

From Reactive to Predictive Operations:

How Field Service Leaders
Can Get Ahead of the Next
Service Call

ateko
backed by Bell Canada

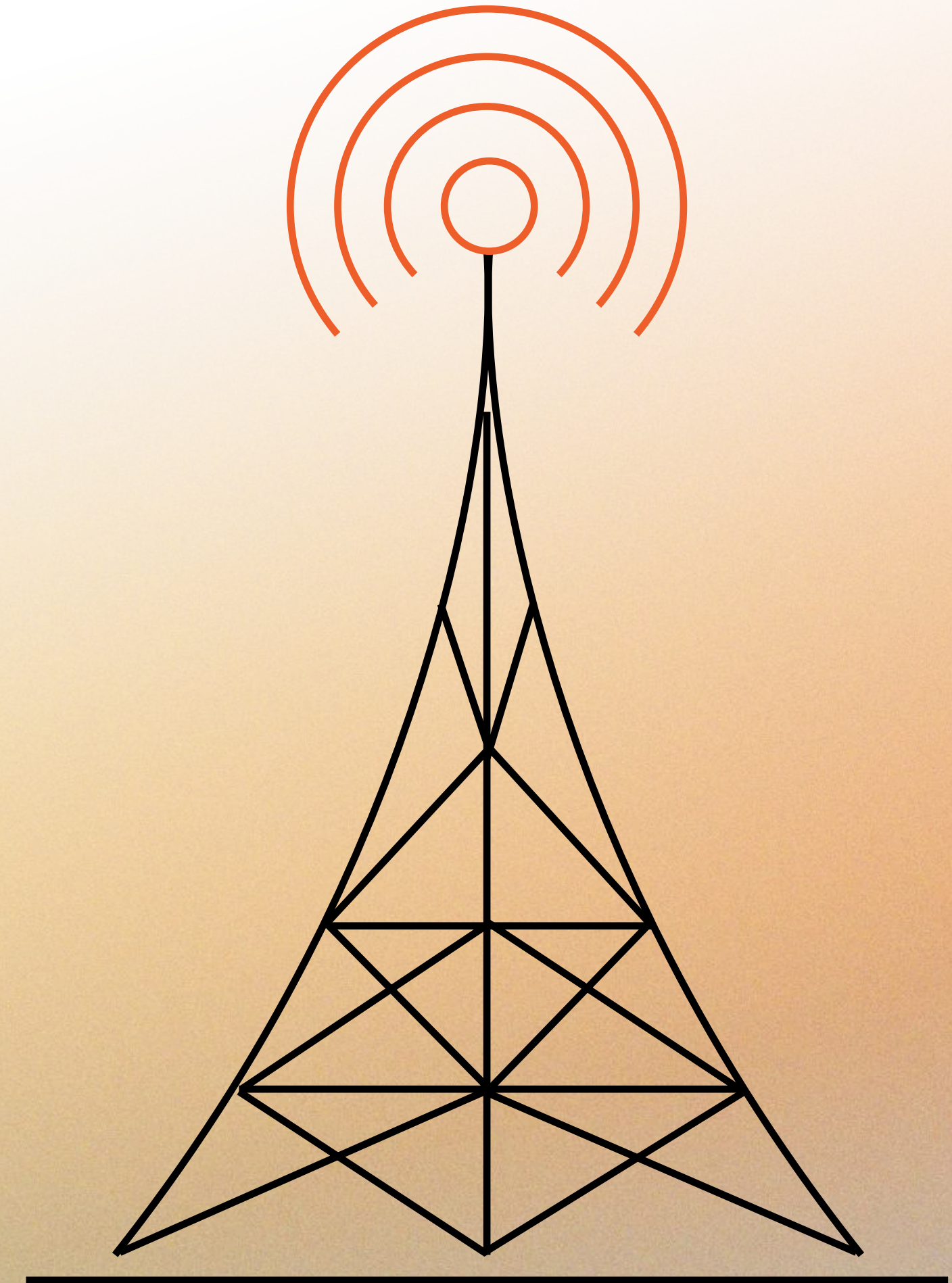


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Executive Summary

Field service leaders are grappling with persistent operational challenges. They must balance competing demands: maximizing the efficiency and utilization of every asset and technician, reducing costs, navigating a complex regulatory environment, adapting to volatile operational conditions, and ensuring the integrity of critical infrastructure.

The airline industry exemplifies these challenges. Airlines must balance workforce efficiency with flawless, on-time customer experiences. They manage specialized crews traveling across multiple time zones, track strict training and safety certifications, and navigate rigid labour regulations, such as mandatory crew swaps when a flight is delayed preventing fatigue. All of this occurs while maintaining an aging fleet of complex assets and responding to unpredictable weather disruptions. Field service leaders face this exact same matrix of compounding variables.

For decades, organizations have attempted to address the complexities of dispatching, scheduling, servicing, and workforce management using a fragmented collection of customized and loosely integrated tools. These systems demand considerable manual effort and time to operate effectively.

The financial consequences of these legacy tools are substantial. Aberdeen Strategy & Research reports that organizations relying on reactive, fragmented field service models experience a 20% reduction in overall service profitability compared to their optimized counterparts.¹

The solution isn't simply replacing one outdated tool with another. It's time to re-evaluate long-standing practices and embrace a new approach. As we will explore, this transformation is precisely what several of Canada's largest enterprises are undertaking. This includes our largest telecom, which is overhauling 20-year-old processes, and an aerospace manufacturer aiming to modernize and bridge the gap between field operations and asset management.

The organizations that succeed in the next decade will be the ones that transition from reactive, fragmented systems to a unified, predictive, and AI-assisted Field Service Management platform.

