Field Service Management Market by Solution (Schedule & Dispatch, Work Order Management, Mobile Field Execution), Service (Implementation, Training, Consulting), Deployment Type, User Type, Industry Vertical, and Region - Global Forecast to 2021

Description: “The growing need for a highly scalable centralized system for the management of field services is expected to drive the Field Service Management (FSM) market”

The FSM market size is expected to grow from USD 1.78 billion in 2016 to USD 3.61 billion by 2021, at a Compound Annual Growth Rate (CAGR) of 15.1%. The FSM market is driven by factors such as need for a centralized system for the management of field services, need for real-time collaboration, along with the ever-evolving demand for increasing operational efficiency and reducing operational costs. However, security concerns with respect to access to confidential data and lack of awareness about the benefits of FSM solutions limit the growth of the market.

“Mobile field execution solution segment is expected to grow at the highest CAGR during the forecast period”

Due to growing need for quick service delivery, real-time collaboration, and scalable solution to achieve improved customer experience, the mobile field execution solution is expected to grow at the highest CAGR during the forecast period.

“Implementation services segment is expected to contribute to the largest market share during the forecast period”

In terms of services, implementation is the highest contributing services segment. The implementation services segment provides end-to-end support to organizations, which is the main reason for its higher adoption. The implementation services type is gaining traction in the FSM market as it helps organizations in identifying the project scope; designing the plan layout; optimizing data quality & delivery through testing, building, and deploying, and integrating FSM solutions with clients existing systems suiting the organizational business needs; and assisting trained professionals in enabling the smooth implementation of FSM solutions.

“Asia-Pacific is expected to have the highest growth rate during the forecast period”

Asia-Pacific (APAC) includes emerging economies, such as China, Australia, Singapore, and India, which are rapidly deploying FSM solutions. APAC is expected to grow at the highest CAGR during the forecast period. This is mainly due to the increasing number of cloud service providers, investments in infrastructure, smartphone users, and many emerging industries in the region. The North American region is expected to be the largest revenue-generating region for FSM solution and service providers in 2016. This is due to the high focus on innovation and technology adoption, especially in the developed economies of North America.

In-depth interviews were conducted with the CEOs, marketing directors, other innovation & technology directors, and executives from various key organizations operating in the FSM market place.

- By company type: Tier 1: 41%, Tier 2: 38%, and Tier 3: 21%
- By designation: C-Level: 73%, Director Level: 17%, and Others: 10%
- By region: North America: 58%, Europe: 17%, APAC: 18%, and RoW: 7%

The report includes the study of key players offering FSM solutions and services: Oracle Corporation (U.S.), SAP SE (Germany), IBM Corporation (U.S.), Microsoft Corporation (U.S.), ClickSoftware Technologies (U.S.), Industrial And Financial Systems AB (Sweden), ServicePower Technologies PLC (U.K.), ServiceMax Inc. (U.S.), Infor (U.S.), and Astea International Inc. (U.S.).
The report includes in-depth competitive analysis of these key players in the FSM market with their company profiles; Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis; recent developments; and key market strategies.

The research report segments the FSM market by solution and service, deployment type, user type, industry vertical, and region.

Reasons to Buy the Report:

The FSM market has been segmented by solutions and services, deployment type, user type, industry, and region.

The report will help the market leaders/new entrants in this market in the following ways:

- This report segments the FSM market comprehensively and provides the closest approximations of the revenue numbers for the overall market and the subsegments across the end-users and regions.
- The report helps the stakeholders understand the pulse of the market and provides them information on key market drivers, restraints, challenges, and opportunities.
- This report will help the stakeholders to better understand the competitors and gain more insights to better their position in business. The competitive landscape section includes competitor ecosystem, new product developments, partnerships, and mergers & acquisitions.

