TURNING PLANS INTO ACTION

Strategies for Creating a Sustainable and Environmentally Friendly Future in Field Service

A Post-Webinar Report

FIELD SERVICE

GPSINSIGHT

EXECUTIVE SUMMARY

Most organizations are making commitments to reduce their carbon emissions, and the field service operations are a key contributor to the organization's overall carbon footprint. This presents an opportunity for field service teams to lead the way in meeting the organization's sustainability goals.

The challenge is determining which strategies are most appropriate to reduce emissions while also improving service and reducing costs.

This report will explore key strategies for creating a more sustainable future in field service. It is based on a webinar featuring insights from field service leaders at GPS Insight and Schneider Electric. It also features data from a report by WBR Insights on ESG in field service.

PARTICIPANTS

Alban Cambournac
VP, U.S. Digital Services
Schneider Electric

Steve Mason
VP, Customer Success
GPS Insight

REDUCING EMISSIONS IN FIELD SERVICE MANAGEMENT

"We digitize each piece of equipment at the customer site so our network operating center can monitor them remotely."

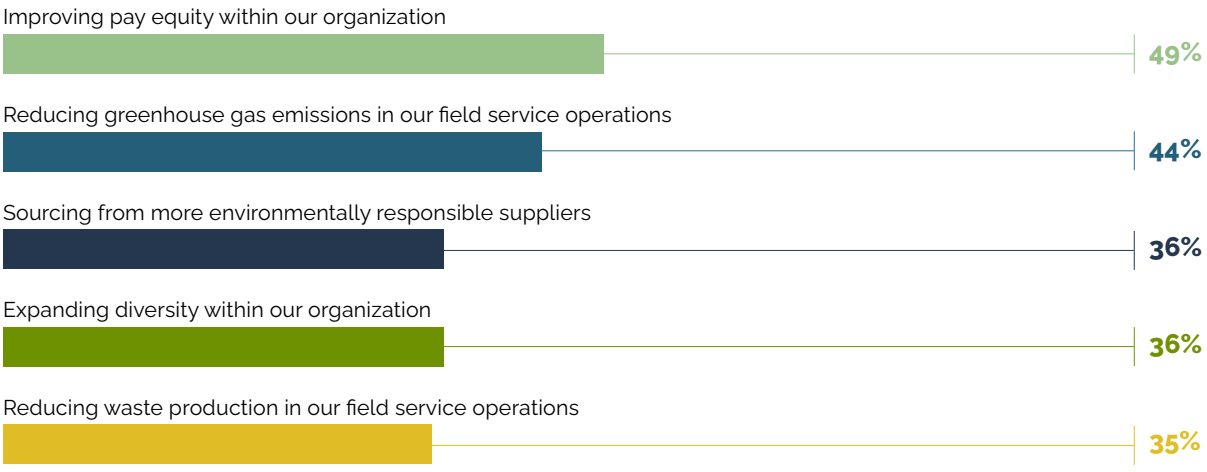
ALBAN CAMBOURNAC, VP, U.S. DIGITAL SERVICES, SCHNEIDER ELECTRIC

Alban Cambournac: We all know the pressures of climate change and the paradox we are in as service providers. On one side, we must bring energy and service to more people than ever before. At the same time, we must ensure that our carbon footprint will be divided at least by two in the next 20 years.

One way that we can reduce emissions in field service management is by delivering services digitally and remotely. At Schneider Electric, we digitize each piece of equipment at the customer site so our network operating center can monitor them remotely. This allows us to anticipate issues and alert our customers when issues occur.

If possible, we troubleshoot remotely with the assistance of somebody on site. If we must roll in a truck to fix the issue, we optimize the amount of work being done. Anytime we can solve an issue via remote expertise versus running a truck, we have reduced emissions.

Reducing emissions is among organizations' most important ESG objectives.



Customers are becoming more and more receptive to remote services. Within our world of energy management and industrial automation, most issues and failures happen because of human intervention.

