

Global Field Service Management Market Size study & Forecast, by Component (Solution, Services) by Deployment (On-Premise, Cloud), by Enterprise (Large enterprises, SMEs), by End-use (Energy & utilities, Telecom, Manufacturing, Healthcare, BFSI, Construction & real estate, Others) and Regional Analysis, 2023-2030

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Abstracts

Global Field Service Management Market is valued approximately at USD XX billion in 2022 and is anticipated to grow with a healthy growth rate of more than XX% over the forecast period 2023-2030. Field Service Management (FSM) is a system designed to manage and optimize the activities of a company's field service operations. These operations typically involve mobile employees or contractors who perform tasks on-site at customer locations. FSM solutions are used to streamline and enhance various aspects of field service, improving efficiency, communication, and overall customer satisfaction. Moreover, the rising adoption of automation and digitalization in the field services industry, growing focus on customer satisfaction, rising adoption of BYOD and mobile-based FSM solutions, and growing integration with CRM and ERP systems that are anticipated to create the lucrative demand for the market during forecast period 2023-2030.

Additionally, the growing trend of a mobile workforce has led to an increased need for tools and technologies that enable effective communication, real-time data access, and task management for field service professionals. According to Statista, In the United Kingdom, 4607 thousand people were employed in 2019 and 5641 thousand in 2020, with the majority of them working from home in 2019, the number of those in employment who work mainly from home in the United Kingdom was 4607 thousand

and the number reached 5641 thousand in 2020. Thus, the growing trend of a mobile workforce is anticipated to support the market growth. Moreover, the emergence of technologies, such as augmented reality, and growing adoption of cloud-based FSM solutions is anticipated to create the lucrative opportunities for the market growth. However, the security concerns of organizations related to data confidentiality stifles market growth throughout the forecast period of 2023-2030.

The key regions considered for the Global Field Service Management Market study includes Asia Pacific, North America, Europe, Latin America, and Middle East & Africa. North America dominated the market in 2022 with largest market share owing to the increasing demand for efficiency and productivity, growing adoption of advanced technologies such as IoT (Internet of Things), AI (Artificial Intelligence), and machine learning, and rising trend of mobile workforces. Whereas, the Asia Pacific is expected to grow with the fastest growth rate during the forecast period, owing to factors such as the growing shift towards cloud-based FSM solutions, rise of a mobile workforce, integration with other enterprise systems, such as CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning), and supportive government initiatives and digital transformation.

Major market player included in this report are:

IBM Corporation

Agile 3 Solutions LLC

Accenture Plc

Comarch SA

Salesforce, Inc.

Infor Global SolutionsInfor

Klugo Group, SAP SE

Astea International, Inc.

Trimble Navigation Limited

Tech Mahindra Limited

Recent Developments in the Market:

In October 2022, Visma, acquired OutSmart, a provider of field service management software designed for small and medium-sized organizations. The acquisition with Visma is strategically beneficial for OutSmart as it brings forth a comprehensive software suite featuring digital scheduling, materials management, quotes, customer relationship management, time tracking, invoicing, project planning, contract and object management, along with specialized features tailored for refrigeration installation. This strategic alliance positions OutSmart to enhance its market presence and capabilities under the Visma umbrella.

Global Field Service Management Market Report Scope:

Historical Data – 2020 - 2021

Base Year for Estimation – 2022

Forecast period - 2023-2030

Report Coverage - Revenue forecast, Company Ranking, Competitive Landscape, Growth factors, and Trends

Segments Covered – Component, Deployment, Enterprise, End-use, Region

Regional Scope - North America; Europe; Asia Pacific; Latin America; Middle East & Africa

Customization Scope - Free report customization (equivalent up to 8 analyst's working hours) with purchase. Addition or alteration to country, regional & segment scope*

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within countries

involved in the study.

The report also caters detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, it also incorporates potential opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Component:

Solution

Services

By Deployment:

On-Premise

Cloud

By Enterprise:

Large enterprises

SMEs

By End-use:

Energy & utilities

Telecom

Manufacturing

Healthcare

BFSI

Construction & real estate

Others

By Region:

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

ROE

Asia Pacific

China

India

Japan

Australia

South Korea

RoAPAC

Latin America

Brazil

Mexico

Middle East & Africa

Saudi Arabia

South Africa

Rest of Middle East & Africa

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