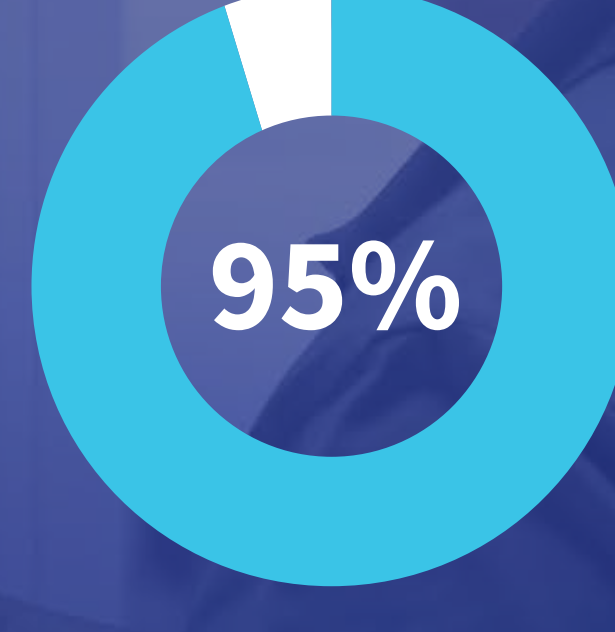


## A STRATEGIC LOOK AT:

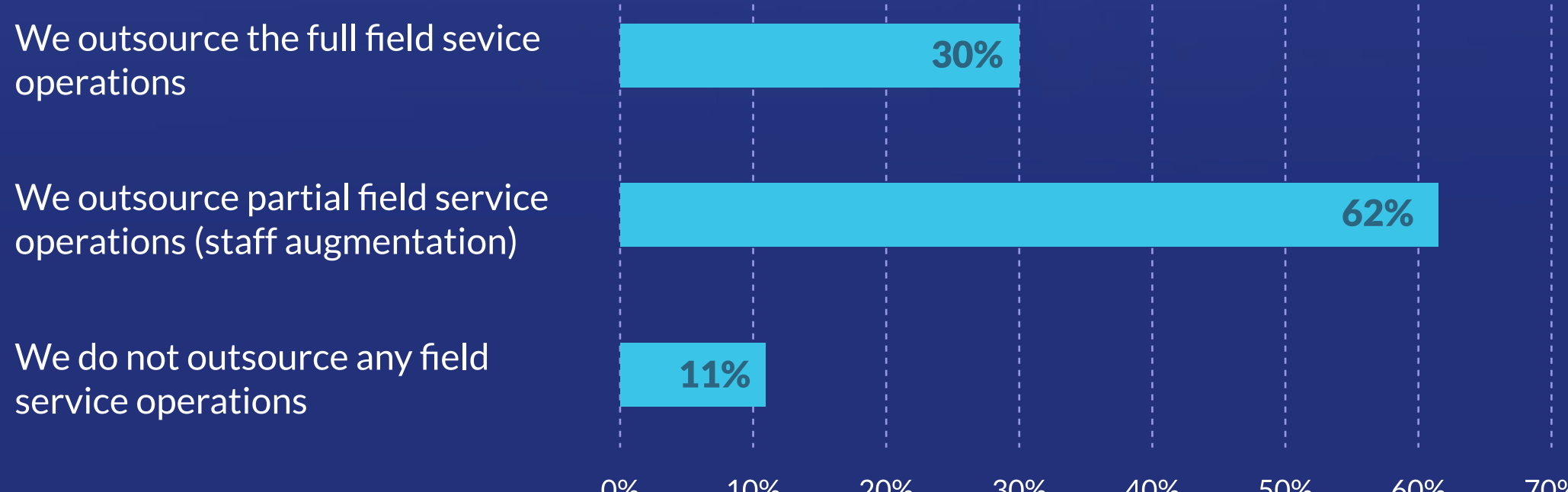
# The Impact of Augmented Reality on Subcontractor Field Service Performance

The majority of field service organizations now rely on contractors. Lack of dedicated focus risks quality, consistency, and compliance. Augmented Reality (AR) represents an easy-to-implement tool that bridges the skills gap with self-solve and remote assist engagement for uniquely efficient guidance, training, and performance optimization to manage the new blended workforce.



of field service orgs use at least some contractors

## Approach to outsourcing field service operations



## Trends Impacting the Use of Subcontractors

### Silver Tsunami

Baby Boom generation workers retiring quicker than companies can find replacements among Millennial and Gen-Z workers.

### Competition for Millennials and Gen Z

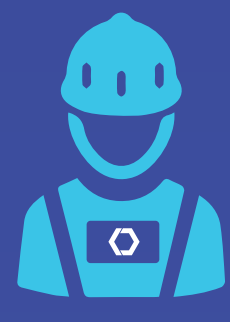
These generational cohorts prefer to find work in higher-paid, faster-paced tech segments like software development and cyber security.