This document serves as a guide for this transformation, written by a team with a deep understanding of both technology and field services. Ateko, backed by Bell Canada, helps organizations modernize their operations, automate workflows, and unify complex technology. As Canada's largest ServiceNow partner and a co-innovation partner driving ServiceNow's FSM product roadmap, we are well positioned to advise on this transformation. We support one of the country's largest field service teams, comprising over 10,000 people, operating across 600+ territories and six time zones, alongside 60+ external field operations partners. This extensive experience provides us with a deep understanding of the operational challenges involved in deploying and operationalizing a modern field services platform at scale.

Field service leaders face challenges balancing efficiency, cost, regulations, and unpredictable disruptions, further complicated by fragmented legacy systems. The time to transition to a modern, platform-centric approach is now.

Chapter 1: The Modern Field Operations Environment

The scale of the challenge

The environment in which field service organizations operate has grown highly complex. In asset-heavy industries like energy, utilities, and telecommunications, the scale of critical infrastructure to maintain is massive. According to Natural Resources Canada, there is more than **840,000 kilometers (km)** of oil and gas pipelines, and the national electric grid includes over **160,000 km** of high-voltage transmission lines, alongside vast distribution networks that span some of the continent's most remote environments.²

At the same time, the adoption of smart grids and connected devices has turned static assets into continuous data streams. Gartner estimates that the number of connected enterprise endpoints will continue to grow at a high rate, placing new demands on field teams to monitor and maintain active, distributed networks rather than simply repairing broken hardware.³

Managing an expanding physical and digital asset base presents significant logistical challenges. This complexity is amplified by the diverse range and age of the assets requiring maintenance. For instance, TransAlta oversees a portfolio encompassing hydro, wind, battery storage, and natural gas facilities. Their oldest operational asset, the Horseshoe Falls Hydro Plant, has been running for over a century.⁴ Maintaining century-old infrastructure alongside a varied asset mix demands specialized approaches. Managing hydro facilities, for example, requires balancing water flow and conservation with electricity production, while gas-fired plants necessitate different maintenance considerations.

Workforce transition and regulations

Adding to the asset challenge is a demographic shift. Many field service workforces are aging, with experienced technicians retiring faster than new talent can be recruited and trained. According to The Service Council, more than **50% of the field service workforce** is nearing retirement age, threatening to take decades of institutional knowledge with them.⁵

This retirement wave creates a severe skills gap. It can take an average of three to eight months for a new technical hire to reach full productivity, creating a costly bottleneck during transition.⁶ Furthermore, junior technicians only achieve a first-time fix rate of around 59%, costing organizations up to 84% more in support, parts, and rework than top-tier performers.⁷

Beyond core technical skills, field organizations must navigate an increasingly complex web of safety and labour regulations. Under frameworks like the Canada Labour Code and provincial Occupational Health and Safety Acts, leaders must track mandatory employee training, log periodic equipment inspections, and verify strict compliance before dispatching a worker.⁸ A technician cannot climb a ladder, enter a confined space, or handle high-voltage equipment without active, documented certifications.

Chapter 1: The Modern Field Operations Environment



Research from the Institute for Work & Health (IWH) reveals that **58% of an employer's total occupational health and safety expenditures** are consumed by administrative management, coordination, and supervision.⁹ This is an even bigger challenge for organizations that still rely on paper records, manual spreadsheets, and disconnected tools to track these requirements. For large, nationwide teams operating across different regulatory environments, this manual approach drains manager cycles, slows down dispatching, and introduces meaningful risks of compliance errors or safety oversights during audits.⁹

Dealing with daily volatility

A perfectly planned schedule rarely survives contact with reality. Field operations are defined by daily volatility.

A single weather event can trigger hundreds of simultaneous outages. A hazardous site condition, a technician calling in sick, a customer missing an appointment window, or specialized equipment failure can cascade through the system, causing a ripple effect of delays.

These daily disruptions have a significant impact on technician capacity. We've seen that static routing algorithms often fail when confronted with real-time rush hour traffic, sudden road closures, or the need to dynamically adjust assignment boundaries or policies (such as secondary territory memberships) to handle an influx of localized demand. McKinsey & Company research indicates that **unexpected field delays and inefficient scheduling can reduce overall technician utilization to as low as 50%** in unoptimized environments.¹⁰

Without a platform capable of processing real-time data and automatically adjusting schedules, dispatchers are left handling constant emergencies. This leaves the entire organization in a reactive state, requiring a fundamental rethink in how field service is managed and executed.

