

theservicecouncil™



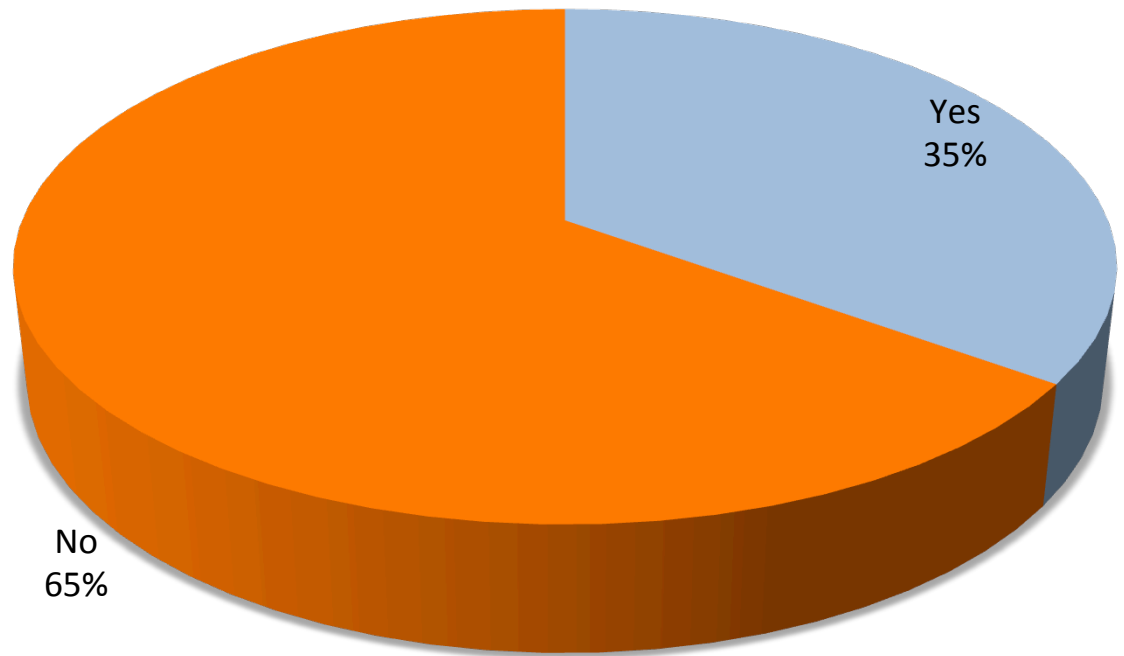
Research Insight:  
Bring Your Own Device in Field Service

