

Global Field Service Management Market By Solutions (Schedule and Dispatch, Work Order Management, Tracking and Performance Management, Inventory Management, Billing and Invoicing, and Reporting and Dashboards); By Services (Deployment and Integration, Support and Maintenance, and Consulting); By Industries; By Deployment Mode (On-premises and Cloud); By Regions (North America, Europe, Asia Pacific, Middle East Africa, and Latin America) Drivers, Opportunities, Restraints, Trends, and Forecast to 2023

<https://marketpublishers.com/r/G5E63BA0215EN.html>

Date: April 2018

Pages: 88

Price: US\$ 3,500.00 (Single User License)

ID: G5E63BA0215EN

Abstracts

Field Service Management Market: Drivers, Restraints, Opportunities, Trends, and Forecasts up to 2023

Overview:

Over the past few years, the usage of mobile devices and smart applications has enhanced the capabilities of software to track field professionals in service organizations. The increase in adoption of wearables and IoT has enriched the capabilities of FSM solutions in tracking the inventory and equipment in the field. Furthermore, the automation of field service processes with existing systems such as CRM, ERP and others have improved the overall business of an organization.

Market Revenue and Segmentation Analysis:

Global Field Service Management Market By Solutions (Schedule and Dispatch, Work Order Management, Tracking an...

The field service management market revenue is estimated to reach \$3.18 billion in 2018 and is expected to reach \$6.98 billion by 2023, growing at a CAGR of 17.06% during the forecast period 2018–2023. The solutions include schedule and dispatch, work order management, tracking and performance management, inventory management, billing and invoicing, and reporting and dashboards. The billing and invoicing solution segment is expected to grow at the highest CAGR during the forecast period. The Asia Pacific region is expected to realize the potential of implementing the FSM solutions and maximize the productivity of the field workers.

The services types include deployment & integration, support and maintenance, and consulting. The deployment & integration holds the largest market size in services. The adoption of FSM solution is the highest in North America owing to an early adoption of technology and optimization of service processes. The cloud deployment mode offers enterprises to opt for SaaS on subscription basis rather than incurring costs on hardware and infrastructure. The Asia Pacific region holds a huge potential for the FSM vendors and is expected to grow at the highest CAGR during the forecast period 2018 – 2023.

The organization size includes large enterprises and SMEs. The large enterprises will hold the larger market share in 2018, however the SMEs are expected to grow at higher CAGR. The service organizations are facing tremendous competition in the market and SMEs are facing a resource crunch. The FSM solutions will help SMEs to maximize the productivity of their limited workforce.

The industry vertical includes energy and utilities, manufacturing, telecom and IT, construction and real estate, healthcare and life sciences, transportation and logistics, BFSI and others. The FSM market is dominated by the North American vendors. The vendors from Europe are expected to follow North America and expand its reach to new customers. The manufacturing, energy and utilities, and telecom and IT, are the major contributors to the FSM market.

Regions Analysis:

The countries covered in the report are North America, Europe, Asia Pacific, Middle East Africa, and Latin America. The countries covered are US, Canada, Germany, UK, France, Sweden, Spain, China, India, Australia, Japan, Singapore, South Africa (RSA), United Arab Emirates (UAE), Brazil and Mexico.

Benefits and Vendors

The report contains an in-depth analysis of vendor profiles, which include financial health, business units, key business priorities, SWOT, strategies, and views; and competitive landscape. Integration of technologies such as mobility, IoT, AI, and automation are expected to impact the FSM offerings in the market. Companies profiled in the report are Microsoft, Salesforce, IBM, SAP, Oracle, IFS, ClickSoftware, ServiceMax, ServicePower, and Jobber.

The study offers a comprehensive analysis of the “Field Service Management” market. Bringing out the complete key insights of the industry, the report aims to provide an opportunity for companies to understand the latest trends, current market scenario, government initiatives, and technologies related to the market. In addition, it helps the venture capitalists in understanding the companies better and take informed decisions.