Chapter 2: Challenging the Status Quo

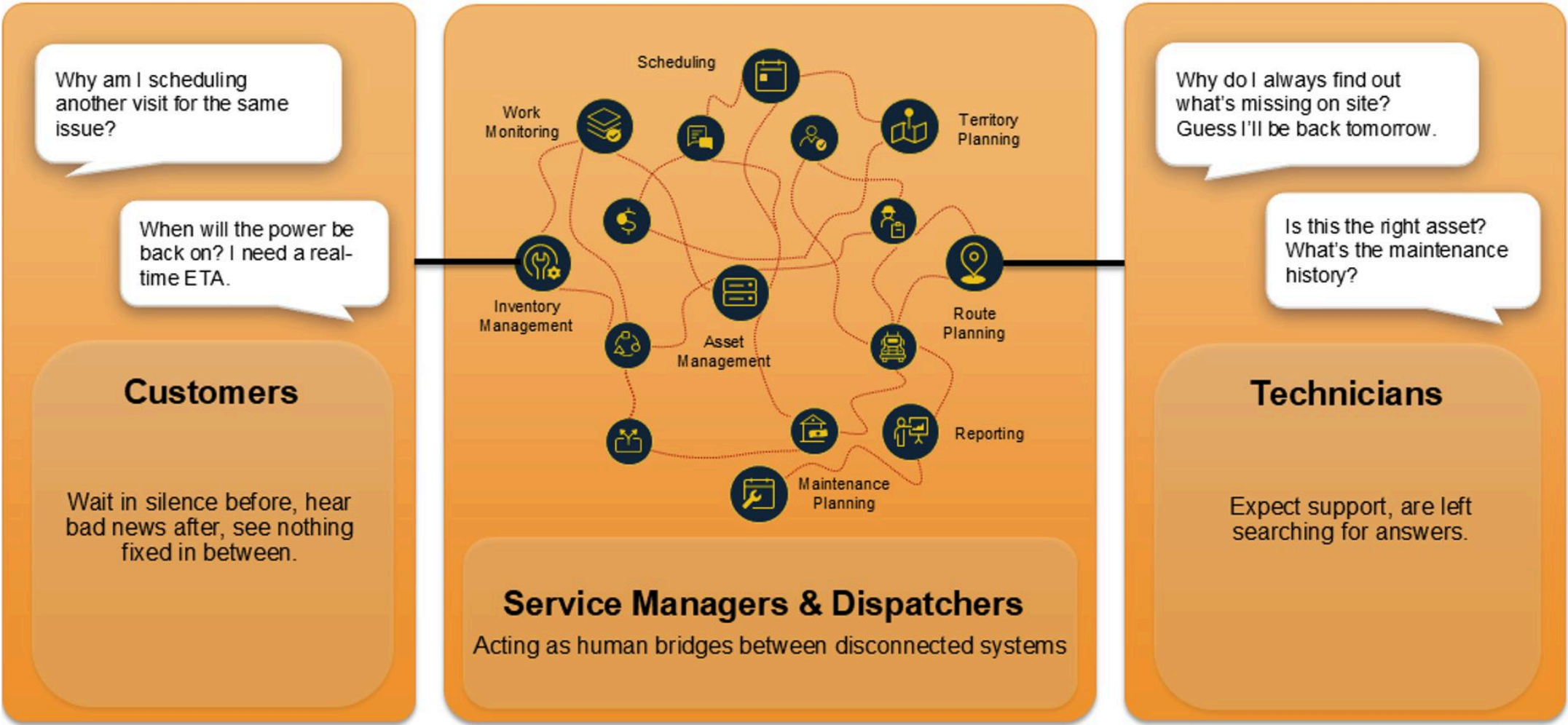
The financial drain of fragmented systems

While the pressures of expanding infrastructure and a shrinking workforce continue to strain operations,^{2,5} the true bottleneck resides within the back office. Legacy technology architectures in asset-heavy sectors often consist of disjointed software. Utilities typically operate separate, customized platforms for enterprise asset management (EAM), geographic information systems (GIS), and mobile workforce scheduling. When systems do not communicate natively, dispatchers are forced to act as human bridges between them.

Maintaining this patchwork approach comes at a substantial cost. Industry benchmarks indicate that some organizations spend up to **80% of their annual IT budgets simply maintaining outdated applications**.¹¹ Direct maintenance for a single legacy enterprise application averages \$40,000 to \$55,000 per year, leaving minimal leftover for investments to improve field operations.¹¹ The financial and operational cost of maintaining this fragmentation is no longer sustainable for modern field service management.

The strategic pivot to a unified platform

The solution to this is a fundamental architectural rethink. Rather than patching outdated systems, many organizations are migrating to a unified enterprise platform such as ServiceNow. A unified platform provides a single system of action, natively connecting asset data, dispatching, scheduling, compliance tracking, and customer service.



Independent analysis by Forrester demonstrates that adopting a comprehensive platform like ServiceNow can deliver a 400% return on investment over three years.¹² This ROI is achieved by eliminating redundant software licensing, automating processes, reducing manual dispatch errors, and lowering the administrative burden on back-office operations.¹²

Chapter 2: Challenging the Status Quo

Questioning decades of "this is how we've always done it"

Transitioning to a modern platform requires more than replicating old workflows in new software. Over time, organizations often build highly customized processes that complicate simple tasks. A successful modernization strategy must challenge these deeply ingrained beliefs and focus on core operational outcomes.

This was the exact approach we brought to a field service transformation at Bell Canada. Bell relied on a heavily customized legacy tool developed over twenty years ago. Rather than migrating every custom feature, we challenged their leadership to define core operational objectives and strip away unnecessary procedural layers. By aligning their goals with out-of-the-box ServiceNow functionality, we helped them create a leaner, more agile field operation.

Platform capabilities and custom logic

If you're familiar with ServiceNow and their FSM module, you'll know that not everything is addressed by out-of-the-box capabilities alone. While there have been significant improvements over the past few years, including the integration with customer service - we have been working closely with them to enhance their platform capabilities.

For example, Bell has a unique way of handling dispatch task assignments to technicians. They give their technicians the options of having their tasks "dripped" to them one-by-one throughout the day or receiving a day's worth of work in "bulk" at the start of the day. This was initially a challenge to implement due to a rigid global setting on the platform.

To solve this, we built a custom, event-driven dispatch logic directly on the platform. This model dynamically adjusts the dispatch cadence based on technician preference. As a result of our co-innovation partnership with ServiceNow, they are now integrating this logic into their out-of-the-box FSM capabilities, which will help us eliminate technical debt and maintenance costs for Bell.

The operational impact of ServiceNow FSM for Bell

By standardizing field service workflows and utilizing the out-of-the-box dispatching capabilities of ServiceNow FSM, **Bell was able to automate scheduling for over 90% of their standard dispatch tasks.**

Bell freed up one in eight dispatchers, allowing them to shift their focus from reactive problem-solving to proactive capacity planning. For energy and utility leaders facing similar workforce constraints, this will help you do more with less.

By removing back-office silos and improving dispatching capabilities, field service leaders can create a foundation for operational excellence. In the next chapter, we'll talk about going beyond dispatching capabilities, and what can be done within a single unified platform. This will include establishing a real-time connection between field technicians, back-office asset management, and the front-office teams who manage customer experience.