### The Great Resignation

Large numbers of employees have voluntarily resigned from their jobs, coinciding with the beginning of the COVID-19 pandemic.

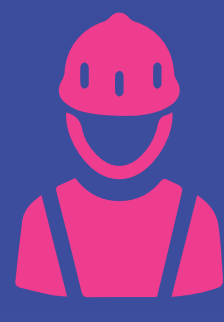
## Quality Concerns of Using a Blended Workforce Model

The Blended Workforce model involves the use of:



Permanent workers

+



Sub-contractors

### Lower Quality

Subcontractors may not possess the skills and capabilities needed to complete service tasks right the first time.



### Less Efficient

Subcontractors may lack the same skills and experience as the OEM workforce.



### Less Reliable

Subcontractors are either self-employed or work for someone else, so they will may not be as reliable or productive as the OEM's workforce.



### Compliance Issues

Subcontractors may not receive the same level of training as the OEM workforce and therefore, complete their service tasks to the same standards.



## Bridge the Skills Gap with Augmented Reality

**Augmented Reality (AR) effectively bridges the skills gap between OEM technicians and subcontractors.**



### Troubleshooting and Technical Support

A remote expert can virtually see everything the technician sees, collaborate with them to solve the problem, and record and save the session for future reference.



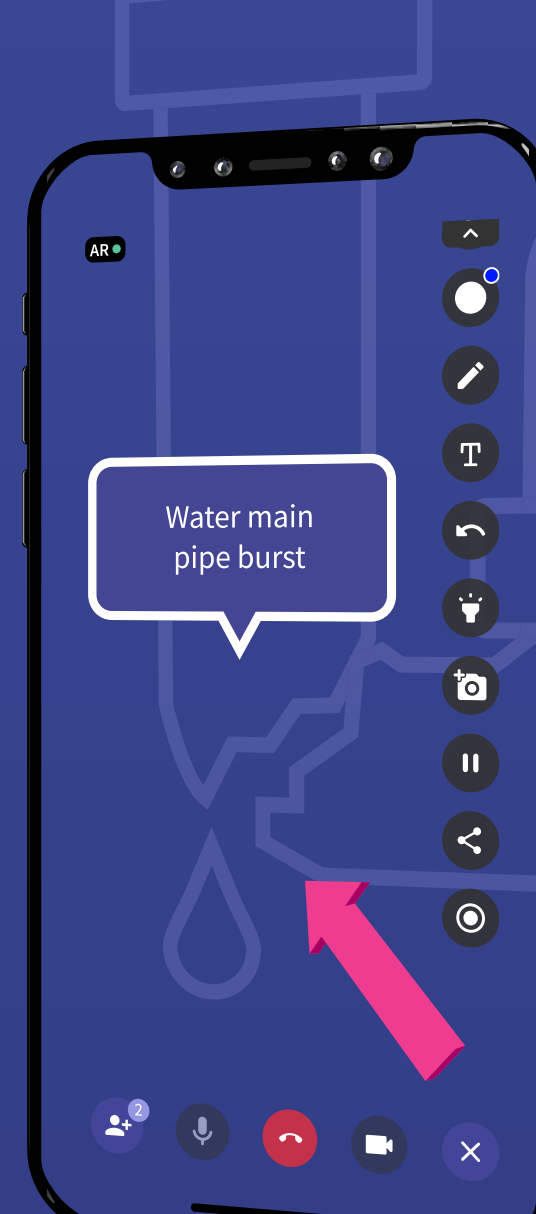
### On-The-Job Training (OJT)

Capture asset content, step-by-step map instructions, verify action, and offer supplemental video and 2D content that users access to best match their learning style.



### Compliance and Validation

Provide real-time validation that a repair task was complete according to standard procedures.



## Benefits of Field Service Platform Integration

servicenow with CAREAR™  
A Xerox Company

ServiceNow®, a leading Field Service Management software provider, has features designed explicitly for managing an outsourced workforce. When integrated with CareAR you can improve:



### Performance Optimization

Take advantage of ServiceNow contractor management resources to assign cases and work orders with embedded augmented reality visual direction.



### Speed Time to Resolution

Mandate AR session recordings from center triage included in assignments be reviewed by contractors so they can know before they go.



### Compliance & Validation

Enable remote experts to real-time validate task completion to standards and capture visual results within ServiceNow for audit and training.



### Boost Efficiency

Establish processes for contractors that enable AR self-guidance onsite and/or define timeframe when to engage with a remote expert for AR collaboration.

## Conclusion

By making AR available to all participants of the blended workforce, an OEM/FSO ensures every technician assigned to a customer site can deliver consistent quality service. AR provides an effective way to validate the work of subcontractors and ensure this work complies with standard procedures. The technology's ability to quickly upskill the subcontractor's workforce and accelerate their learning curve, in turn, leads to a more efficient and productive workforce to better serve the end customer.

**Download the Subcontractor's White Paper for Insights on How to Manage this New Norm in Field Service**

[Download White Paper](#)

