

REMOTE-FIRST SERVICE:

The Post-COVID Transformation That's Here to Stay

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Executive Summary

The shift to remote service delivery isn't a temporary pandemic response—it's become a permanent competitive advantage. While emergency lockdowns forced manufacturers to experiment with remote diagnostics, the results were so compelling that there's no going back.

Today, **67% of field service companies** report significant customer demand for remote service options. More telling: **58% of customers** now explicitly prefer remote resolution when possible. The economics are undeniable, and the technology has finally caught up to the promise.

Key Industry Findings

~15%

Pre-COVID remote resolution rate

~30%

Peak COVID remote achievement

58%

Current customer expectation: 58% want more remote options

54%

Technology adoption: 54% of service orgs now use AR/wearable devices

50%

Market prediction: 50% of service management deployments will include AR by end of 2025

The strategic question for manufacturing leaders:

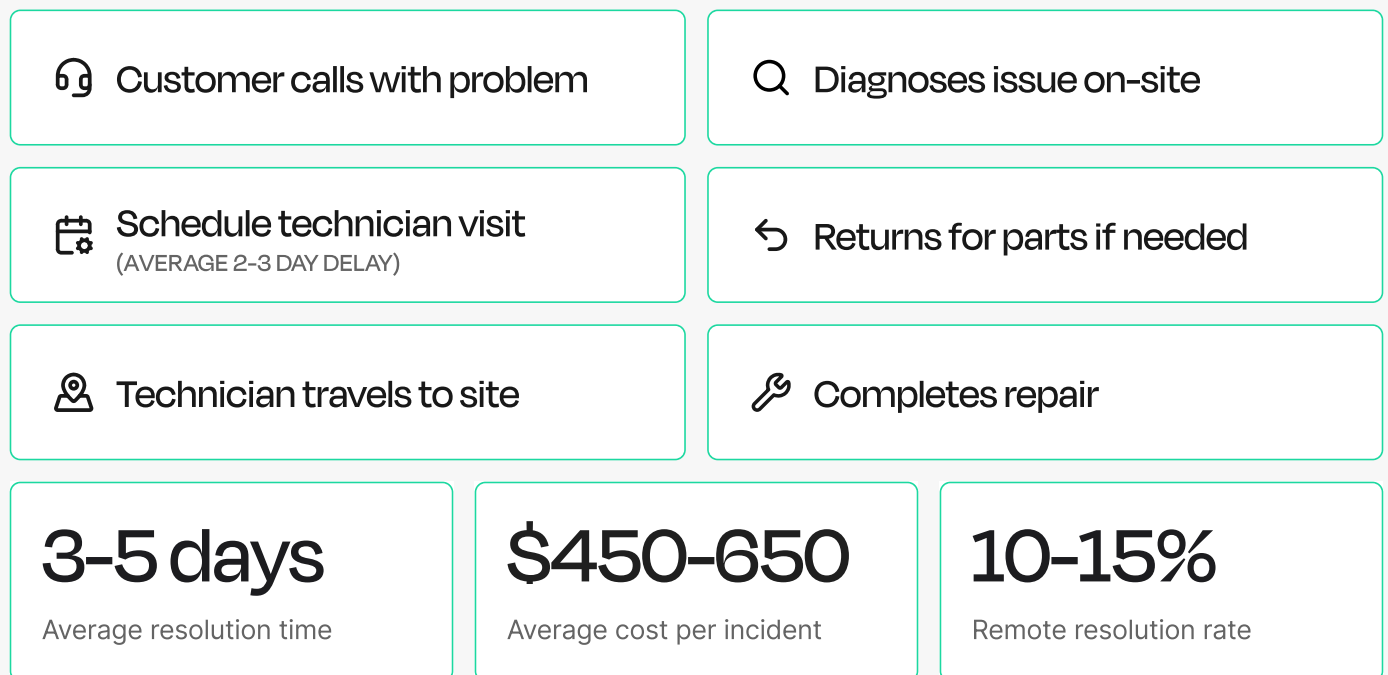
Are you building remote-first capabilities, or are you stuck in the old truck-roll mentality while competitors serve customers **faster and more cost-effectively?**

The Permanent Shift

Before COVID: The Resistance Era

Remote service was the exception, not the rule. Field service organizations defaulted to on-site visits because that's how things had always been done. Remote diagnostics existed primarily for high-value industrial equipment with built-in monitoring capabilities.

The typical manufacturer's service model looked like this:



During COVID: The Forced Experiment

Suddenly, sending technicians to customer sites became complicated or impossible. Service organizations had to innovate or risk losing customers entirely.