Contents

1. INDUSTRY OUTLOOK

- 1.1 Industry Overview
- 1.2 Industry Trends
- 1.3 PEST Analysis

2. REPORT OUTLINE

- 2.1 Report Scope
- 2.2 Report Summary
- 2.3 Research Methodology
- 2.4 Report Assumptions

3. MARKET SNAPSHOT

- 3.1 Total Addressable Market
- 3.2 Segmented Addressable Market

4. MARKET OUTLOOK

- 4.1 Overview
- 4.2 Market Trends
- 4.3 Market Segmentation
- 4.4 Porter 5 (Five) Forces

5. MARKET CHARACTERISTICS

- 5.1 Evolution
- 5.2 Market Dynamics
 - 5.2.1 Drivers
 - 5.2.1.1 Better planning of projects
 - 5.2.1.2 Increased mobile device adoption
 - 5.2.1.3 Streamline work allocation and automation
 - 5.2.2 Restraints
 - 5.2.2.1 Relying on manual processing of data for the field professionals
 - 5.2.2.2 Lack of knowledge to operate the FSM solutions
 - 5.2.3 Opportunities

- 5.2.3.1 Enhance the tracking and performance management of field workers
- 5.2.3.2 Growing digitalization in the Asia Pacific and Middle East Region
- 5.2.4 DRO – Impact Analysis

6. SOLUTIONS: MARKET SIZE AND ANALYSIS

- 6.1 Overview
- 6.2 Schedule and Dispatch
- 6.3 Work Order Management
- 6.4 Tracking and Performance Management
- 6.5 Inventory Management
- 6.6 Billing and Invoicing
- 6.7 Reporting and Dashboards

7. SERVICES: MARKET SIZE AND ANALYSIS

- 7.1 Overview
- 7.2 Deployment and Integration
- 7.3 Support and Maintenance
- 7.4 Consulting

8. DEPLOYMENT MODE: MARKET SIZE AND ANALYSIS

- 8.1 Overview
- 8.2 On-premises
- 8.3 Cloud

9. ORGANIZATION SIZE: MARKET SIZE AND ANALYSIS

- 9.1 Overview
- 9.2 Large Enterprises
- 9.3 SMEs

10. VERTICALS: MARKET SIZE AND ANALYSIS

- 10.1 Overview
 - 1.1.1 Market Size and Analysis
- 10.2 Energy and Utilities
- 10.3 Manufacturing

- 10.4 Telecom and IT
- 10.5 Construction and Real Estate
- 10.6 Healthcare and Life Sciences
- 10.7 Transportation and Logistics
- 10.8 BFSI
- 10.9 Others

11. REGIONS: MARKET SIZE AND ANALYSIS

- 11.1 Overview
 - 11.1.1 Market Size and Analysis
- 11.2 North America
 - 11.2.1 US
 - 11.2.2 Canada
- 11.3 Europe
 - 11.3.1 Germany
 - 11.3.2 UK
 - 11.3.3 FRANCE
 - 11.3.4 SWEDEN
 - 11.3.5 SPAIN
 - 11.3.6 REST OF EUROPE
- 11.4 Asia Pacific
 - 11.4.1 CHINA
 - 11.4.2 INDIA
 - 11.4.3 Australia
 - 11.4.4 JAPAN
 - 11.4.5 SINGAPORE
 - 11.4.6 REST OF ASIA PACIFIC
- 11.5 Middle-East Africa
 - 11.5.1 REPUBLIC OF SOUTH AFRICA (RSA)
 - 11.5.2 UNITED ARAB EMIRATES (UAE)
 - 11.5.3 REST of MEA
- 11.6 Latin America
 - 11.6.1 BRAZIL
 - 11.6.2 MEXICO
 - 11.6.3 REST of LATIN AMERICA

