

# **Global Service Dispatch Software Market Size study & Forecast, by Deployment Type (Premise-Based Service Dispatch Software and Cloud-Based Service Dispatch Software), by Services (Consulting, Training, and Maintenance), by End-User (Small Enterprises, Medium Enterprises, and Large Enterprises) and Regional Analysis, 2022-2029**

<https://marketpublishers.com/r/G4098B3E68A5EN.html>

Date: October 2022

Pages: 200

Price: US\$ 4,950.00 (Single User License)

ID: G4098B3E68A5EN

## **Abstracts**

Global Service Dispatch Software Market is valued at approximately USD XX billion in 2021 and is anticipated to grow with a healthy growth rate of more than XX% over the forecast period 2022-2029. Service Dispatch Software is a computer application system which is utilized to automate routing and scheduling of business processes. Service Dispatch software automatically assigns jobs to field service technicians and facilitates real-time tracking of business processes thus improving overall business productivity. The application of dispatch software offers various benefits such as optimizing scheduling, increasing technician productivity, and improving customer experience among others. The growing expansion of software as a service (SaaS) platforms and increasing demand for real-time tracking of business activities as well as strategic initiatives from leading market players are key factors accelerating the market growth.

According to Statista – in 2021, the global software as a service (SaaS) market was estimated at USD 152 billion, and as per projections, the market would grow to USD 208 billion by 2023. Also, rising deployment of cloud-based systems and growing advancements in Service Dispatch Software would create lucrative growth prospectus for the market over the forecast period. However, high deployment costs associated with Service dispatch software coupled with lack of awareness of Dispatch software solutions impede the market growth throughout the forecast period of 2022-2029.

The key regions considered for the Global Service Dispatch Software Market study include Asia Pacific, North America, Europe, Latin America, and Rest of the World. North America is the leading region in terms of market share owing to presence of leading market players as well as availability of required technological infrastructure in the region. Whereas, Asia Pacific is expected to grow significantly during the forecast period, owing to factors such as growing industrialization as well as increasing penetration of leading market players in the region.

Major market players included in this report are:

FCS Computer Systems

Netdispatcher

Westrom Software

Hcss

Tracktik

Rapidsoft Systems

River Cities Software

Fieldconnect

Ergos Software Solutions

Key2act

Recent Developments in the Market:

In July 2021, NEC Software solutions launched a new software solution named 'Dispatch' for dispatch of emergency services teams. This new software solution enables two-way communication between frontline responders and control room operators, and can be accessed from any location, and is connected with the Police National Computer, which stores criminal records information across the UK. This new solution would enable the company to extend its Service Dispatch Software portfolio. In April 2022, Boston based software company Dispatch acquired Baltimore based Youreka Labs Inc. Youreka is a leading provider of Salesforce field service solutions. This acquisition would strengthen Despatch's service software portfolio.

Global Service Dispatch Software Market Report Scope:

Historical Data 2019-2020-2021

Base Year for Estimation 2021

Forecast period 2022-2029

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

Segments Covered Deployment Types, Services, End User, Region

Regional Scope North America; Europe; Asia Pacific; Latin America; Rest of the World  
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 Deployment Type:

Premise-Based Service Dispatch Software

Cloud-Based Service Dispatch Software

By Services:

Consulting

Training

Maintenance

By End-User:

Small Enterprises

Medium Enterprises

Large Enterprises

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  
Rest of the World

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