The more we minimize human intervention, the more we can reduce the risk of having interruptions. We see strong adoption of various types of digital technologies and an appetite to anticipate as much as possible.

Steve Mason: At most fuel service organizations, the biggest impact they have environmentally is the size of their fleet. It's a natural area where savings can be made. And with fuel prices being so high, there is an alignment between cost reduction and emissions reduction.

Improving first-time fix rates, cutting out entire trips, and minimizing travel times are all ways to make gains. But one of the things that we are seeing is that, while there are plenty of techniques for reducing emissions, there's a lack of data.

Companies need to be able to transfer data onto a consistent metric so they can understand how much they are reducing their carbon footprint.

SUSTAINABILITY REPORTING AND SUPPLY CHAIN COLLABORATION

"The more the industry can do to standardize ESG reporting and put forward common metrics, the better we'll be able to measure year-over-year improvements in sustainability."

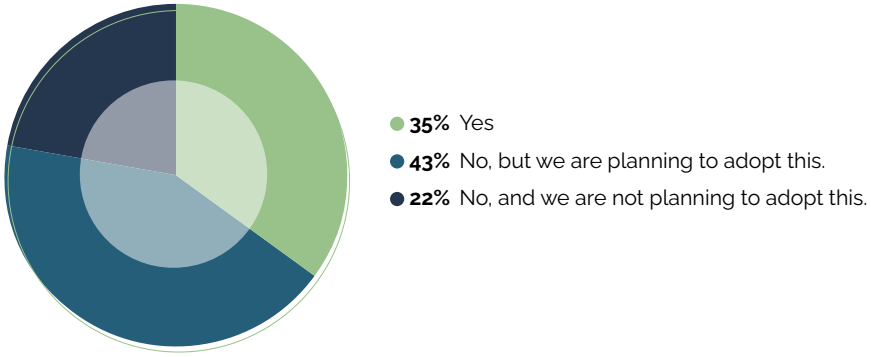
STEVE MASON, VP, CUSTOMER SUCCESS, GPS INSIGHT

Alban Cambournac: ESG reporting is a rapidly evolving field. There are attempts to streamline and standardize ESG reporting, but this is in progress.

At Schneider Electric, we have a complete sustainability business. We provide consulting and advisory services to help companies optimize their ESG reporting and achieve the right balance of tools to reduce costs.

Using digital services, customers can get all their data remotely. They can then leverage this data for ESG reporting, decreasing the amount of manual work required to derive information from each facility and function.

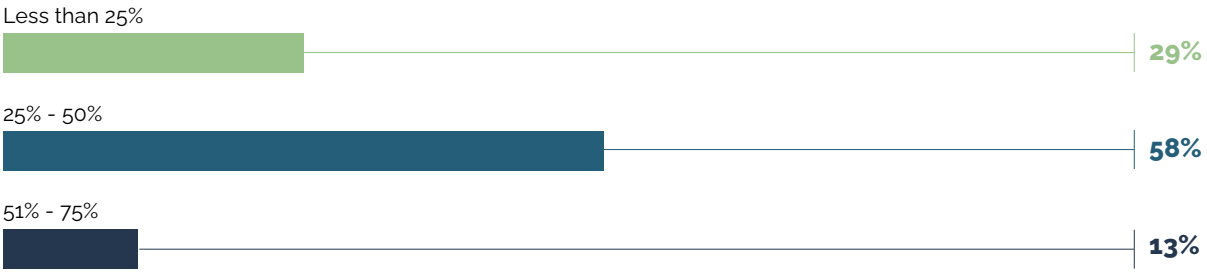
Organizations are using or planning to use ESG reporting software.



Steve Mason: The challenge is that ESG reporting is quite a loose framework. The more the industry can do to standardize it and put forward common metrics, the better we'll be able to measure year-over-year improvements in sustainability. Most of the companies performing ESG reporting are enterprise-level.