The results surprised everyone:

73%

73% of manufacturers achieved some level of remote service capability within 90 days

25-35%

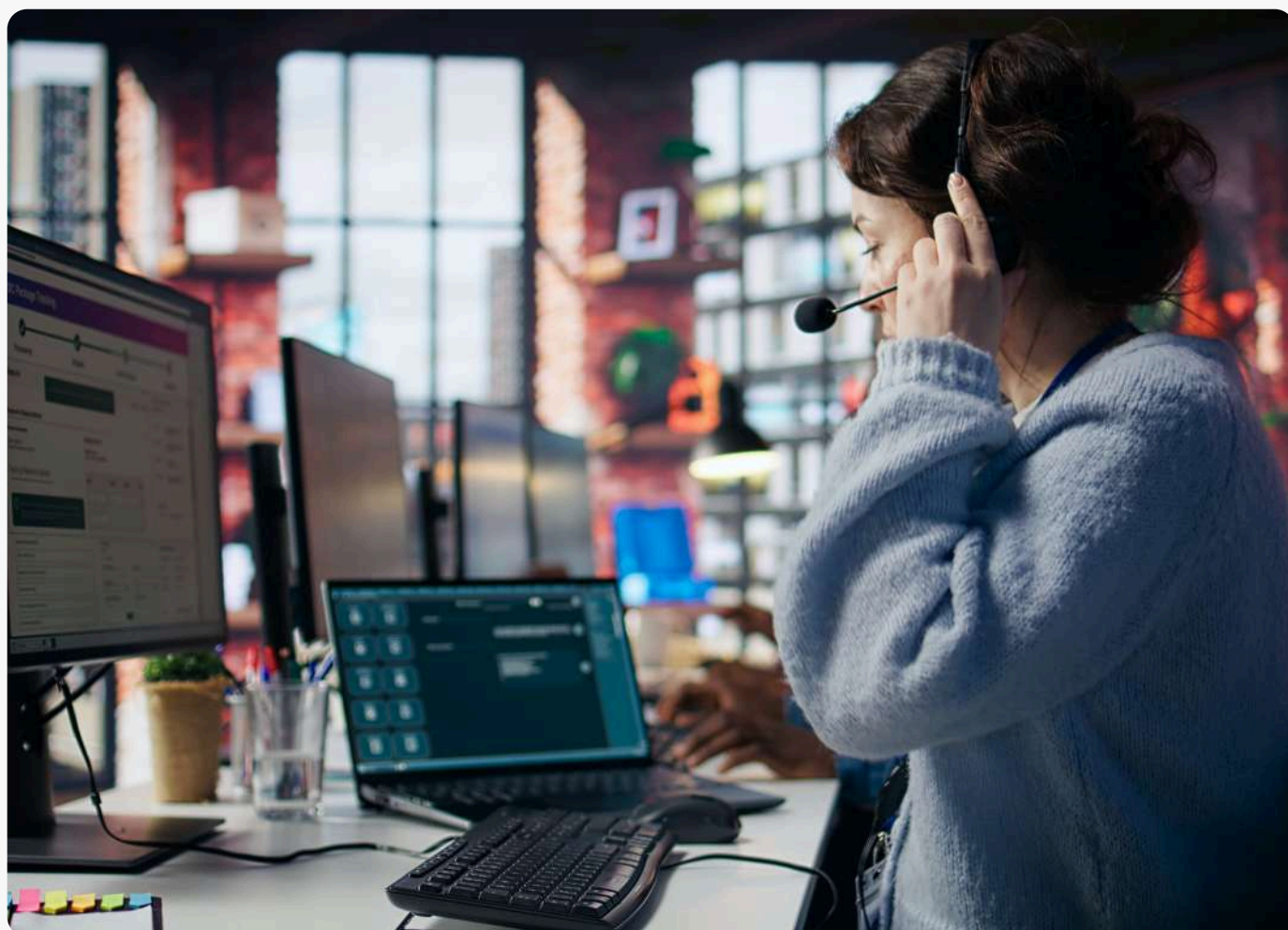
Remote resolution rates jumped to 25-35% across most sectors

Satisfaction improved

Customer satisfaction remained steady or improved due to faster response times

20-30%

Service costs dropped 20-30% for remotely resolved issues



Post-COVID: The New Standard

Here's what happened when travel restrictions lifted: customers didn't want to go back to the old way.

Customer feedback consistently showed:

 Faster resolution times with remote service

 Less disruption to their operations

 Improved safety (fewer people on-site)

 Better documentation and follow-up

The manufacturers who built remote capabilities during COVID now have a permanent competitive advantage.

Technology Enablers

IoT Sensors and Proactive Monitoring

Modern equipment generates continuous streams of diagnostic data. Smart manufacturers use this information to identify issues before they cause downtime:

 Vibration sensors detect bearing wear patterns

 Temperature monitoring catches cooling system problems

 Pressure sensors identify hydraulic leaks early

 Current monitoring spots electrical issues developing

When your equipment tells you it needs attention before it breaks down, you've moved from reactive to **predictive service.**

AR Remote Assistance Growth

Augmented reality remote assistance has moved from "interesting demo" to "essential capability":

Market Growth:

\$14+ billion

AR remote assistance market:
\$14+ billion by 2030

54%

Current adoption: 54% of field
service organizations

50%

Projected adoption: 50% of all
service deployments by late
2025

Practical Applications:

 Technicians wearing smart glasses receive expert guidance

 Customers use smartphone cameras to show issues to remote experts

 Annotations and arrows overlay real equipment views

 Step-by-step visual instructions guide non-technical personnel

Voice-Activated, Hands-Free Support

Here's a stat that tells the story: 94% of field technicians see value in hands-free technology for efficiency and safety.

Think about why: when you're troubleshooting equipment, you need your hands free to work.

Voice-activated AI assistance means technicians can:

 Ask questions while keeping hands on equipment

 Get step-by-step guidance without looking at screens

 Request specific torque specs or part numbers instantly

 Document findings without stopping work

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