Chapter 3: Connecting the Back Office and Front Office to the Field

The impact of fragmentation on customer experience

For many companies, customer service and field operations are loosely connected. When a localized grid failure occurs, front-office customer service agents receive the initial outage reports. If these agents lack real-time visibility into maintenance or repair status, they cannot provide accurate updates to customers such as municipal partners, businesses, or residents.

Research by J.D. Power demonstrates that proactive communication during an outage is a primary driver of customer satisfaction. Commercial customers who receive continuous updates during a power outage report satisfaction over 200 points higher than those left in the dark.¹³ This may seem self-explanatory, but bridging the gap between the front office and the field is essential to maintaining trust and regulatory compliance.

Managing complex exceptions

Our field service implementations often have one thing in common. While approximately 85% of field appointments and routine maintenance proceed without incident, the remaining 15% consist of **complex exceptions that generate up to 80% of total customer complaints**. These exceptions happen when a technician encounters an unexpected safety hazard, an inaccurate site address, or requires a specialized engineering handoff.

When these handoffs occur outside a unified system, the initial work order is frequently closed without a resolution. The customer calls back to request an update, and the front-office agent is unable to see a detailed record of what happened or the required follow-up. This disjointed experience directly impacts the time to resolution, with industry benchmarks from the Technology Services Industry Association indicating that scheduling inefficiencies and system silos strip **up to three hours of productive capacity per technician every day**.¹⁴ This administrative lag damages organizational credibility and prolongs network outages.

The 360-degree operational view

A modern Field Service Management platform eliminates blind spots by connecting field operations to customer service management. When a field technician encounters an issue they cannot resolve, they submit a status update directly from their mobile device. This update automatically flows into the front-office case management system.

The customer service agent receives an immediate, 360-degree view of the customer context, the asset history, and the specific field situation. Research by the Aberdeen Group confirms that organizations with integrated service platforms are 2.5 times more likely to maintain real-time visibility into all customer interactions.¹⁵

Independent analysis by Nucleus Research indicates that **implementing ServiceNow customer service management alongside field service management leads to a 41% reduction in average case resolution time**.¹⁶

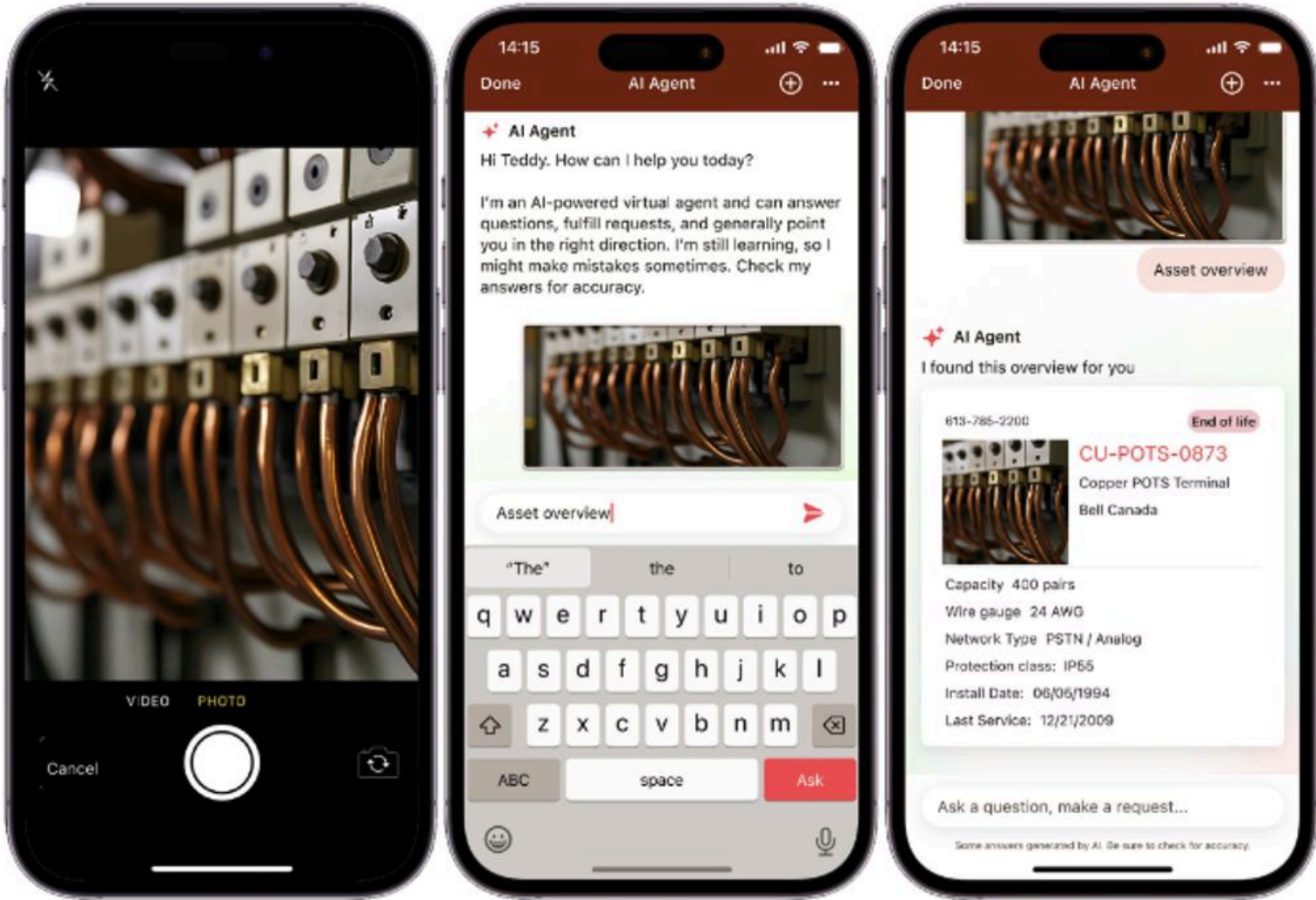
Chapter 3: Connecting the Back Office and Front Office to the Field

This unified experience empowers customer service agents to proactively rebook appointments, coordinate with external safety agencies, and update the end user before a complaint is filed. The financial impact of this integration can be significant. Forrester’s Total Economic Impact study found that avoiding unnecessary truck rolls through unified data **yields over \$7.1 million in savings for enterprises over three years.**¹⁷

Bridging field operations with asset management

For utilities and energy companies to get the most operational gains from a platform-centric approach, they need to securely connect their field operations with their Enterprise Asset Management (EAM). Traditional EAM acts as the database of record for physical infrastructure, but it is often disconnected from the technicians executing the repairs in the field.

