

# The 5 Challenges Solved by Field Services

As we continue to endure the strain on travel and face-to-face interaction the COVID-19 pandemic has brought, the role of the IT Director and CIO continues to be challenging one. As businesses work to navigate their technology plans, the internal resource constraints and lack of technology-specific knowledge grows. IT teams must stay focused on business-critical initiatives and support for Fields Service technicians like BlueSky's Field Hands teams are a great way to ensure you can adhere to your technology agenda.

## Understanding the Challenges CIO's Face

Whether running IT for a mid-market business with 5 regional offices or overseeing a global IT organization, CIOs face a wealth of challenges. Some of these stem from budget or resource constraints, others come from older infrastructure and devices that don't support a company's cloud and digital transformation initiatives. Whatever the root, there are common issues that IT leaders face that they must solve.

Complicating the matter is the need to address operational needs and tactical projects. An outage won't wait for a break between mission-critical projects, and upgrades and equipment installations can't happen without technicians to do the work. Nearly every IT leader is faced with managing these projects and incidents with what they have, quickly, and without disrupting other work. CIOs find themselves searching for solutions to a few key challenges, over and over again:

- 1. Resource availability** – The resources needed to complete key strategic projects are frequently the same ones that would be used to work on new equipment installations, upgrades, and break-fix issues. Each time one of these valuable team members is pulled for an important task, they are prevented from doing meaningful work that moves the company forward. Is it worthwhile to pull a team from a cloud migration to have them update PCs to Windows 10?
- 2. Costs** – The cost of infrastructure installations, equipment management, and incident remediation comes in many forms. In addition to the opportunity costs, there are hard costs associated with travel, not to mention the cost of downtime until a team can be on-site.
- 3. Speed to market** – An IT team may be highly skilled and valuable, but don't easily scale for short-term, resource-intensive projects. Instead, projects large projects or those spanning locations and regions require phased project plans and a slow roll-out. In some cases, slow roll-outs aren't even realistic. A site survey for a merger and acquisition process can't wait for a small, essential, and busy team to have time to complete.
- 4. On-site Skillset** – Not every company has a skilled cable technician or infrastructure engineer certified in their end-point solutions available at every location. The COVID-19 pandemic has driven this point home – sending skilled technicians out to a site may not only be costly, but logistically difficult or impossible, while the skills on hand may be ill-equipped to deal with an incident or specialized need.
- 5. Consistent delivery** – Delivering consistent and high-quality results can be difficult at every location, for every incident, quickly and every time, even with a top-notch internal team. At the same time, some outsourced options can be slow or provide variable quality in outcomes.

How does a CIO tackle these issues without derailing existing initiatives, hiring more resources, or straining budgets? The solution is field services.

# Solving Key Challenges with Field Services

Field services can help IT teams complete projects and installs and address outages and incidents, quickly, with minimal disruption, and cost-effectively.

- 1. Technicians, on-site, when they are needed:** With the right field services partner, a technician, skilled and experienced in the specific technology or service, can be provided to complete installs, testing, or break-fix tasks. Plus, the number of technicians can be scaled rapidly to meet project needs and bridge resource gaps, like during on-site technology refreshes, large scale Windows 10 updates, or on-site technology refreshes.
- 2. On-site resources for critical, short term projects:** Field services helps IT leaders set the balance between scaling teams and getting short term, critical projects done. Whether the need is for an M&A asset inventory, a site survey and heat mapping to identify dead zones and enhance coverage, or upgrades for gear and devices, CIOs won't need to choose which projects get done and which are stalled.
- 3. Lower costs:** When a local field service technician is called in, there is no need for hours of travel or costly plane tickets and hotels. Instead, the precise resource can be sourced from local options, minimizing costs.
- 4. Responsiveness:** A well-staffed field services team can respond quickly, sometimes as little as one day. During COVID-19, this kind of responsiveness is challenging for regional travel and nearly impossible for international issues. With field service technicians available and local to all of your locations, immediate needs can be handled without the delays associated with sending an IT team member from one location to another, one state to another, or one country to another. Get your projects done with the appropriate level of urgency the business needs.
- 5. Increased Productivity:** Scheduling a field services team to complete equipment and device installations, cabling, site surveys, data drops, network testing and turn-ups, break-fix issues, and more, frees the internal resources to continue working on business-critical projects.

## Elevate Your IT with BlueSky IT Partners

Not all field services are created equal. BlueSky IT Partners approaches field services a little differently, and the benefits to our clients are unmatched. We contract with only the most experienced technicians and project staff, across the globe. This does not mean we're limited, however. In fact, we have over 30,000 skilled technicians in the U.S. and 10,000 across the globe ready for dispatch to nearly any location.

We view each field service request as a project, one that is handled before, during, and after by experienced project managers and coordinators. In fact, every ticket is assigned a project manager to ensure that your requirements are met to your satisfaction and specifications. This white-glove approach combined with our Smart Hands Team has resulted in an industry-leading 98% project completion rate on the first dispatch.

**For more information on how BlueSky's field services can save you time and money while getting more done, contact us to schedule a Smart Hands field services discussion.**

**Contact BlueSky**