Contents:

1 Introduction
   1.1 Objectives of the Study
   1.2 Market Definition
   1.3 Market Scope
      1.3.1 Markets Covered
      1.3.2 Years Considered for the Study
   1.4 Currency
   1.5 Limitations
   1.6 Stakeholders

2 Research Methodology
   2.1 Research Data
      2.1.1 Secondary Data
         2.1.1.1 Key Data From Secondary Sources
      2.1.2 Primary Data
         2.1.2.1 Key Data From Primary Sources
         2.1.2.2 Key Industry Insights
         2.1.2.3 Breakdown of Primary Interviews
   2.2 Market Size Estimation
   2.3 Market Breakdown and Data Triangulation
   2.4 Vendor Dive Matrix
      2.4.1 Quadrant Description
   2.5 Assumptions

3 Executive Summary

4 Premium Insights
   4.1 Attractive Market Opportunities in the Field Service Management Market
   4.2 Market Top Three Industry Verticals (2016-2021)
   4.3 Market By Top Three Industry Verticals and Regions (2016)
   4.4 Field Service Management Solutions Market Potential (2016-2021)
   4.5 Field Service Management User Type Market (2016-2021)
   4.6 Market Snapshot, By Service (2016-2021)
   4.7 Lifecycle Analysis, By Region

5 Market Overview
   5.1 Introduction
   5.2 Evolution
   5.3 Market Segmentation
      5.3.1 By Solution
12 Geographic Analysis
12.1 Introduction
12.2 North America
12.3 Europe
12.4 Asia-Pacific
12.5 Middle East and Africa
12.6 Latin America

13 Competitive Landscape
13.1 Overview
13.2 Competitive Situations and Trends
13.2.1 New Product Launches
13.2.2 Partnerships, Agreements, and Collaborations
13.2.3 Mergers and Acquisitions
13.3 MnM Dive: Field Service Management System Vendor Scorecard

14 Company Profiles
14.1 Introduction
14.2 Oracle Corporation
14.3 SAP SE
14.4 International Business Machines Corporation
14.5 Microsoft Corporation
14.6 Clicksoftware Technologies
14.7 Industrial and Financial Systems AB (IFS)
14.8 Servicepower Technologies PLC
14.9 Servicemax, Inc.
14.10 Infor
14.11 Astea International, Inc.
14.12 Key Innovators
14.12.1 Overit S.P.A
14.12.1.1 Business Overview
14.12.1.2 Key Strategies
14.12.2 GEO
14.12.2.1 Business Overview
14.12.2.2 Key Strategies

