPIoT 2018 held at the 24th IFIP World Computer Congress WCC 2018 in Poznan Poland in September 2018 The 12 full papers presented were carefully reviewed and selected from 24 submissions Also included in this volume are 4 WCC 2018 plenary contributions an invited talk and a position paper from the IFIP domain committee on IoT The papers cover a wide range of topics from a technology to a business perspective and include among others hardware software and management aspects process innovation privacy power consumption architecture applications

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