We're hyper-focused on merging field data so that it not only provides business insights but also produces data in a format that can be transformed into high-level reporting.

With what percentage of your supply chain partners are you currently collaborating on ESG issues?



There has been a positive shift in organizations looking to align their sustainability objectives and extend their reporting through the supply chain. They're trying to hold the supply chain to account.

We saw that 36% of the respondents in the study are sourcing from more environmentally responsible suppliers. This reflects the work that's happening within the supply chain, especially to improve manufacturing practices and product practices. That's the power of driving the benefit of ESG into small organizations.

Alban Cambournac: There are also two aspects of the supply chain to consider. First, there is the internal supply chain. For example, Schneider Electric is a global company present in more than 100 countries, with 100 distribution centers and 200 factories around the world.

Many of our sustainability efforts are focused on our internal supply chain. We use the same solutions we sell to our customers to improve the efficiency at each of our facilities and to engage in sustainability reporting.

Second, there is the external supply chain. We have over 10,000 suppliers, and we have partnered with our top suppliers to reduce emissions by half by 2025.

MEASURING REDUCTIONS IN ENVIRONMENTAL IMPACT

"Through regular maintenance and events analytics, we lengthen the lifespan of equipment for our customers."

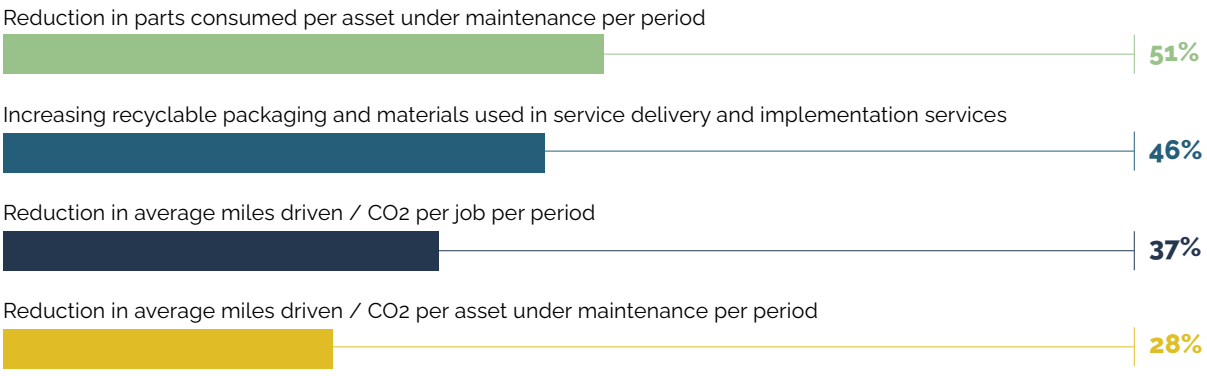
ALBAN CAMBOURNAC, VP, U.S. DIGITAL SERVICES, SCHNEIDER ELECTRIC

Alban Cambournac: There are many ways you can measure sustainability, but at the core of our methodology is developing a strategy. At Schneider Electric, we like to say we do sustainability reporting in three phases:

- **Strategize:** Determine what gains you want to make and what you want to report on.
- **Digitize:** Implement a plan to get the data you need digitally rather than manually.
- **Decarbonize:** Put your strategy into action and measure the results.

One of the more interesting results from the study is that 46% of the respondents believe service organizations should measure their increasing use of recyclable packaging. This is one way we can measure the circularity and lifecycle of the products we use, and even the services we offer.

How should service organizations measure ongoing reductions in their environmental impact?



Furthermore, 51% say they think organizations should measure parts consumed per asset under maintenance. This reminds me of one of the benefits of providing digital and preventative maintenance services. We can postpone the heavy modernization of equipment.

Through regular maintenance and events analytics, we lengthen the lifespan of equipment for our customers. We also reuse components.

