Field Service Management Market by Solution, by Service, by Deployment Type, by User Type, by Industry Vertical & by Region - Global Forecast to 2020

Description: "Field Service Management Market by Solution (Schedule and Dispatch, Work Order Management, Mobile Field Execution), by Service (Implementation, Training, Consulting), by Deployment Type, by User Type, by Industry Vertical & by Region - Global Forecast to 2020"

An FSM solution allows a field service company to optimize the utilization of its field workers and improve the customer experience. The report aims at estimating the market size and future growth potential of the Field Service Management market across various segments such as solutions, services, deployment types, user types, industry verticals, and regions. The base year considered for the study is 2014 and the forecast period has been considered from 2015 to 2020. The strong need for a central system for the management of field services and increase operational efficiency are the important driving factors for the market.

The research methodology used to estimate and forecast the FSM market begins with the collection and analysis of data on key vendor revenues through secondary research. The vendors’ product and solution offerings are also analyzed to determine the market segmentation. The bottom-up procedure is used to arrive at the total market size of the global Field Service Management market from the revenue of key players in the market. After estimating the total market size, it is split into the segments and subsegments which are then verified through primary research by conducting extensive interviews with key people, such as CEOs, VPs, directors, and executives. This data triangulation and market breakdown procedures were employed to complete the overall market engineering process and arrive at the accurate statistics for all segments and sub-segments.

The FSM ecosystem comprises FSM platform providers, such as Infor, Pragmatex Group, Sage Software, Epicor Software, and Intacct; field service solution providers, such as Astea International, ClickSoftware Technologies, IFS, and ServicePower Technologies; and cloud service providers such as Microsoft, Oracle, IBM, Amazon Web Services, and SAP SE to provide complete FSM solutions to end users so as to cater to their unique business requirements.

Target Audience
- Field Service Solution Providers
- Cloud Service Providers
- Professional Service Providers
- Customer Relationship Management (CRM)/Enterprise Resource Planning (ERP) Solution Providers
- Mobile Application Developers
- System Integrators
- Telecom Network Operators (TNO)
- Government Organizations
- Regulatory Bodies
- Consulting Firms

Scope of the Report

The research report segments the Field Service Management market to following segments:

By Solution:
- Schedule and Dispatch
- Work Order Management
- Mobile Field Execution
- Customer Management
- Reporting and Dashboards
- Billing and invoicing
- Inventory Management
- Tracking and Performance Management
By Service:

- Implementation
- Training & Support
- Consulting

By Deployment Type:

- Cloud
- On-Premises

By User Type:

- Small and Medium Enterprise (SME)
- Large Enterprise

By Industry Vertical:

- Oil and Gas
- Construction
- Residential and Commercial
- Manufacturing
- Security and Alarm
- Transportation
- Energy and Utilities
- Healthcare
- Telecom
- Insurance
- Others

By Region:

- North America
- Europe
- Asia-Pacific (APAC)
- Middle East and Africa (MEA)
- Latin America

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