December 2013



@servicecouncil #smarterservices

# Bring Your Own Device (BYOD) Yes/No?

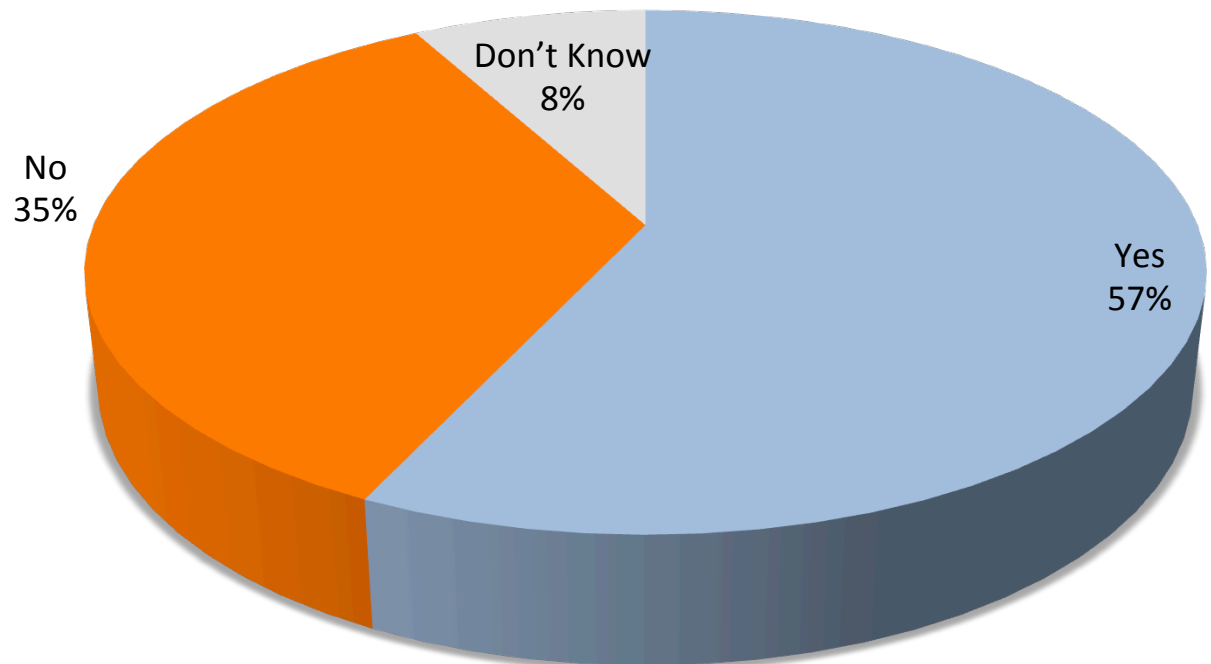


BYOD in Field Service. % of Respondents

TSC Data, Q2 2013

Analyst Note: While BYOD is quite often all the talk, it has yet to pick up steam in field service. A little more than one third of organizations allow employees to bring their own field devices. While this is ahead of polls from previous years, the move has been gradual. Most organizations are still in the wait and see mode when it comes to BYOD. Demographic plays and changes in workforce structures (part-time vs. full-time) will accelerate interest in BYOD.

