



How **Remote Support** Mitigates the Effects of an **Aging Field Service Workforce**

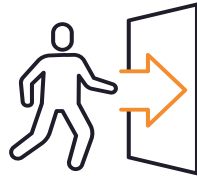
Experienced technicians are starting to retire in large numbers, causing challenges for field service organizations. According to the Bureau of Labor Statistics (BLS), **by 2022 more than 25% of the U.S. labor force will be in the 55+ age category.** Aging workforces are sparking change across industries and present particular challenges for field service organizations.

In a recent report from [Field Service News](#), **73% of service organizations identified the aging workforce as a potential threat to their field service organizations and 56% of those companies are implementing remote assistance technologies to help address it.**

The Other Side of the Skills Gap

As more experienced employees continue to retire, fewer technicians are starting a career in field service. The increasing complexity of modern machines requires technicians who service that equipment to develop greater knowledge and skills. At the same time, there's been a decline of popularity of trade schools and technical education programs.

Younger technicians (between the ages of 24 and 44) also have higher rates of turnover, and nearly 60% of those surveyed indicated that they may not stay in field service at all.



With a large group of seasoned professionals approaching retirement and fewer incoming workers to nurture, service organizations are realizing that strategies need to be developed to capture the knowledge of experienced technicians while attracting and training new talent. Remote support provides a way to do both, along with increasing efficiency by reducing truck rolls.

Causes of the Growing Skills Gap in Field Service

- Aging workforce
- Lack of knowledge transfer
- Increasing complexity of technical products
- Fewer incoming technicians
- Long training times
- Insufficient training materials
- Disconnected team
- Lack of support for technicians



High school graduates have been so effectively encouraged to get a bachelor's that high-paid jobs requiring shorter and less expensive training are going unfilled. This affects those students and also poses a real threat to the economy.

— **NPR**

[High-Paying Trade Jobs Sit Empty While High School Grads Line Up for University](#)



Bridging the Skills Gap with Remote Support

Remote assistance technology allows technicians who are approaching retirement age to stay in the workforce longer and empowers them to help onboard new technicians more quickly by working together to solve problems. Research shows technicians prefer to learn from each other, and remote support provides opportunities for more mentoring and comradery.

In a survey of field service technicians, almost all respondents agreed that more technical knowledge is needed to perform their work than ever before. 81% of them indicated that they would rather ask colleagues within their organization for help, and preferred to learn directly from other technicians. 80% also reported that access to on-demand videos was helpful in training or when confronted with a complex problem.

Shortening training time can increase satisfaction and employer loyalty for younger technicians, as well as help them identify areas of specialization to pursue.

Real-World Training with Augmented Reality

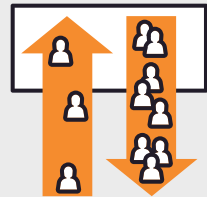
Remote support with Augmented Reality technology is a powerful tool to empower technicians, increase first-time fix rates, and improve both technician and customer satisfaction. Most organizations using or evaluating augmented reality see clear value in using the technology for field service performance training and support as well as providing remote services directly.

As early as 2016, one half of service leaders polled by the Service Council were already facing a shortage of resources to meet service demand.



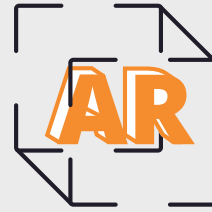
52%

of the same organizations were addressing the aging workforce crisis by introducing mentorship programs.



70%

of organizations reported that they were concerned about knowledge loss due to a large retiring workforce and insufficient incoming workers.



58%

believed that the situation will drive more interest in Augmented Reality technology.

Remote support technology with AR features has extensive implications for training delivery and dynamic content creation. Less experienced technicians benefit from solving real problems with experts supporting them remotely. A service organization using remote support can produce valuable content through recorded video and annotated photos, as well as use the platform to distribute these and other resources when needed.

All of this means not only improved training experiences, but less time to get technicians in the field where they can complete tasks with the most efficient use of both parts and time.

Remote Support Mitigates Effects of Aging Field Service Workforce



Spotlight on Success: Fike Corporation

Remote field service with SightCall has helped Fike in training and onboarding new technicians, placing them at the innovative edge of avoiding developing skill shortages. Junior technicians can join a session alongside their senior counterparts to see their best-in-class support in action, allowing Fike to onboard and nurture internal talent in real-world settings while providing excellent service to their customers.

90%
Reduction in
Travel Costs

70%
Decrease in
Customer
Response Times

In addition to streamlining collaborative training and mentorship programs, remote assistance has eliminated unnecessary truck rolls and empowered technicians when on-site visits are required, with most problems resolved the first time out. Since deploying SightCall, **Fike has seen a 90% reduction in travel costs and a 70% decrease in customer response times.**

One Platform, Countless Solutions

AR-powered remote support addresses the problems of the aging workforce from all sides.

Aging workforce?	Lack of knowledge transfer?
Experienced technicians can stay in the workforce longer	Less experienced technicians can be paired remotely with seasoned professionals
Increasing complexity of technical products?	Fewer incoming technicians?
Access to resources and experts while in the field	Attract new talent with innovative technology
Insufficient training materials?	Long training times?
Produce and share data and media from real cases	New technicians can get in the field faster with support and continuous learning
Disconnected team?	Lack of support for technicians?
Increase cooperation and mentorship	Technicians have everything they need to complete tasks the first time

At SightCall, we're proud to help bridge the knowledge and skills gap between established experts and new talent. **By partnering with us, field service organizations have improved on-the-job training and decreased the time to train new talent by 41%.**

Data collected during remote support sessions can be automatically saved along with video, photos, and annotations, making SightCall a platform for sharing knowledge as well as solving problems.

As technology rapidly evolves, so do the expectations placed on field service organizations by both customers and technicians. SightCall helps you meet these expectations by connecting technicians in a virtual, interactive environment where they can see and share valuable information for faster problem resolution.