

# Better Manage Assets by connecting with Field Service

## Transparency eliminates tension between optimizing enterprise asset investments or reducing service costs

Enterprise asset managers strive to be good financial stewards by optimizing business asset investments. They want to ensure assets are highly utilized, operate effectively, and adhere to capital plans. They don't want to carry excess inventory or expose their organizations to risk from undocumented assets.

Field service technicians want to be self-sufficient. Reduce service costs - get in, get the work done, and get out. Delays lead to frustrations because they negatively impact performance metrics and customer experiences. And the last thing a technician needs is a pile of admin work at day's end.

Without the right systems and processes, asset management and field service can be at odds. Enterprise asset managers want to control the entire asset estate, which requires knowing the location, use, and status of equipment and parts. Because field service technicians are continually working on assets, they need an easy way to find and update information. Otherwise, no one has transparency into the data to do their jobs well.

Gain visibility into your assets when both enterprise asset management (EAM) and field service management (FSM) are on a single platform.

### Up-to-date information you can depend on

Connect field service and asset management teams with automated workflows for reliable data without the extra administrative hassle



### Generate business outcomes



Increase asset uptime



Improve productivity



Extend asset longevity



Reduce service costs



Mitigate operating risk

### Customer Stories

[Carrefour delivers great in-store experience](#)

[Lifecycle management of medical assets with Region Skåne](#)

# If automating asset management makes sense

Then, link it with field service management to make work flow

## Focus on your business and operating assets

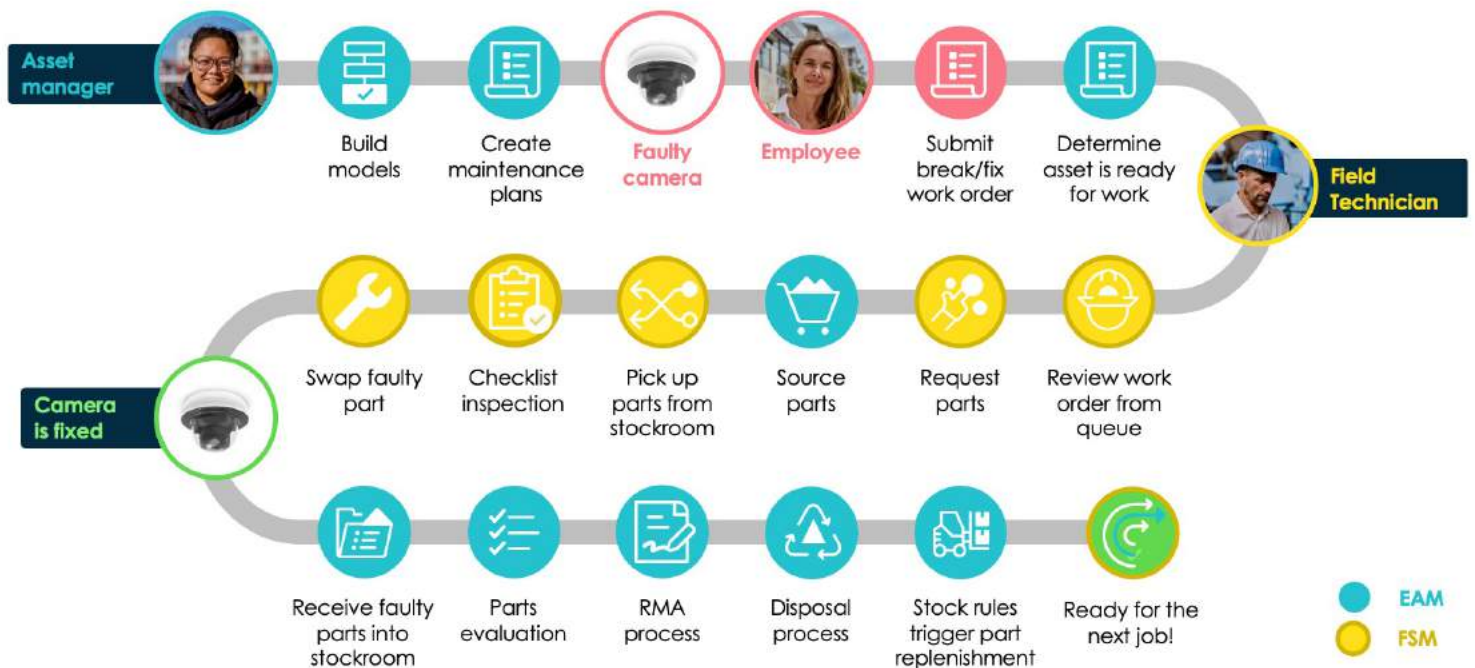
This journey represents typical areas of overlapping responsibilities between field service and asset management.

First, an organization onboards assets and builds models to accurately capture asset components. Next, to keep assets in good shape, especially those with long lifespans or high impact of failure, asset managers create maintenance plans. Before work can start, determine if the organization must follow any shutdown procedures or regulatory requirements.

To execute planned maintenance as well as break/fix repairs, organizations schedule and coordinate service workforces. Often a combination of in-house and contracted technicians collaborate to cover all areas of expertise, asset classes, and geographic locations.

Service technicians count on inventory availability to have the right parts for the job. And asset managers depend on technicians returning broken or unused assets for evaluation and processing.

## Example of an enterprise asset management and service journey



## Learn more

[ServiceNow Enterprise Asset Management Data Sheet](#)

[ServiceNow Field Service Management Data Sheet](#)

[The Field Service Experience eBook](#)

## In customer's own words

Register for the [Knowledge Digital Experience](#) to hear customers present about the impact of using ServiceNow for EAM and FSM functions.