# Do Others Bring their Own Devices?

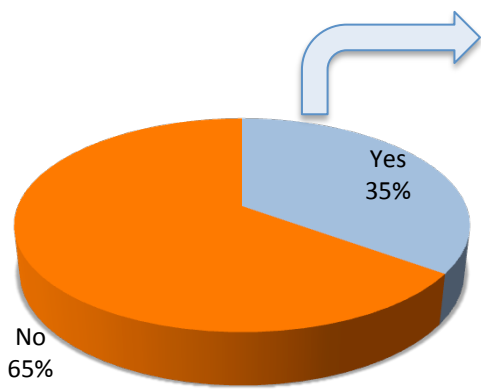


Other Employees use BYOD, Percentage of Respondents

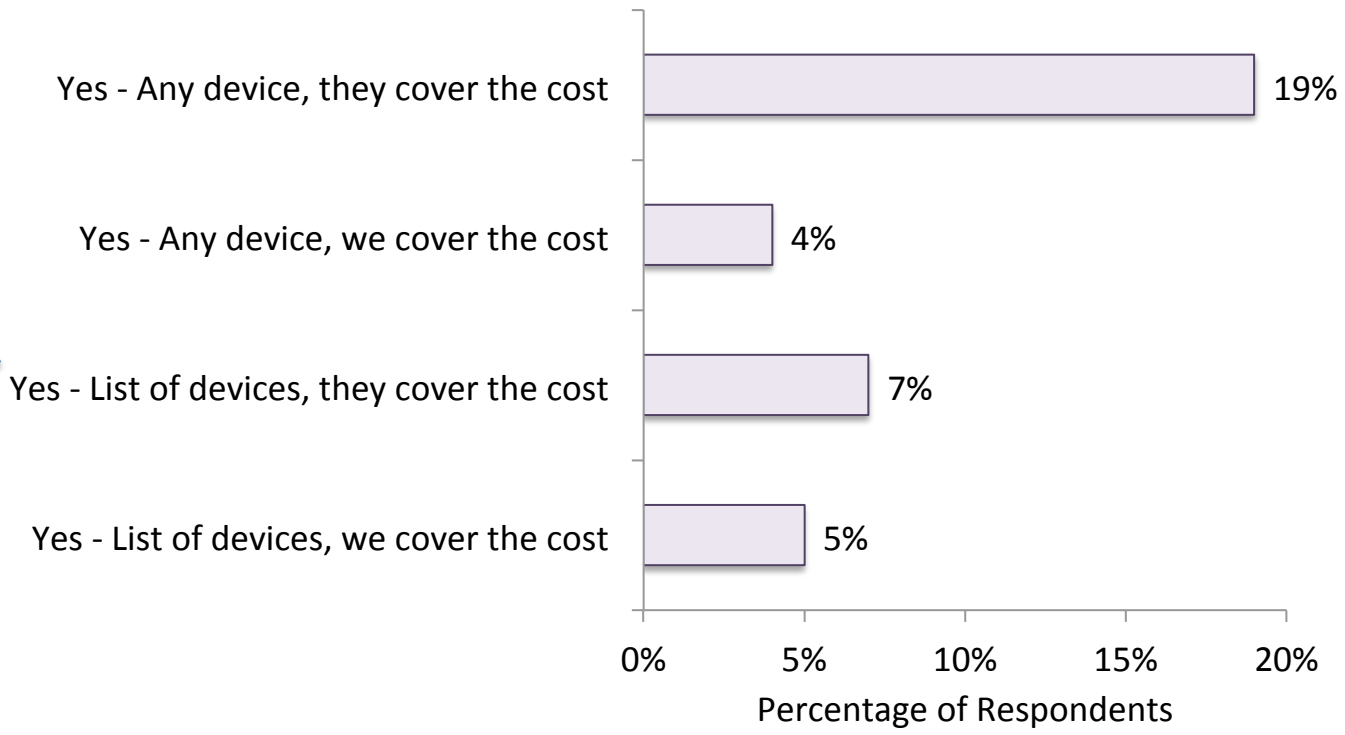
TSC Data, Q2 2013

Analyst Note: While field service employees don't yet get to bring their own device, the phenomenon is much more popular in other areas of the organization as with office employees, executives, sales and more.

# Bring Your Own Device (BYOD) Yes/No?



TSC Data, Q2 2013



Analyst Note: Of those who do support BYOD, most all employees to bring in any device and the employees are responsible for the cost of device and usage. In some instances, the organization allows employees to select a device and then covers the cost.

# If Yes, Why?

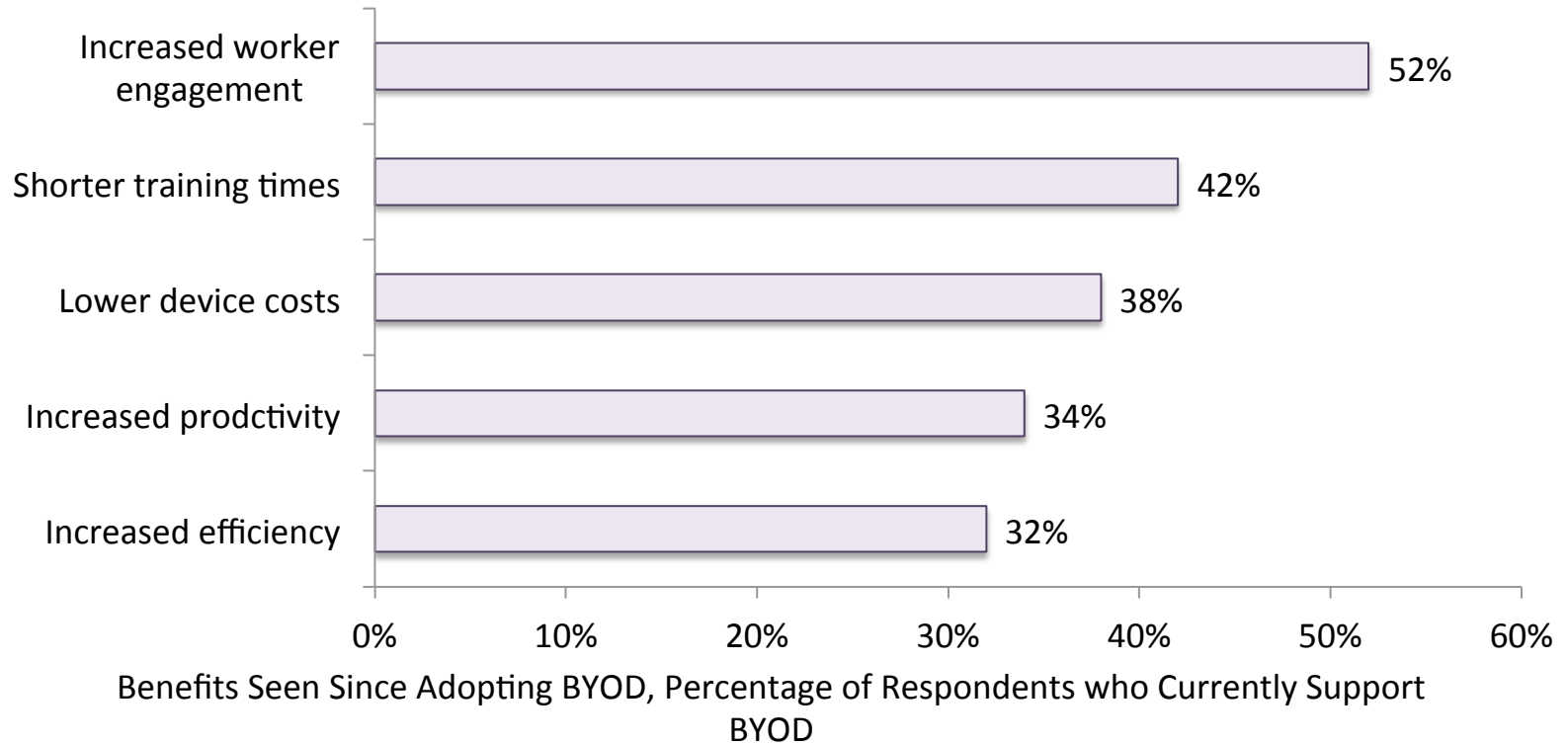
Choice Company Corporate Cost Device  
Employees Flexibility Laptop Manage Support-  
ing Outsourced Party Policy Smart Phones Support BYOD  
Technicians Techs

