

# The New Norm in Field Service

## Three step digital roadmap

The harsh impact of the COVID-19 crisis is forcing field service organizations to rethink and quickly adapt to new ways of working. The everyday smartphone, powered with barcode scanning, has a crucial part to play in helping companies adapt to digitalized ways of working, where staying connected, safe and mobile are the new norm.

## RESPOND

### Safety

Minimize human contact between technicians and customers by optimizing complex workflows.



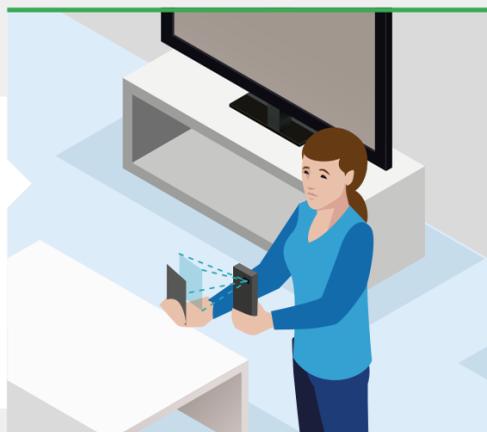
### Contactless Proof of Completion for on-site work

Barcode scanning on smartphones digitalizes critical processes. With Scandit's technology assets are accounted for and signatures are recorded using customers' own devices. [Try our free webapp](#)

## ADAPT

### Business Continuity

Maintain service levels by enabling dispatchers, call center staff and customers to diagnose, troubleshoot and fix issues remotely.



### Customer self-scanning for remote diagnostics

With Scandit-powered apps, using barcode scanning and augmented reality, customers can scan appliances and equipment, allowing remote self-service and asset tracking.

## SCALE

### Service Delivery

Digitalize processes to ramp up first-time fixes by existing and third party staff in response to high call-out volumes post COVID-19.



### BYOD (bring your own device) for peak hiring

A BYOD strategy with Scandit's enterprise-scanning performance gives technicians instant access to digital workflows on any smartphone. They simply download the right app on their phone and set to work with no need to share devices or buy extra equipment.

*"Our service technicians love using Scandit's technology. We started using it right away without needing to make any changes to our provisioning system, and Scandit continues to give us any guidance and support that we need right away. We've achieved improved scanning accuracy in all conditions and made our service calls shorter."*

**Brian Golden, Vice President of Field Operations at Cincinnati Bell**

**Cincinnati Bell**<sup>SM</sup>



### Take a deep-dive into Field Service operations

Read more about how moving Field Service processes onto everyday smartphones enhances personal safety and improves productivity.

**GET THE GUIDE**

Scandit's award winning mobile computer vision software enables barcode scanning, text and object recognition for enterprise apps and delivers real-time insights through AR overlay.

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