For example, if we have a big, expensive piece of electrical switch gear that's no longer functioning, we keep the shell. We just remove the older components and replace them. This increases circularity and reduces waste production.

Remote troubleshooting helps with both objectives. A reduction in average miles driven, whether it's per job or asset, can quickly have important effects.

Steve Mason: That lifecycle model is critical to ensuring there's a way of collating field data that can go into product management and improvement. Repurposing and restructuring parts are of course great ways of reducing the carbon impact on capsule equipment.

The other area we're working on is the movement of people.

We provide both fleet tracking and safety applications as well as field service. We remove common blind spots, as there are completely different stakeholders in the organization managing fleets and vehicles and managing the execution of field service.

If blind spots persist, there's nobody to make a decision when field service sustainability data emerges. We want to bring that forward so people can ensure their vehicles are operating as efficiently as possible.

5G: THE MOST EFFECTIVE FIELD SERVICE TECHNOLOGY FOR SUSTAINABILITY

"We leverage cellular and 5G technology to exchange whatever data necessary to perform remote services. We even extend this to be able to leverage augmented reality in our operations."

ALBAN CAMBOURNAC, VP, U.S. DIGITAL SERVICES, SCHNEIDER ELECTRIC

Alban Cambournac: One of the biggest challenges is bringing data to a place where you can analyze it, make decisions, and then leverage it to engage in strategies like smart scheduling and routing. If you're bringing data to the cloud, you must do so in the most secure way, which is why we work with our customers to establish the best approach to meet the utmost cybersecurity requirements.

Sometimes this involves getting connected to a specific network. Other times, the most secure way is to keep the data completely isolated from a customer's network.

Therefore, we leverage cellular and 5G technology to exchange whatever data is necessary to perform remote services. We even extend this to be able to leverage augmented reality in our operations.

We can effectively connect remotely through 5G with data from our network operating center. 5G technology has enough bandwidth to allow us to do this. 5G is one of the key technologies enabling remote services.

