

THE REAL COST OF INEFFECTIVE (OR NON- EXISTENT!) KNOWLEDGE MANAGEMENT



**\$1.68M/
£1.28M**

The average amount of unnecessary costs field service organizations incur per year due to poor access to knowledge

12 days

The average amount of time it takes field service organizations to publish just one new article for a knowledge base



KNOWLEDGE = FIELD SERVICE EXCELLENCE

ABERDEEN GROUP HAS FOUND THAT KNOWLEDGE MANAGEMENT IS THE KEY TO BEING A BEST-IN-CLASS ORGANIZATION.

ORGANIZATIONS THAT LEVERAGE KNOWLEDGE MANAGEMENT TOOLS HAVE **19%** HIGHER FIRST-TIME FIX RATES AND **26%** HIGHER SLA COMPLIANCE RATES THAN ORGANIZATIONS WITHOUT.



BEST-IN-CLASS ORGANIZATIONS ARE **65%** MORE LIKELY TO REGULARLY ASSESS THE EFFECTIVENESS OF THEIR KNOWLEDGE BASE ARTICLES AND **22%** MORE LIKELY TO CONNECT TECHNICIANS TO THAT KNOWLEDGE REMOTELY.



Get in touch!

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AnswersAnywhere is a Knowledge-as-a-Service (KaaS) created by Infomill. It combines people, process and technology to create, deliver and continuously optimize the knowledge required for field service organizations. The result is increased customer satisfaction, efficiency, accuracy and profitability. Infomill knowledge engineers convert hard copy and PDF documents, service manuals, schematic drawings, exploded diagrams, parts lists, and more into a single, normalized, interactive, mobile knowledge base.