TSC Data, Q2 2013

Analyst Note: There are three primary reasons for supporting BYOD.

- 1 – For an outsourced workforce
- 2 – Employee Empowerment
- 3 – Cost of management of devices (especially in the case of an outsourced workforce)

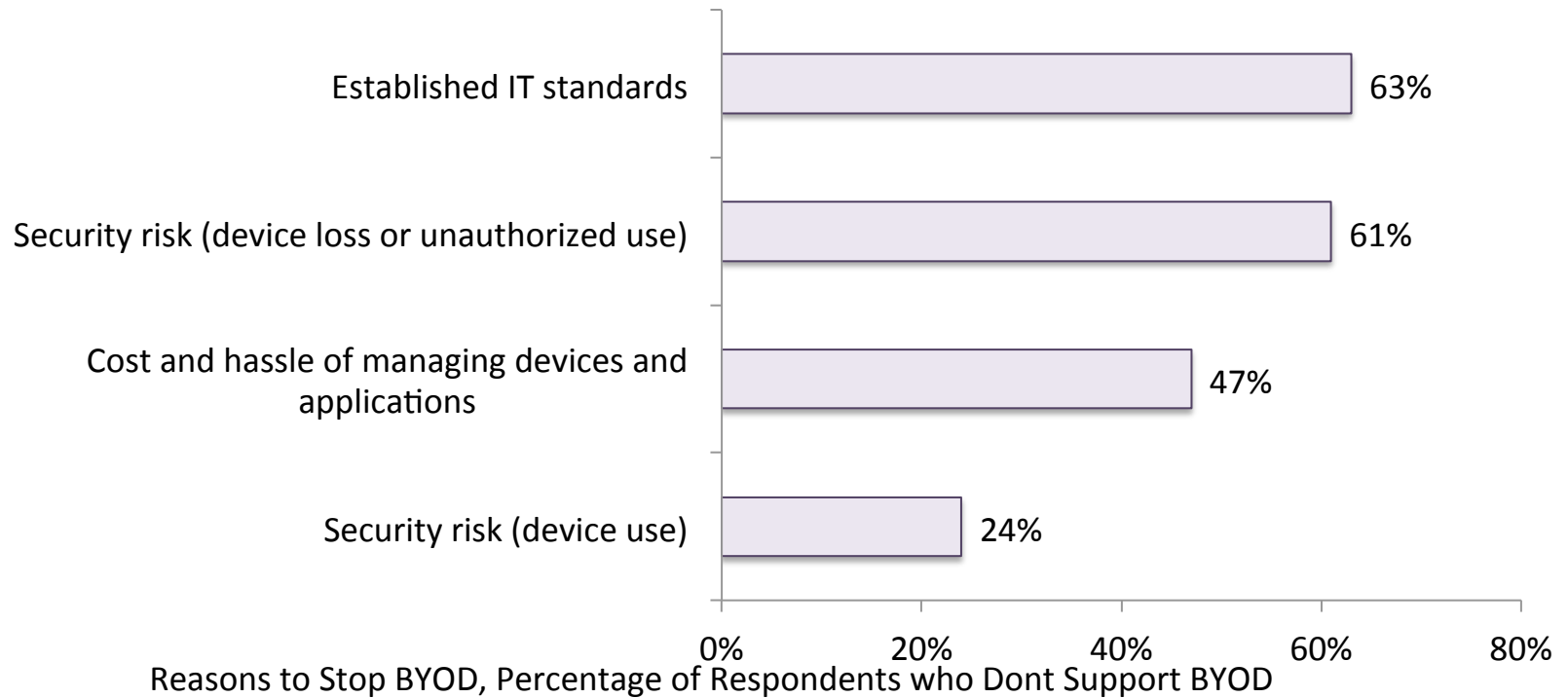
# If Yes, What Benefits Have You Seen?