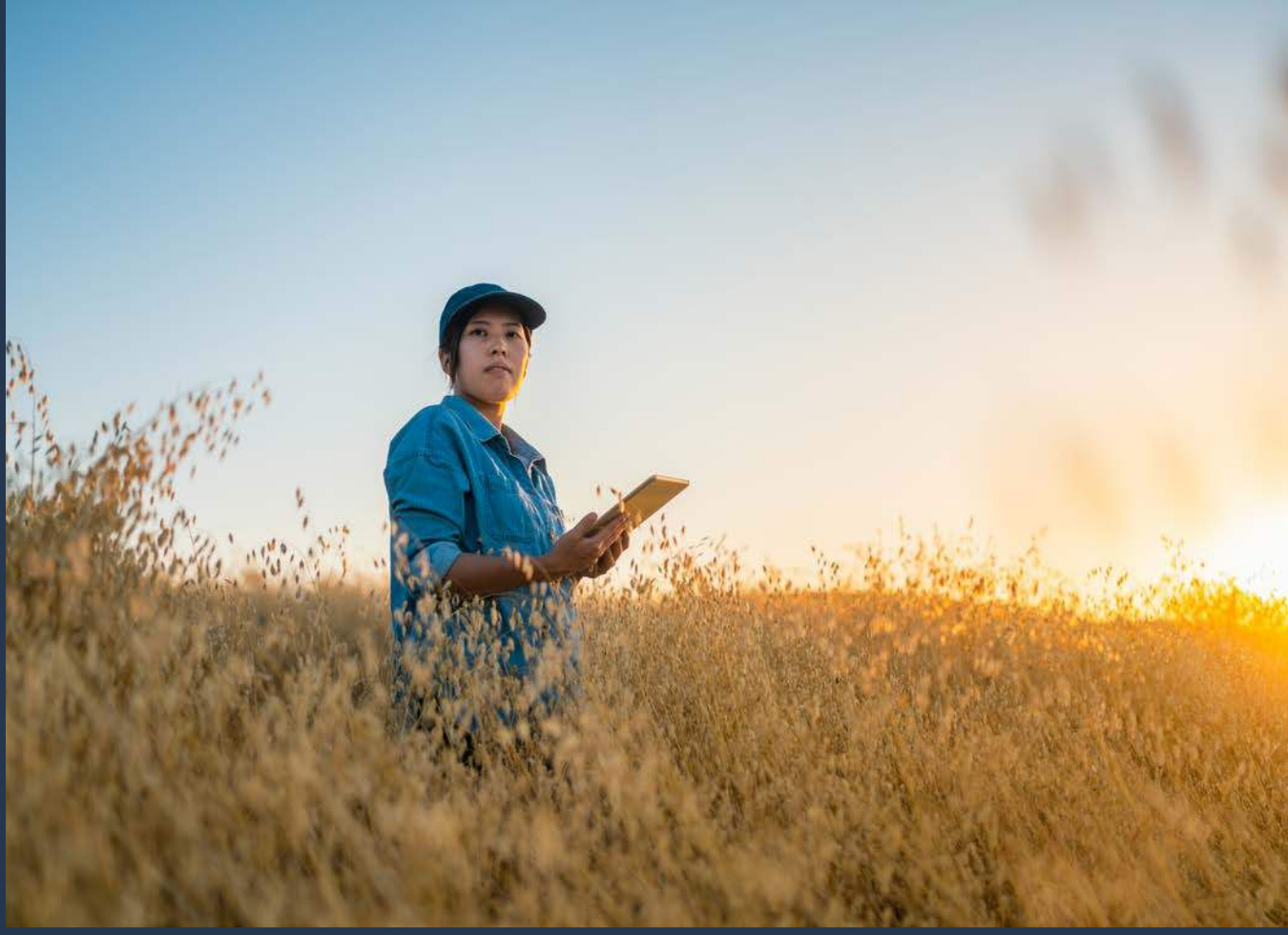
Which field service technologies are most effective in reaching sustainability goals?

1 5G Technology

2 Self-Service Technology

3 Smart Scheduling & Routing

5G was ranked as the most effective technology by a large margin of respondents.



KEY SUGGESTIONS

Deliver services remotely using digital solutions and promote self-service. This will help you avoid emissions from on-site visits. It will also help your customers resolve issues faster.

Use third-party tools, such as software, to obtain field data. You can use this data for ESG reporting.

Deliver both data and services via 5G networks where available. 5G has the bandwidth to support large data transfers, as well as self-service technologies like augmented reality.

Reuse and recycle parts where possible. Reduction in parts consumed per asset under maintenance is a key sustainability metric.

Coordinate with your internal and external supply chains to enforce sustainability policies. Work with your most critical suppliers to pursue ESG KPIs and find solutions to common challenges.

Strategize, digitize, and decarbonize: Determine what gains you want to make and what you want to report on, implement a plan to get the data you need digitally rather than manually, then put your sustainability plan into action and measure the results.

ABOUT THE AUTHORS

GPSINSIGHT

GPS Insight helps fleet and field service businesses by delivering innovative solutions and actionable insights. Organizations across North America turn to GPS Insight when they have high fleet operating costs, are worried about safety on the roads, and struggle with inefficiencies that waste valuable time and money. GPS Insight offers best-of-breed technology for organizations with drivers and technicians in the field, fleets of vehicles, trailers, and other mobile assets. GPS Insight provides many fleet solutions that include vehicle and asset tracking, in-cab smart cameras, field service management, and compliance solutions.

For more information, please visit **www.gpsinsight.com.**

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FIELD SERVICE

We launched Field Service in 2002 and have been dedicated to supporting the growth of the service industry ever since. What started off as 100 people in a room discussing the future of service has become 500 senior-level service executives being inspired while learning and developing their company as well as their careers.

For more information, please visit **https://fieldserviceeu.wbresearch.com**