

# The Channel's Next Big Cash Cow: Unplanned Downtime

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A new global research study has highlighted channel opportunities to address unplanned downtime. ServiceMax from GE Digital, commissioned Vanson Bourne to conduct a global study into unplanned downtime: "After The Fall: Cost, Causes and Consequences of Unplanned Downtime". Closing the downtime gap is a fundamental step in an organisation's digital maturity, and a core part of their transformation journey. And the study found organisations want help with their digital transformation journey.

**Firms Don't Want To Go It Alone:** Only 16% say their organisation is exactly where they need to be on their industrial digital journey. 60% say digital transformation is a number 1 or high board level priority – 56% say the same for innovation. 71% say they will need help on their industrial digital transformation journey, fearing they will not be successful if they try to do it themselves.

**Show Me The Money:** 87% of companies planning to invest in new digital tech say they will have to outsource the design and implementation of new digital tools. Industrial digital transformation represents a huge opportunity for channel partners. Predictive analytics in Field Service Management and digital tools are tackling the problem of unplanned downtime head on.

**Asset Estate Ignorance:** 70% of companies lack complete awareness of when equipment assets are due for maintenance or upgrade. 74% lack total awareness of when assets are due to be replaced. Fractured insight is unnecessarily lengthening recovery time.

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