12. VENDOR PROFILES

12.1 Microsoft Corporation

12.1.1 Overview

12.1.2 Business Unit

12.1.3 Geographic Revenue

12.1.4 Business Focus

12.1.5 SWOT Analysis

12.2 Salesforce

12.2.1 Overview

12.2.2 Business Unit

12.2.3 Geographic Revenue

12.2.4 Business Focus

12.2.5 SWOT Analysis

12.3 IBM

12.3.1 Overview

12.3.2 Business Unit

12.3.3 Geographic Revenue

12.3.4 Business Focus

12.3.5 SWOT analysis

12.4 SAP

12.4.1 Overview

12.4.2 Business Unit

12.4.3 Geographic Presence

12.4.4 Business Focus

12.4.5 SWOT Analysis

12.5 Oracle

12.5.1 Overview

12.5.2 Business Unit

12.5.3 Geographic Revenue

12.5.4 Business Focus

12.5.5 SWOT Analysis

13. COMPANIES TO WATCH FOR

13.1 IFS

13.1.1 Overview

13.1.2 Offerings:

Field Service Management Market:

13.2 ClickSoftware

13.2.1 Overview

13.2.2 Offerings:

Field Service Management Market:

13.3 ServiceMax

13.3.1 Overview

13.3.2 Offerings:

Field Service Management Market:

13.4 ServicePower

13.4.1 Overview

13.4.2 Offerings:

Field Service Management Market:

13.5 Jobber

13.5.1 Overview

13.5.2 Offerings:

Field Service Management Market:

14. COMPETITIVE LANDSCAPE

14.1 Competitor Comparison Analysis

15. ANNEXURE

? Abbreviations

?

Tables

Table 1 GLOBAL FIELD SERVICE MANAGEMENT REVENUE BY SOLUTIONS, 2016–2023 (\$MILLION)

Table 2 GLOBAL FIELD SERVICE MANAGEMENT MARKET GROWTH BY SOLUTIONS, 2017–2023, (Y-O-Y, %)

Table 3 FIELD SERVICE MANAGEMENT MARKET REVENUE BY SERVICE, 2016–2023 (\$MILLION)

Table 4 FIELD SERVICE MANAGEMENT MARKET GROWTH BY SERVICE TYPE, 2017–2023, (Y-O-Y, %)

Table 5 FIELD SERVICE MANAGEMENT MARKET REVENUE BY DEPLOYMENT MODE, 2016–2023 (\$MILLION)

Table 6 FIELD SERVICE MANAGEMENT TICKETING MARKET GROWTH BY DEPLOYMENT MODE, 2017–2023, Y-O-Y (%)

Table 7 FIELD SERVICE MANAGEMENT MARKET REVENUE BY ORGANIZATION SIZE, 2016–2023 (\$MILLION)

Table 8 FIELD SERVICE MANAGEMENT TICKETING MARKET GROWTH BY ORGANIZATION SIZE, 2016–2023, Y-O-Y (%)

Table 9 FIELD SERVICE MANAGEMENT MARKET REVENUE BY VERTICALS, 2016–2023 (\$MILLION)

Table 10 FIELD SERVICE MANAGEMENT MARKET GROWTH BY VERTICALS, 2017–2023 (Y-O-Y, %)

Table 11 FIELD SERVICE MANAGEMENT MARKET REVENUE BY REGION, 2016–2023 (\$MILLION)

Table 12 FIELD SERVICE MANAGEMENT MARKET GROWTH BY REGIONS, 2017–2023 (Y-O-Y, %)

Table 13 FIELD SERVICE MANAGEMENT MARKET GROWTH BY COUNTRY, 2016–2023 (\$ MILLION)

?

Charts

Chart 1 PEST ANALYSIS OF GLOBAL FIELD SERVICE MANAGEMENT MARKET

Chart 2 RESEARCH METHODOLOGY OF GLOBAL FIELD SERVICE MANAGEMENT MARKET

Chart 3 GLOBAL MOBILE RESOURCE MANAGEMENT MARKET REVENUE, 2018-2023 (\$BILLION)

Chart 4 FIELD SERVICE MANAGEMENT MARKET REVENUE, 2018-2023 (\$BILLION)