List of Tables
Table 1 Global Field Service Management Market Size and Growth Rate, 2014-2021 (USD Million, Y-O-Y %)
Table 2 Market Size, By Solution, 2014-2021 (USD Million)
Table 3 Reporting and Dashboards: Market Size, By User Type, 2014-2021 (USD Million)
Table 4 Reporting and Dashboards: Market Size, By Region, 2014-2021 (USD Million)
Table 5 Mobile Field Execution: Market Size, By User Type, 2014-2021 (USD Million)
Table 6 Mobile Field Execution: Market Size, By Region, 2014-2021 (USD Million)
Table 7 Tracking and Performance: Market Size, By User Type, 2014-2021 (USD Million)
Table 8 Tracking and Performance Management: Market Size, By Region, 2014-2021 (USD Million)
Table 9 Schedule and Dispatch: Market Size, By User Type, 2014-2021 (USD Million)
Table 10 Schedule and Dispatch: Market Size, By Region, 2014-2021 (USD Million)
Table 11 Work Order Management: Market Size, By User Type, 2014-2021 (USD Million)
Table 12 Work Order Management: Market Size, By Region, 2014-2021 (USD Million)
Table 13 Billing and Invoicing: Market Size, By User Type, 2014-2021 (USD Million)
Table 14 Billing and Invoicing: Market Size, By Region, 2014-2021 (USD Million)
Table 15 Inventory Management: Market Size, By User Type, 2014-2021 (USD Million)
Table 16 Inventory Management: Market Size, By Region, 2014-2021 (USD Million)
Table 17 Field Service Management Market Size, By Service, 2014-2021 (USD Million)
Table 18 Implementation: Market Size, By User Type, 2014-2021 (USD Million)
Table 19 Implementation: Market Size, By Region, 2014-2021 (USD Million)
Table 20 Training and Support: Market Size, By User Type, 2014-2021 (USD Million)
Table 21 Training and Support: Market Size, By Region, 2014-2021 (USD Million)
Table 22 Consulting: Market Size, By User Type, 2014-2021 (USD Million)
Table 23 Consulting: Market Size, By Region, 2014-2021 (USD Million)
Table 24 Field Service Management Market Size, By Deployment Type, 2014-2021 (USD Million)
Table 25 Cloud: Market Size, By Region, 2014-2021 (USD Million)
Table 26 On-Premises: Market Size, By Region, 2014-2021 (USD Million)  
Table 27 Field Service Management Market Size, By User Type, 2014-2021 (USD Million)  
Table 28 Small and Medium Enterprises: Market Size, By Solution, 2014-2021 (USD Million)  
Table 29 Small and Medium Enterprises: Market Size, By Service, 2014-2021 (USD Million)  
Table 30 Small and Medium Enterprises: Market Size, By Region, 2014-2021 (USD Million)  
Table 31 Large Enterprises: Market Size, By Solution, 2014-2021 (USD Million)  
Table 32 Large Enterprises: Market Size, By Service, 2014-2021 (USD Million)  
Table 33 Large Enterprises: Market Size, By Region, 2014-2021 (USD Million)  
Table 34 Field Service Management Market Size, By Vertical, 2014-2021 (USD Million)  
Table 35 Energy and Utilities: Market Size, By Region, 2014-2021 (USD Million)  
Table 36 Manufacturing: Market Size, By Region, 2014-2021 (USD Million)  
Table 37 Construction and Real Estate: Market Size, By Region, 2014-2021 (USD Million)  
Table 38 Transportation and Logistics: Market Size, By Region, 2014-2021 (USD Million)  
Table 39 Healthcare: Market Size, By Region, 2014-2021 (USD Million)  
Table 40 Financial Services: Market Size, By Region, 2014-2021 (USD Million)  
Table 41 Telecom and IT: Market Size, By Region, 2014-2021 (USD Million)  
Table 42 Others: Market Size, By Region, 2014-2021 (USD Million)  
Table 43 Field Service Management Market Size, By Region, 2014-2021 (USD Million)  
Table 44 North America: Market Size, By Solution, 2014-2021 (USD Million)  
Table 45 North America: Market Size, By Service, 2014-2021 (USD Million)  
Table 46 North America: Market Size, By User Type, 2014-2021 (USD Million)  
Table 47 North America: Market Size, By Vertical, 2014-2021 (USD Million)  
Table 48 North America: Market Size, By Deployment Type, 2014-2021 (USD Million)  
Table 49 Europe: Field Service Management Market Size, By Solution, 2014-2021 (USD Million)  
Table 50 Europe: Market Size, By Service, 2014-2021 (USD Million)  
Table 51 Europe: Market Size, By User Type, 2014-2021 (USD Million)  
Table 52 Europe: Market Size, By Vertical, 2014-2021 (USD Million)  
Table 53 Europe: Market Size, By Deployment Type, 2014-2021 (USD Million)  
Table 54 Asia-Pacific: Field Service Management Market Size, By Solution, 2014-2021 (USD Million)  
Table 55 Asia-Pacific: Market Size, By Service, 2014-2021 (USD Million)  
Table 56 Asia-Pacific: Market Size, By User Type, 2014-2021 (USD Million)  
Table 57 Asia-Pacific: Market Size, By Vertical, 2014-2021 (USD Million)  
Table 58 Asia-Pacific: Market Size, By Deployment Type, 2014-2021 (USD Million)  
Table 59 Middle East and Africa: Market Size, By Solution, 2014-2021 (USD Million)  
Table 60 Middle East and Africa: Market Size, By Service, 2014-2021 (USD Million)  
Table 61 Middle East and Africa: Market Size, By User Type, 2014-2021 (USD Million)  
Table 62 Middle East and Africa: Market Size, By Vertical, 2014-2021 (USD Million)  
Table 63 Middle East and Africa: Market Size, By Deployment Type, 2014-2021 (USD Million)  
Table 64 Latin America: Field Service Management Market Size, By Solution, 2014-2021 (USD Million)  
Table 65 Latin America: Market Size, By Service, 2014-2021 (USD Million)  
Table 66 Latin America: Market Size, By User Type, 2014-2021 (USD Million)  
Table 67 Latin America: Market Size, By Vertical, 2014-2021 (USD Million)  
Table 68 Latin America: Market Size, By Deployment Type, 2014-2021 (USD Million)  
Table 69 New Product Launches  
Table 70 Partnerships, Agreements, and Collaborations, 2016  
Table 71 Mergers and Acquisitions, 2014-2016  
Table 72 Other Developments: New Product Launches, 2014-2015  
Table 73 Other Developments: Partnerships, Agreements, and Collaborations, 2014-2015  