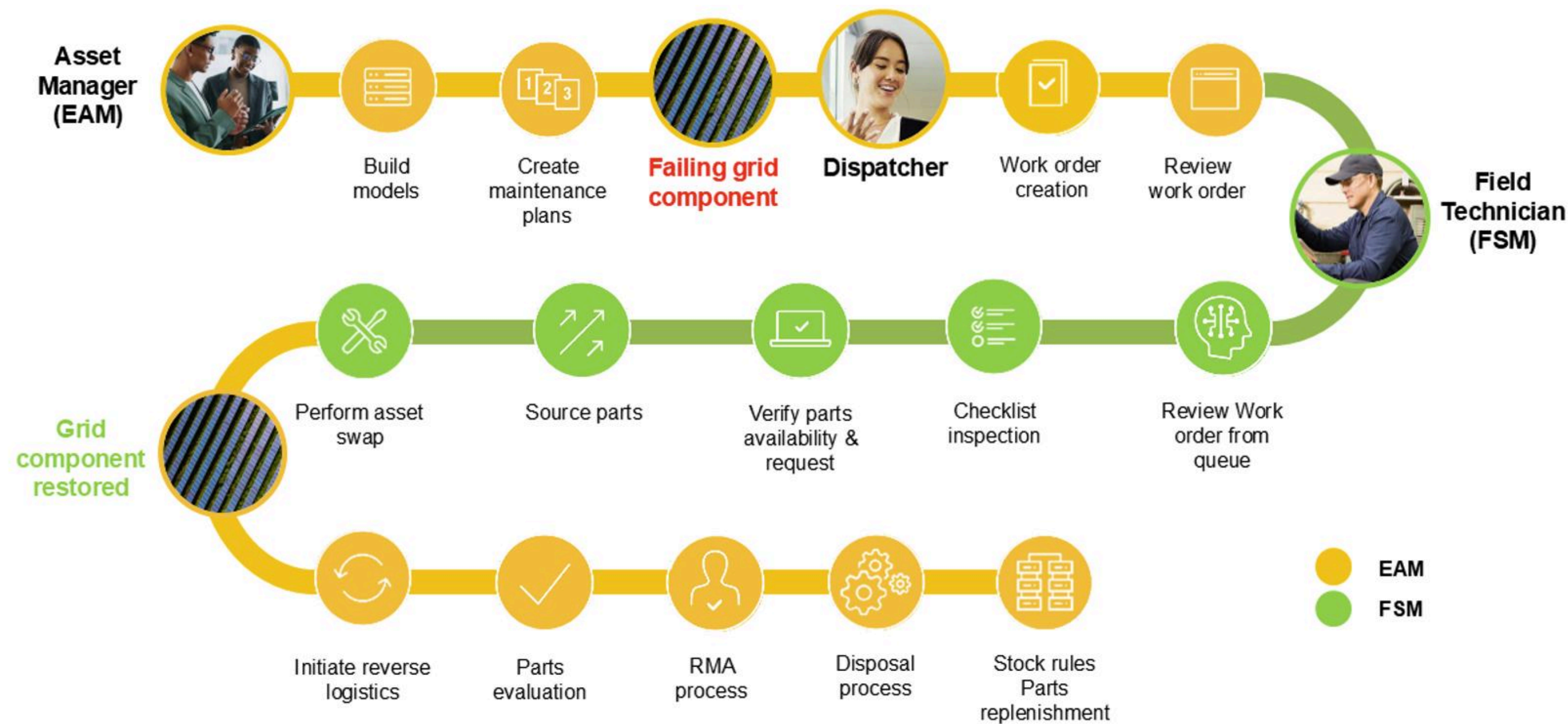
For example, to bridge this exact gap for a global aerospace manufacturer, we implemented a ServiceNow FSM and EAM solution. The project focused on enhancing their field operations and asset management by automating work order creation, enabling mobile field operations with real-time updates, and centralizing all asset data into a single workspace. This allowed them to implement preventative maintenance schedules and ensure compliance with rigorous operational standards.



When FSM and EAM operate on a single platform, field teams can access equipment inventory, warranty data, and check maintenance schedules directly from their mobile devices. Industry data indicates that **with a unified EAM and FSM platform, organizations typically experience 20% to 30% reductions in maintenance costs within the first year.**¹⁸

Chapter 3: Connecting the Back Office and Front Office to the Field

Integrating these functions can enable a scenario such that when a sensor detects an issue, the platform can search to see if it's a known issue that has been resolved in the past. Then it can automatically create a work order and dispatch the closest certified technician with the exact parts required. This approach can help extend the life of aging assets and reduce unplanned downtime across your infrastructure network.



Chapter 4: Redefining Field Service Metrics

Rethinking operational metrics

Modernizing a field service architecture fundamentally changes how an organization measures success. Traditional legacy metrics are inherently reactive. For example, utilities sometimes measure basic volume, such as the number of work orders completed per day or standard response time SLAs. Industry research from the Technology Services Industry Association indicates that organizations relying solely on these types of metrics fail to capture the true cost of operational friction, resulting in up to a **30% drop in overall technician utilization**.¹⁴

When you transition to a platform-centric approach, you need to update your KPIs to ensure they reflect the operational improvements and impact. This platform-centric approach enables utilities and energy organizations to manage all asset and technician workflows on a single system of record, a strategy highlighted by the IDC MarketScape as a key driver for eliminating legacy technical debt.¹⁹ ServiceNow categorizes these platform-driven success metrics into three core outcome pillars: operational efficiency, cost optimization, and user experience.