Chart 5 FIELD SERVICE MANAGEMENT MARKET SEGMENTATION

Chart 6 PORTER'S 5 FORCES ON FIELD SERVICE MANAGEMENT MARKET

Chart 7 EVOLUTION OF FIELD SERVICE MANAGEMENT

Chart 8 MARKET DYNAMICS – DRIVERS, RESTRAINTS, AND OPPORTUNITIES

Chart 9 DRO - IMPACT ANALYSIS OF EUROPE FIELD SERVICE MANAGEMENT MARKET

Chart 10 SCHEDULE AND DISPATCH MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 11 WORK ORDER MANAGEMENT MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 12 TRACKING AND PERFORMANCE MANAGEMENT MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 13 INVENTORY MANAGEMENT MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 14 BILLING AND INVOICING MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 15 REPORTING AND DASHBOARDS MARKET REVENUE, 2016–2023

(\$MILLION)

Chart 16 DEPLOYMENT AND INTEGRATION MARKET REVENUE, 2016–2023

(\$MILLION)

Chart 17 SUPPORT AND MAINTENANCE MARKET REVENUE, 2016–2023

(\$MILLION)

Chart 18 CONSULTING MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 19 ON-PREMISES MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 20 CLOUD MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 21 LARGE ENTERPRISES MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 22 SMES MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 23 ENERGY AND UTILITIES MARKET REVENUE, 2016–2023 (\$BILLION)

Chart 24 MANUFACTURING MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 25 TELECOM AND IT MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 26 CONSTRUCTION AND REAL ESTATE MARKET REVENUE, 2016–2023
(\$MILLION)

Chart 27 HEALTHCARE AND LIFESCIENCES MARKET REVENUE, 2016–2023
(\$MILLION)

Chart 28 TRANSPORTATION AND LOGISTICS MARKET REVENUE, 2016–2023
(\$MILLION)

Chart 29 BFSI MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 30 OTHERS MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 31 NORTH AMERICA MARKET REVENUE, 2016–2023 (\$MILLION)

Chart 56 MICROSOFT: OVERVIEW SNAPSHOT

Chart 57 MICROSOFT: BUSINESS UNITS

Chart 58 MICROSOFT: GEOGRAPHIC REVENUE

Chart 59 MICROSOFT: SWOT ANALYSIS

Chart 60 SALESFORCE: OVERVIEW SNAPSHOT

Chart 61 SALESFORCE: BUSINESS UNITS

Chart 62 SALESFORCE: GEOGRAPHIC REVENUE

Chart 63 SALESFORCE: SWOT ANALYSIS

Chart 64 IBM: OVERVIEW SNAPSHOT

Chart 65 IBM: BUSINESS UNITS

Chart 66 IBM: GEOGRAPHIC REVENUE

Chart 67 IBM: SWOT ANALYSIS

Chart 68 SAP: OVERVIEW SNAPSHOT

Chart 69 SAP: BUSINESS UNITS

Chart 70 SAP: GEOGRAPHIC PRESENCE

Chart 71 SAP: SWOT ANALYSIS

Chart 72 ORACLE: OVERVIEW SNAPSHOT

Chart 73 ORACLE: BUSINESS UNITS

Chart 74 ORACLE: GEOGRAPHIC REVENUE

Chart 75 ORACLE: SWOT ANALYSIS

Chart 76 FIELD SERVICE MANAGEMENT MARKET: COMPETITIVE LANDSCAPE

I would like to order

Product name: Global Field Service Management Market By Solutions (Schedule and Dispatch, Work Order Management, Tracking and Performance Management, Inventory Management, Billing and Invoicing, and Reporting and Dashboards); By Services (Deployment and Integration, Support and Maintenance, and Consulting); By Industries; By Deployment Mode (On-premises and Cloud); By Regions (North America, Europe, Asia Pacific, Middle East Africa, and Latin America) Drivers, Opportunities, Restraints, Trends, and Forecast to 2023

Product link: <https://marketpublishers.com/r/G5E63BA0215EN.html>

Price: US\$ 3,500.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G5E63BA0215EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:

Last name:

Email:

Company:

Address:

City:

Zip code:

Country:

Tel:

Fax:

Your message:

****All fields are required**

Customer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970