# Field Service Management

*Making the connection between customers and products*

2025 CONSTELLATION SHORTLIST

The Constellation ShortList™ presents vendors in different categories of the market relevant to early adopters. In addition, products included in this document meet the threshold criteria for this category as determined by Constellation Research. This Constellation ShortList of vendors for a market category is compiled through conversations with early adopter clients, independent analysis and briefings with vendors and partners.

## ABOUT THIS SHORTLIST

A specialized type of customer service, field service involves technicians repairing or servicing products in service centers or on customer sites. Field service management (FSM) software helps to coordinate the complex logistics—including parts, warranties, and customer and staff schedules—integral to field service delivery. Constellation estimates this market to be $9.42 billion with a CAGR of 7.3% by 2030.

In line with increased customer expectations for timely, convenient service, these solutions optimize work-order routing and technician scheduling. They incorporate communication features that automate messages to customers on status updates and arrival times. Technicians gain improved stock visibility and easy escalation procedures.

Leading vendors incorporate Internet of Things (IoT) capabilities into FSM solutions. Information directly from the products themselves can vastly improve time to resolution for technicians in the field. IoT data combined with customer feedback from technicians provide useful insights for marketing and product development teams. This enables feedback loops from dealers and subcontractors back to original equipment manufacturers.

Advancements in virtual and augmented reality (VR/AR) capabilities further push the envelope and make it possible to deliver field service support and training remotely. Though only a few FSM vendors currently have VR/AR capabilities, Constellation anticipates this to be a growing area of demand as the metaverse expands. In the realm of AI, vendors are putting both computer vision and natural language processing to improve both collaboration and decision velocity.

## 8 SOLUTIONS TO KNOW

Constellation evaluates more than **25 solutions** categorized in this market. This Constellation ShortList is determined by client inquiries, partner conversations, customer references, vendor selection projects, market share and internal research.

- **EPICOR FIELD SERVICE**
- **IFS**
- **JOBBER**
- **ORACLE FIELD SERVICE CLOUD**
- **SALESFORCE FIELD SERVICE**
- **SERVICE FUSION**
- **SERVICEMAX**
- **VERTICAL SOLUTIONS**

## LIKE WHAT YOU SEE?

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To learn more about Constellation Research Shortlists visit: **www.constellationr.com/ShortList**

## THRESHOLD CRITERIA

Constellation considers the following criteria for these solutions:

- Diagnostics prior to rolling out the truck
- Resource management
- Case management
- Communication between customer and technician
- Scheduling
- Resource allocation
- Inventory optimization
- Mobile enablement
- Route optimization
- IoT integration
- VR/AR capabilities to remotely support technicians and customers in the field

## BUSINESS THEMES

**Next-Generation Customer Experience**

**New C-Suite**

## ABOUT CONSTELLATION RESEARCH

As an award-winning Silicon Valley-based strategic advisory and futurist analyst firm, Constellation Research serves leaders and organizations navigating the challenges of digital strategy, business-model disruption and digital transformation. Constellation works closely with solution providers, partners, C-suite executives, board of directors, and its Constellation Executive Network of buy-side leaders to lead the way in research coverage and advise clients how to achieve valuable business results.

## FREQUENCY OF EVALUATION

Each Constellation ShortList is updated at least once per year. Updates may occur after six months if deemed necessary.

## EVALUATION SERVICES

Constellation clients can work with the analyst and the research team to conduct a more thorough discussion of this ShortList. Constellation can also provide guidance in vendor selection and contract negotiation.

## R "Ray" Wang
## Founder & Principal Analyst

R "Ray" Wang provides insight into how disruptive technologies and new business models—such as digital transformation— impact brands,enterprises and organizations. He also focuses on harnessing innovation, creating next-generation business and IT leadership, and applying the new rules of business. Wang has held executive roles in product, marketing, strategy and consulting at companies including Forrester Research, Oracle, PeopleSoft, Deloitte, Ernst & Young and Johns Hopkins Hospital.