Operational efficiency

The first pillar measures how effectively the platform streamlines daily workflows and makes your workforce more productive. You'll want to measure how many issues you resolve, before a truck ever leaves the depot. By utilizing self-solve portals, proactive issue resolution, and remote access tools, ServiceNow telemetry data shows organizations typically see a 5% deflection in work orders requiring a physical technician visit.²⁰

When a dispatch is required, automated routing algorithms accelerate the qualification of work orders by matching tasks based on specific technician skills, parts availability, geographic distance, and access hours. Forrester's Total Economic Impact study confirms this intelligent scheduling drives a **13% increase in dispatcher efficiency**.¹⁷ For the technicians in the field, having complete mobile visibility into asset subcomponents and repair histories trims their mean time to repair by **12% and drives a 20% decline in reworked service orders**.²⁰

This efficiency extends to field leadership. By relying on configurable dashboards rather than manual spreadsheets, enterprises experience a **30% reduction in the time spent on talent management and a 30% reduction in resource planning efforts**.¹⁷

Cost optimization

The second pillar measures direct financial savings achieved by eliminating operational overhead, retiring legacy tools, and reducing technical debt. The Forrester Total Economic Impact study highlights that **consolidating field operations onto a single platform allows organizations to save an average of \$891,000 by completely decommissioning legacy software**.¹⁷

Direct field costs are also reduced. **Better schedule optimization and visibility into asset entitlements drive a 17% reduction in technician overtime**.²⁰ When managing external workforces such as field partners, platforms enable organizations to broadcast jobs to multiple vendors, generating competitive bids that can trim annual contractor spend by 3%.¹⁷

Chapter 4: Redefining Field Service Metrics

Material management also benefits from this consolidation. Providing technicians with mobile access to truck stock and streamlining asset disposition processes results in a 22% drop in annual inventory and equipment write-offs.²⁰ Furthermore, improved planning and quicker completion times lead to a 13% mitigation in work orders with breached SLAs, directly minimizing costly regulatory and customer penalties.¹⁷

User experience

The final pillar is often the most neglected - measuring the impact on human capital, specifically focusing on qualitative and quantitative improvements to technician retention and customer satisfaction. Utilities, telcos, and energy companies are navigating an aging workforce and a highly competitive labour market. Retaining skilled technicians and training the next generation are primary operational objectives.

Modern platforms improve the daily quality of life for field service teams by providing intuitive user experiences and easier access to critical safety information, which is why ServiceNow is ranked as a FSM Leader from ISG Research.²¹ This improved enablement drives a 20% reduction in field technician turnover.²⁰ For new hires entering the field, providing the appropriate digital tools and historical asset information accelerates their onboarding, resulting in a **12% compression in the time required to reach full productivity.**²⁰

Enabling your workforce directly translates to better end user experiences. By delivering personalized, proactive support and maintaining accurate communication during outages or repair windows, organizations can achieve a 16% decline in customers reporting negative support experiences.¹⁷ By improving efficiency, stripping out costly legacy systems, and elevating the user experience, unified field service management platforms provide field service leaders with a clear, measurable roadmap for operational modernization.