List of Figures  
Figure 1 Field Service Management Market: Research Design  
Figure 2 Breakdown of Primaries: By Company, Designation, and Region  
Figure 3 Market Size Estimation Methodology: Bottom-Up Approach  
Figure 4 Market Size Estimation Methodology: Top-Down Approach  
Figure 5 Data Triangulation  
Figure 6 Vendor Dive Matrix: Criteria Weightage  
Figure 7 Vendor Dive Matrix  
Figure 8 Component Snapshot (2016 vs 2021): Solutions is Expected to Hold the Largest Market Share  
Figure 9 Deployment Type Snapshot (2016 vs 2021): On-Premises Segment is Expected to Have the Largest Market Size in the Field Service Management Market  
Figure 10 User Type Snapshot (2016 vs 2021): Large Enterprises Segment is Expected to Dominate the Market  
Figure 11 North America is Estimated to Hold the Largest Market Share in 2016
Figure 12 Need for Increased Operational Efficiency is Driving the Growth of the Market During the Forecast Period
Figure 13 Energy and Utilities Industry Vertical is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 14 North America is Expected to Hold the Largest Market Share in the Field Service Management Market
Figure 15 Billing and Invoicing is Expected to Have the Highest Market Growth Potential Till 2021
Figure 16 Large Enterprises Segment is Expected to Dominate the Field Service Management Market By 2021
Figure 17 Implementation Services Segment is Expected to Have Largest Market Size During the Forecast Period
Figure 18 Regional Lifecycle: Asia-Pacific is Expected to Be in the Growth Phase in 2016
Figure 19 Mobile Field Execution is Expected to Play A Crucial Role in the Field Service Management Market
Figure 20 Market Segmentation By Solution
Figure 21 Market Segmentation By Service
Figure 22 Market Segmentation By Deployment Type
Figure 23 Market Segmentation By User Type
Figure 24 Market Segmentation By Industry Vertical
Figure 25 Market Segmentation By Region
Figure 26 Market Drivers, Restraints, Opportunities, and Challenges
Figure 27 Market Value Chain Analysis
Figure 28 Field Service Management Architecture
Figure 29 Strategic Benchmarking: Key Technology Integration
Figure 30 Billing and Invoicing Solution is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 31 Asia-Pacific is Expected to Grow at the Highest CAGR in Tracking and Performance Management During the Forecast Period
Figure 32 Asia-Pacific is Expected to Be the Fastest Growing Region for Schedule and Dispatch During the Forecast Period
Figure 33 Consulting Services Segment is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 34 Cloud Deployment is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 35 Cloud Deployment is Expected to Grow at the Highest CAGR in Middle East and Africa
Figure 36 On-Premises Deployment is Expected to Grow at the Highest CAGR in Asia-Pacific
Figure 37 Small and Medium Enterprises Segment is Expected to Exhibit the Highest CAGR During the Forecast Period
Figure 38 Healthcare Vertical is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 39 Asia-Pacific is Expected to Hold the Largest Market Share During the Period 2016
Figure 40 North America Market Snapshot
Figure 41 Asia-Pacific Market Snapshot
Figure 42 Companies Adopted New Product Launches as the Key Growth Strategy Between 2014 and 2016
Figure 43 Market Evaluation Framework
Figure 44 Battle for Market Share: New Product Launches and Partnerships, Agreements, and Collaborations Were the Key Strategies Adopted By the Key Players in the Field Service Management Market From 2014 to 2016
Figure 45 Evaluation Overview: Product Offerings
Figure 46 Evaluation Overview: Business Strategies
Figure 47 Geographic Revenue Mix of the Market Players
Figure 48 Oracle Corporation: Company Snapshot
Figure 49 Oracle Corporation: SWOT Analysis
Figure 50 SAP SE: Company Snapshot
Figure 51 SAP SE: SWOT Analysis
Figure 52 International Business Machines Corporation: Company Snapshot
Figure 53 International Business Machines Corporation: SWOT Analysis
Figure 54 Microsoft Corporation: Company Snapshot
Figure 55 Microsoft Corporation: SWOT Analysis
Figure 56 Clicksoftware Technologies: SWOT Analysis
Figure 57 Industrial and Financial Systems AB: Company Snapshot
Figure 58 Servicepower Technologies PLC: Company Snapshot
Figure 59 Infor: Company Snapshot
Figure 60 Astea International, Inc.: Company Snapshot

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