

# Unleash Your Small Business' Potential with Rugged Tech for Field Service

Empower your workers with durable tech that goes anywhere.

Your teams need purpose-built technology with advanced capabilities to optimize workflows and customer service, but if you want to grow your small business, consumer devices won't cut it. They limit field workers with constrained mobility, show adoption and support, restricted connectivity and workflows that reduce productivity and hobble customer service.

94%

of customers say their experience and service influence repeat buying decisions.  
**Keep customers coming back for more with personalized, elevated experiences.**

<sup>1</sup> Salesforce. Field Service Data 2023

88%

of field workers say mobile devices let them work more independently.  
**Attract and retain new, tech-savvy talent with modern mobile technology.**

<sup>2</sup> Service Council. Voice of the Field Service Engineer. 2021.

## Top 5 Challenges in Field Services

YOUR BUSINESS OBSTACLES...	HOW TECH CAN SOLVE THEM...
<b>Poor Coordination</b> Lack of visibility in field operations makes decision-making a challenge. Add on confusing workflows and disconnected tools and your workers spend more time managing tasks than completing them.	<b>Complete Visibility</b> With business-centric tech, you can locate workers and gain real-time task visibility so you can plan ahead. And with the familiar Android™ operating system, you can accelerate adoption.
<b>Limited Communication</b> Without seamless communication, your field workers may be left without time-sensitive answers and critical information like customer data and inventory counts for equipment.	<b>Enhanced Collaboration</b> With unified voice, text and video capabilities, you're never out of touch with your workers in the field, and they'll be able to access critical, current data to answer questions and provide stellar service.
<b>Inefficient Processes</b> Manual and paper-based processes make data capture, work orders and reporting cumbersome and time-consuming, increasing administrative loads and back-office responsibilities.	<b>Streamlined Workflows</b> Modernize outdated processes to increase productivity and reduce errors with accurate scanning, streamlined digital workflows and automated reporting.
<b>Increasing Customer Expectations</b> Today's customers expect more from their service providers than ever before. Elevate customer service or risk losing business to competitors.	<b>Elevated Customer Service</b> Personalize customer experiences, spend more time on high-value tasks, and improve communication to boost satisfaction and retain customers.
<b>Skilled Labor Shortage</b> Experienced workers are at a premium, and without a robust training program, your field service workers may not have the information they need on hand.	<b>Answers on the Go</b> The right technology can help new field technicians get up to speed and find critical information fast, so they can get the job done right.



### Key Takeaways

Field service workers need more than basic devices to maximize their time, optimize customer service and boost productivity. Explore how durable technology and business-ready features, built for field service and logistics, can transform your operation and accelerate workflows.

If you're ready to upgrade from consumer devices, Zebra is here to help. With a wide range of enterprise-grade mobile devices at accessible price points, we've got what you need to keep growing.

## What to Consider

Arming your field service workers with mobile computers designed for field environments is a fast way to increase productivity and improve customer service. Here are some factors to consider when exploring device upgrades:

- Do your workers need wearable devices?
- Will your employees need vehicle accessories?
- How much battery power do you require for an entire shift?



- What barcodes or tags do your devices need to read?
- What types of communication do your workers need?
- What field-related features do you need?

Everything you need. Nothing you don't.  
Empower your field service workers. [Explore how](#)



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