Chapter 5: The Future of Field Services: Your Agentic Edge

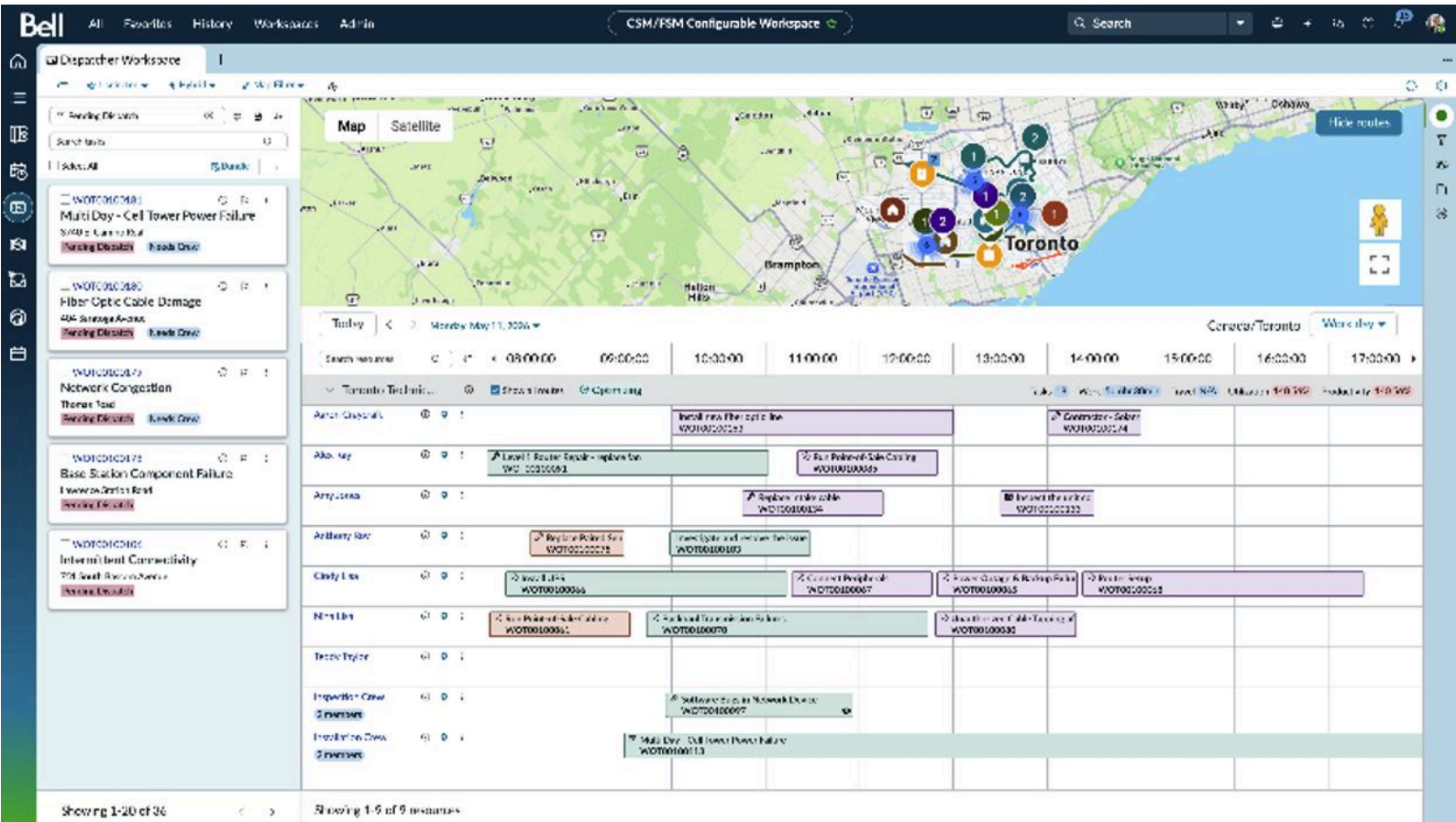
From reactive to proactive operations

Once a unified platform is established, the focus of field service leadership shifts from reacting to issues to proactively preventing them. With a clean, consolidated data foundation, organizations can better realize the value of automation and AI. Gartner predicts that by the end of this year, over 40% of field service organizations will use AI and machine learning to triage and schedule work.²²

Zero-touch workflows

Zero-touch workflows can automate the creation and dispatch of work orders without human intervention. Consider this scenario: when a sensor on a power transformer or a monitoring tool connected to your CMDB raises an alert, the platform can automatically trigger a response. A priority one alert for a failing grid component can use historical data to assign the nearest qualified technician and ensure the correct parts are in their vehicle to resolve the issue. The process becomes zero-touch from the alert to the moment the technician is dispatched with the context required to resolve the issue.

The operational benefits of this automation are substantial. Industry analysis from Dataintelo indicates that deploying autonomous dispatch and mobile workforce orchestration reduces average crew response times to outage events by 26% to 31%.²³ Furthermore, transitioning to **zero-touch equipment care and automated planning can drive a 50% to 70% reduction in manual planning labour**, drastically compressing the fault-to-fix cycle.²⁴



Agentic orchestration

The next stage of maturity involves agentic orchestration, where ServiceNow acts as a central control tower, coordinating specialized AI agents to resolve complex, multi-step, and sometimes multi-system issues. These are outcome-oriented agents designed to execute specific business functions. Our implementation at Bell demonstrates this model in practice, where we developed several targeted agents to handle specific field operational bottlenecks.

Chapter 5: The Future of Field Services: Your Agentic Edge

For example, our “coded order agent” helps automate the workflow around appointments with incomplete work. When a technician cannot complete a job, the AI agent gathers all relevant customer and site data, updates the case record, and creates a follow-up work order to get the work done. Another example is our “unmet demand agent” that helps address daily workforce fluctuations. If several technicians call in sick, the AI agent analyzes the remaining load and recommends an efficient solution to the dispatcher, such as approving targeted overtime.

Examples of Agentic Workflows Across Industries

Beyond Bell, we've also implemented agentic workflows for many other field services organizations. Here are a few examples to demonstrate the art of the possible.

- **Weather service integration:** For one of America’s largest outdoor advertisers, we developed an agentic workflow that integrates with national weather databases and sensors they had on their billboards. Based on incoming weather alerts, sensor data and the severity of the weather, the workflow proactively (before the weather) and reactively (post-weather) creates work orders for technicians to inspect and secure their assets, minimizing potential damage and subsequent downtime.
- **Field service parts tracking:** For one of North America’s largest utilities, we are using RFID trackers to monitor their field service parts in mobile stockrooms. There is an agentic workflow that leverages this near-real time data to improve dispatching and scheduling work. This also provides a complete, auditable chain of custody from the warehouse to the field, ensuring critical components are secure and accounted for.

- **AI monitoring and tasking:** For a large global engineering services company, we implemented agentic workflows to generate field service tasks based on monitoring and image capture anomalies for assets in the field. For example, the image software could identify a potential issue with equipment being damaged and automatically generate a work order to address this.

By establishing a unified platform foundation, you can move beyond the constraints of legacy tools and create the runway needed to realize the value of automation and agentic capabilities.

Chapter 6: The 18-Month Roadmap

The preceding chapters have built a case: that field services should run on a unified platform like ServiceNow. What comes next is a plan for acting on it.

The roadmap is structured in three phases: audit and align, consolidate and connect, and operate, govern, and optimize. It is designed for large enterprises organizations like utilities, oil and gas, and telcos – where architecture decisions involve multiple vendors, procurement cycles, and change management timelines that compress available time significantly.

The phases are front-loaded for value: the objective is to put working, field service capabilities in place during the early phases, not to defer it to the end. The audit comes first, though the bulk of the value is realized during the consolidate and connect phases, with the final phase building on these capabilities. We are well positioned to assist you with every phase described here – to help you move to a more resilient, predictive, and autonomous field service operation.

Phase 1: Audit & Align (Months 1 to 3)

The most expensive mistakes in a field service transformation happen before a single line of code is written. They happen when organizations enter conversations with vendors before having a clear internal view of what they own, what they need, and how they can improve. The first phase is diagnostic. The objective is to build a clear business case by taking a complete inventory of the current state and defining the desired outcomes.