TSC Data, Q2 2013

Analyst Note: Of those organizations supporting BYOD, 22% have experienced benefits since adopting such a policy. 43% don't know – Of those, the major benefits are tied to employee empowerment and shorter training times tied to existing devices.

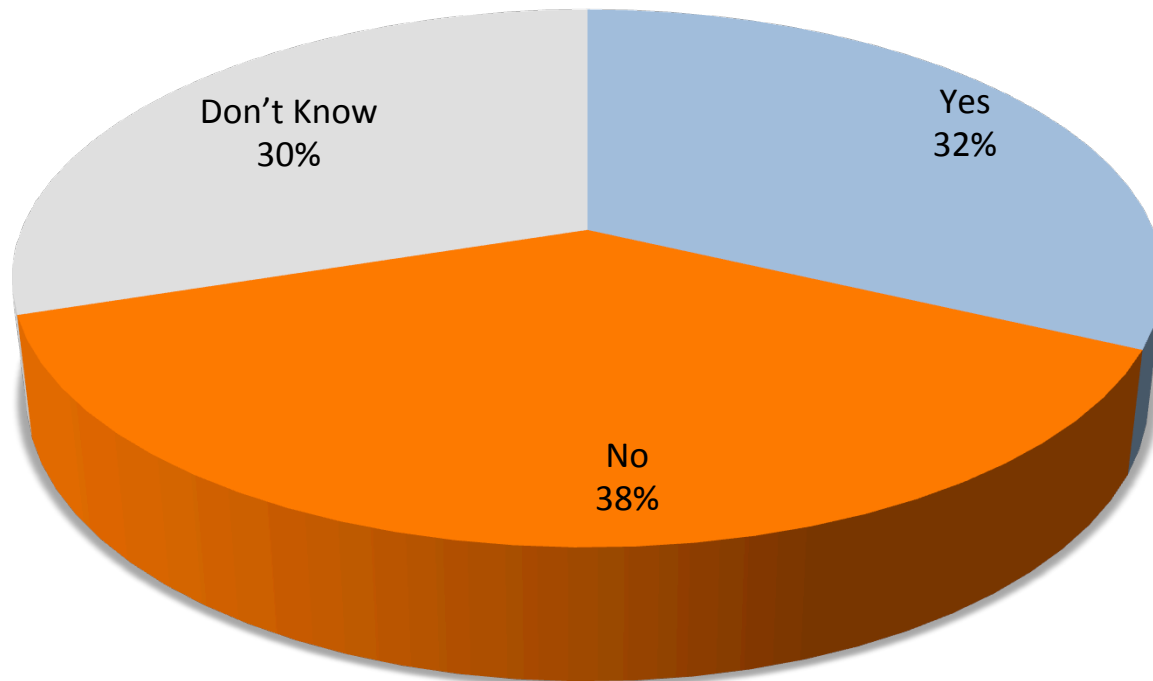
# Why Not?



TSC Data, Q2 2013

Analyst Note: Since a majority of organizations aren't supporting BYOD the primary reasons go back to established IT standards and security (tied to data or device loss as well as inappropriate usage of device). For these organizations, the cost of supporting and managing devices is too onerous to support BYOD.

# In 3 Years



BYOD in 3 Years. % of Respondents who Dont Support BYOD

TSC Data, Q2 2013

Analyst Note: Of those that don't support BYOD, nearly a third indicate that they will do so in the coming three years. This is tied to workforce changes, the impact of cloud computing, and greater understanding of the security/IT challenges tied to the use of personal devices.



tssc

Questions? Contact Sumair Dutta –  
[sd@theservicecouncil.com](mailto:sd@theservicecouncil.com)

Website: [www.theservicecouncil.com](http://www.theservicecouncil.com)

Twitter: @tsscouncil #smarterservices