



# Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation

From Springer

Download now

Read Online 

## Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer

The drive to realise operational efficiencies, improve customer service, develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies. Despite the potential business value that can be provided by such transformation programmes, too often, the automation technologies have not been fully utilised and their expected benefits have as such not been realised.

Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections: Section A “The Case for Transforming Service and Field Operations” explains the rationale as to why organisations should actively consider transforming their service and field operations, while Section B presents various “Methods, Models and Enabling Technologies for Transforming Service and Field Operations”. In Section C, a number of “Case Studies” illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers “Challenges, Outcomes and Future Directions”.

Overall, this book provides valuable insights into how to successfully transform field service operations with automated technologies. It draws on years of experience from different industries and from different perspectives on realising change. It is aimed at managers, technologists, change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular.

 [Download](#) Transforming Field and Service Operations: Methodo ...pdf

 [Read Online](#) Transforming Field and Service Operations: Metho ...pdf

# Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation

*From Springer*

## Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer

The drive to realise operational efficiencies, improve customer service, develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies. Despite the potential business value that can be provided by such transformation programmes, too often, the automation technologies have not been fully utilised and their expected benefits have as such not been realised.

Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections: Section A “The Case for Transforming Service and Field Operations” explains the rationale as to why organisations should actively consider transforming their service and field operations, while Section B presents various “Methods, Models and Enabling Technologies for Transforming Service and Field Operations”. In Section C, a number of “Case Studies” illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers “Challenges, Outcomes and Future Directions”.

Overall, this book provides valuable insights into how to successfully transform field service operations with automated technologies. It draws on years of experience from different industries and from different perspectives on realising change. It is aimed at managers, technologists, change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular.

## Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer Bibliography

- Sales Rank: #1332572 in Books
- Published on: 2014-01-21
- Original language: English
- Number of items: 1
- Dimensions: 9.21" h x .69" w x 6.14" l, 1.20 pounds
- Binding: Hardcover
- 277 pages

 [\*\*Download\*\*](#) Transforming Field and Service Operations: Methodo ...pdf

 [\*\*Read Online\*\*](#) Transforming Field and Service Operations: Metho ...pdf

**Download and Read Free Online Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer**

---

## **Editorial Review**

### From the Back Cover

The drive to realise operational efficiencies, improve customer service, develop new markets, and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies. Despite the potential business value that can be provided by such transformation programmes, too often, the automation technologies have not been fully utilised and their expected benefits have as such not been realised.

Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections: Section A “The Case for Transforming Service and Field Operations” explains the rationale as to why organisations should actively consider transforming their service and field operations, while Section B presents various “Methods, Models and Enabling Technologies for Transforming Service and Field Operations”. In Section C, a number of “Case Studies” illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers “Challenges, Outcomes and Future Directions”.

Overall, this book provides valuable insights into how to successfully transform field service operations with automated technologies. It draws on years of experience from different industries, and from different perspectives on realising change. It is aimed at managers, technologists, change agents and scholars who are interested in field service operations in general, and the use of advanced computing technologies in this area in particular.

### About the Author

Gilbert Owusu heads the resource management technologies research at BT and is Visiting Professor at the University of Essex. The technologies developed by Gilbert and his team have underpinned major transformation programmes and led to improved customer experience, cost savings and increased resource productivity in BT. His current research focuses on developing technologies that provide a coherent approach to optimising (i) resource utilisation; and (ii) an organisation's service production lines with external partners.

Paul O'Brien leads the Business and Operational Transformation Practice in BT, an award winning practice delivering innovative solutions for transforming BTs business and its operations. He has over 20 years of experience in applying new technologies to the telecommunications industry. His interests include artificial intelligence, advanced data analytics, production management and operational modelling.

John McCall is Professor of Computing Science at Robert Gordon University, where he leads Digital Technologies research in the IDEAS Research Institute. He specializes in industrially-focussed research projects to add intelligent components to existing commercial software or to new software tools for optimization and decision support. Industrial collaborators have included large corporations in telecommunications and oil and gas as well as small to medium sized enterprises. His research in computational intelligence has been published in over 90 books, journals and conference papers.

Neil F. Doherty holds the Professorial Chair in Information Management in the School of Business and Economics, at Loughborough University. In addition to benefits measurement and management, his research interests include: IT-enabled business transformation; information security management; and the impact and uptake of electronic commerce. Neil is currently serving as a Senior Editor for the Information Systems Journal, and as an Associate Editor for Information Technology and People.

## **Users Review**

### **From reader reviews:**

#### **Donald McLaughlin:**

As people who live in often the modest era should be change about what going on or data even knowledge to make all of them keep up with the era and that is always change and make progress. Some of you maybe may update themselves by reading books. It is a good choice for yourself but the problems coming to you is you don't know which one you should start with. This Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation is our recommendation to help you keep up with the world. Why, because book serves what you want and need in this era.

#### **Christopher Henricks:**

Do you among people who can't read gratifying if the sentence chained in the straightway, hold on guys that aren't like that. This Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation book is readable by you who hate those straight word style. You will find the information here are arrange for enjoyable studying experience without leaving perhaps decrease the knowledge that want to provide to you. The writer connected with Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation content conveys thinking easily to understand by lots of people. The printed and e-book are not different in the information but it just different such as it. So , do you nevertheless thinking Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation is not loveable to be your top record reading book?

#### **John Newton:**

The event that you get from Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation is a more deep you looking the information that hide into the words the more you get considering reading it. It doesn't mean that this book is hard to know but Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business

Transformation giving you joy feeling of reading. The author conveys their point in particular way that can be understood by anyone who read the idea because the author of this reserve is well-known enough. This kind of book also makes your personal vocabulary increase well. Making it easy to understand then can go together with you, both in printed or e-book style are available. We recommend you for having that Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation instantly.

**Irene Gonzales:**

This book untitled Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation to be one of several books which best seller in this year, this is because when you read this publication you can get a lot of benefit in it. You will easily to buy this book in the book retail outlet or you can order it by using online. The publisher of the book sells the e-book too. It makes you more readily to read this book, as you can read this book in your Smart phone. So there is no reason to you to past this book from your list.

**Download and Read Online Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer #1P86CNUDQBX**

# **Read Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer for online ebook**

Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer books to read online.

## **Online Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer ebook PDF download**

**Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer Doc**

**Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer MobiPocket**

**Transforming Field and Service Operations: Methodologies for Successful Technology-Driven Business Transformation From Springer EPub**