Assessment of your FSM: This starts by understanding the current environment, challenges, and objectives. Bring stakeholders from field operations, IT, and customer

service together to define the most critical business outcomes, such as improving first-time fix rates or reducing unplanned downtime. Begin with an honest analysis of the integration complexity by determining the FSM tools in use, the custom workflows built upon them, and the nature of their integrations (distinguishing between tightly coupled and modular connections). Based on this analysis, the output will be a ranked map of constraints and leverage points.

Align on ownership: Before any vendor conversation, create an ownership matrix to drive internal alignment on what the platform will be responsible for, versus what adjacent systems will handle. This will help you reduce the likelihood of purchasing redundant capabilities and clarifies long-term governance.

Phase 2: Consolidate & Connect (Months 3 to 12)

The second phase moves from planning to deployment, and it is where the organization begins to see real, measurable return. The sequence is deliberate: establish the foundation, build confidence and operational readiness, then deploy the first automated set of capabilities such as dispatching, while the program still has runway ahead of it.

Deploy ServiceNow FSM: The first step is to deploy the ServiceNow platform. If this is in place, then we'd go directly to implementing ServiceNow FSM. This platform will act as the engine for field operations – dispatching, scheduling, workforce health and safety, work orders, case management, etc. The first use-case will be decided by your priorities – if we choose dispatching, we'll configure the automation and dynamic dispatch logic needed to improve technician utilization and free up dispatcher capacity.

Chapter 6: The 18-Month Roadmap

The next part of this phase is dependent on the type of organization. To get the most value out of the platform, you'll want to leverage the combined capabilities of field operations with asset management and/or customer service management. A utility or telco may prioritize customer service integration, while an oil and gas company may prioritize asset management integration.

Connect customer service to field operations: This will require mapping out the workflows and interactions between field services and customer service, then configuring the customer service management module in ServiceNow. This will help provide customer service agents with the operational view required to deliver proactive updates during outages and manage complex exceptions, resulting in an up to 41% reduction in average case resolution time.¹⁶

Connect asset management to field operations: This will require mapping out the workflows and interactions between field services and asset management, then configuring the asset management module in ServiceNow. This will include configuring asset model categories, importing asset models and assets from external systems, and deploying the mobile app for field technicians to allow them to scan assets. This integration will give technicians mobile access to asset data such as maintenance history and warranty data, a key step in reducing maintenance costs by 20% to 30%.¹⁸

Phase 3: Operate, Govern and Optimize (Months 12 to 18)

By this phase, the platform is live and helping field operations handle their day-to-day tasks efficiently. The work now shifts from building capability to operating it well; turning early wins into a durable, governed, and continuously improving operations.

Establish and operationalize AI governance: Before deploying AI at scale, you're going to want to create the organizational framework for governing its use. This will include defining who is authorized to build and deploy agents, who audits their outcomes, who owns the escalation path when the AI reaches its limits, and how their performance is measured against your core operational metrics. For organizations in regulated industries, this is a continuous compliance obligation, not a one-time setup.

Deploy zero-touch workflows: Identify high-volume, common alerts, such as those from sensors or monitoring tools. Configure workflows that based on a templated problem and solution, automatically generate and dispatch preventative maintenance work orders without human intervention, which can lead to a 50% to 70% reduction in manual planning labour.²⁴

Pilot agentic workflows: Identify and prioritize 2-3 PoCs/PoVs based on readiness, business value, and feasibility, defining scope, users, success measures, dependencies, and data availability. Think about specific operational bottlenecks that you have – maybe it's an agent to help dispatchers manage daily workforce fluctuations or an agent to automate the handoff of complex exceptions.

The 18 months ahead represent the period during which early movers establish durable operational advantages. The compounding effect of that head start, in AI model training data, operational experience, and organizational capability, is not recoverable by late movers.

Ateko is ready to begin with field service organizations that are ready to act. The readiness assessment is the right starting point. The conversation with us, before conversations with your vendors, is the right sequence.

Conclusion: A Platform-Centric Future

The field service environment has changed. Paper ledgers became digital spreadsheets. Those spreadsheets moved to the cloud, and the cloud has now evolved into a unified enterprise platform. What has not changed is the fundamental obligation. When critical infrastructure fails or work needs to be performed, the field response should be fast, informed, and effective.

The operational pressures facing modern field service organizations are not sustainable. The complexity of critical infrastructure, a transitioning workforce, and constant daily volatility cannot be managed by fragmented, aging software. Relying on a patchwork of disconnected tools introduces too many financial costs and operational risks.

The path forward is a fundamental architectural rethink. By moving away from legacy systems and consolidating operations onto a single, unified platform like ServiceNow, organizations can automate dispatching, connect field teams to front-office and back-office operations, and establish the data-driven foundation required for a predictive and autonomous future.

Why the partner matters as much as the platform

Executing a transformation of this scale is a complex undertaking. It requires a partner who understands not only the technology but also the industries and the operational realities of field services. An independent partner with proven, large-scale deployment experience can help you challenge the way you've been doing things, navigate technical and operational issues, and ensure the platform delivers on its promised value.

Ateko, backed by Bell Canada, brings unique operational capabilities from managing a field services team of over 10,000 people, operating across 600+ territories and six time zones, alongside 60+ external field operations partners. This extensive experience provides us with a deep understanding of the operational challenges involved in deploying and operationalizing a modern field services platform at scale.

The invitation

The challenges of managing a modern field service operation will continue to grow. The organizations that thrive in the next decade will be those that build a resilient, predictive, and unified operational foundation today. Before your next budget cycle, and before legacy system costs drain more capital from modernization efforts, speak with us. The path to a more autonomous field service future is clear. Ateko is ready to help you execute it.

Ready to start your assessment?

booking@ateko.com | 1-800-878-4756 ext 500

Book Assessment

Conclusion: A Platform-Centric Future

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