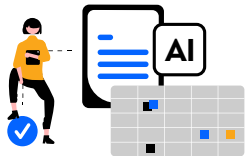


A Business Case for GenAI

GenAI: 10 opportunities for Field Service Management

With more than 50,000 technical job openings in the Netherlands, it is more important than ever to work smarter and adopt AI solutions to increase productivity. A solid business case provides value to management teams by demonstrating the benefits and return on investment, and strengthens the investment case.



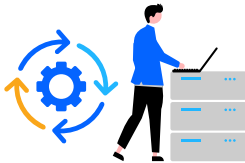
1

Automatic Workforce planning*Optimize with AI for greater efficiency***Advantage**

Reduce personnel costs through more efficient scheduling and less overtime

Objective

Cost Reduction



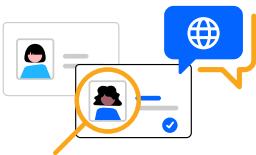
2

Predictive maintenance*AI predicts maintenance and prevents failures***Advantage**

Reduce maintenance costs through early problem detection and fewer emergency repairs

Objective

Cost Reduction



3

Expanding the talent pool with AI Translations*AI translates work orders into different languages***Advantage**

Enable global deployment and hiring of talent, which can increase capacity and lead to higher productivity and revenue

Objective

Revenue increase



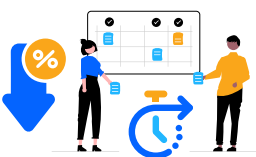
4

Efficient reporting with GenAI*Less administration, more productivity***Advantage**

Save on administrative costs through faster and automated reporting

Objective

Cost Reduction



5

Faster incident solutions*Less downtime, lower costs***Advantage**

Lowers costs through faster troubleshooting and reduction of downtime

Objective

Cost Reduction



6

Less administration reduces employee turnover

Workload down, retention up

Advantage

Improve employee experience, increase productivity, and enhance customer interactions

Objective

Cost Reduction



7

Real-time monitoring & updates

IoT sensors provide real-time data about devices

Advantage

Reduces fuel and transportation costs by optimizing routes

Objective

Cost Reduction



8

Matching of skills

Best qualified staff for every task

Advantage

Improve employee satisfaction, and as a result reduce employee turnover and need for training

Objective

Cost Reduction



9

Higher customer satisfaction

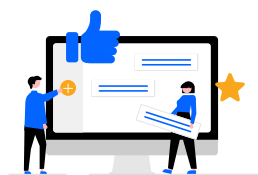
Improved customer satisfaction through better coordination of technicians

Advantage

Faster solutions and accurate appointments improve customer satisfaction

Objective

Improve gross margin



10

Reduce time to learn & train

Increase employee satisfaction and reduce turnover

Advantage

Optimize the cost of recruiting and hiring staff through greater internal efficiencies

Objective

Cost Reduction



Gen AI not only helps you work more efficiently, but also reduces costs by automating processes and solving problems faster.