

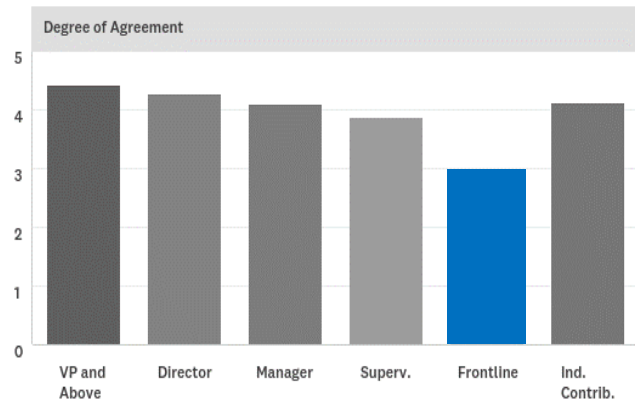
## RESEARCH INSIGHT: EMPLOYEE ENGAGEMENT

WOULD YOU RECOMMEND YOUR COMPANY AS A GREAT PLACE TO WORK?

Disagree/Strongly Disagree

# 33%

Front Line Agents  
(Field Service Engineers – FSEs)



ARE YOU PROUD TO WORK FOR YOUR COMPANY?

Disagree/Strongly Disagree

# 11%

Front Line Agents  
(Field Service Engineers – FSEs)

### POTENTIAL BUSINESS IMPACT

- ✓ 500 Field Service Engineers (FSEs)
- ✓ Average Work Orders/Day/FSE = 4 (2,000 Customer Visits/Day)
- ✓ 1 out of 10 Field Service Engineers (FSEs) Dis-engaged
- ✓ 200 Customers/Day engaging with an FSE not Proud of your Company
- ✓ Impact: Customer Sentiment, Customer Churn

#### ANALYST TAKE

*“As Service Leaders, it is imperative to understand the importance and value of Field Service Engineers (FSEs) in Customer Experience. Their level of satisfaction has a direct correlation to Customer Satisfaction/Retention which in turn has a direct correlation to Market Share and Company Profitability.”*

### RECOMMENDATIONS FOR ACTION

Spend quality time understanding your FSE's level of satisfaction working for your Company. Consider implementing:

- Voice of the Field Service Engineer (VoFSE) Program
- Technician Ride Along Program
- Employee Referral Program (Referred Employees lower costs – on average \$15,000, lower time to hire – on average 30 days, and increase performance – on average 15%.

Source: LinkedIn, 2018



**Chris Gera**  
EVP & GM