

Johann's Perspective / Editor's Note

Service Transformation in Action: Trends Shaping 2026

Technology is accelerating. Service remains the differentiator. **AI Enabled Service** brings together the insights that matter most for leaders building more intelligent, connected and customer-focused organisations.

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1. AI-First Field Service Operations



BCG explores how AI is reshaping field service operations, from technician productivity and knowledge transfer to profitability. It estimates that AI could raise productivity by **20–30%** and profit per technician by as much as **80%**, while stressing that much of the value depends on organisational change rather than technology alone.

Read more

2. Building the Foundation for Agentic AI in Healthcare — Microsoft



This article looks at how health systems are using AI on top of trusted, governed data to improve both clinical and operational workflows. One example reported a **43% reduction in inpatient-bed wait time**, alongside improvements in patients leaving without being seen and overall experience scores.

Read more

• Featured insight ⭐

3. The 2026 Transformation Agenda: AI, Service Operations, and the End of Siloed Government



What if the biggest barrier to government transformation isn't technology—but the way organisations work in silos?. This article explores why **AI and digital transformation can only go so far without connected operations**, and why the future of public services depends on breaking down silos to create seamless, end-to-end experiences for citizens.

Read More

4. How Banks Can Turn AI-Assisted Customer Service into a Business Advantage — Deloitte



Deloitte examines how banks are using AI to transform contact centres and create a more connected service model. It also highlights the risk of simply adding AI to existing service problems: if underlying customer experience issues aren't addressed, AI can actually amplify them.

Read more

4. New SolarWinds Research Reveals the Gap Between AI Potential and Payoff in IT Service Management

SolarWinds' 2026 ITSM research reveals an interesting contradiction: **84%** of respondents say AI has met or exceeded ROI expectations, yet **52% say their overall workload has increased** since adopting AI, while only **7%** say AI adoption cost what they expected.

Read more

ServiceGap Diagnostic
Test your Service Maturity
See what's holding your service back
Get clarity, take action.

Thank you!

Thanks for taking the time to read this edition of **AI-Enabled Service.**
I hope you found it useful, thought-provoking and inspiring.

If you're curious to explore more, I invite you to visit the ***Service Revolution Academy***, where I share tools, insights, and resources to help leaders like you create lasting impact through service.

You can also connect with me on **LinkedIn** — I'm always sharing ideas, reflections, and updates on what's working in the world of service-led business growth.

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Service Revolution Academy

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