

# **Field Service Management Market by Offering (Solutions, Services), Deployment Mode (On-premises, Cloud), Organization Size, Vertical (Manufacturing, Transportation & Logistics, Construction & Real Estate) and Region - Global Forecast to 2028**

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## **Abstracts**

The FSM market is expected to grow from USD 4.0 billion in 2023 to USD 7.3 billion by 2028 at a Compound Annual Growth Rate (CAGR) of 12.8% during the forecast period. The need to enhance customer satisfaction by providing clients with real-time updates on project progress, scheduling appointments for inspections or repairs, and promptly addressing any issues or concerns is expected to drive the adoption of FSM solutions.

“As per deployment mode, the cloud segment is expected to grow at a higher CAGR during the forecast period. “

The cloud deployment model involves hosting software applications and services on remote servers accessible via the internet, eliminating the need for on-premises infrastructure. In the FSM context, cloud deployment is a significant driver due to its inherent advantages. Cloud-based FSM solutions offer unparalleled accessibility, allowing field technicians to access critical information and tools from anywhere, fostering real-time collaboration and decision-making. Moreover, cloud deployment reduces the total cost of ownership by eliminating upfront hardware investments and offering subscription-based pricing models, making FSM solutions more affordable and scalable for organizations of all sizes. Cloud-based FSM solutions also streamline software updates and maintenance, ensuring that organizations always have access to the latest features and improvements without the burden of manual upgrades. Overall,

the cloud deployment model revolutionizes the FSM market by providing flexibility, accessibility, scalability, and cost-effectiveness to field service operations, driving efficiency and innovation in the industry.

“As per organization size, large enterprises to hold largest market share in 2023.”

Large enterprises dominate the field service management (FSM) market, driven by their extensive adoption of FSM software due to substantial workforces and complex field operations. These solutions empower large enterprises by streamlining communication across various departments and field technicians, reducing time spent on logistical tasks and enhancing client service. FSM software assists in managing service contracts with customers, vendors, and partners, optimizing warranty costs, forecasting accuracy, and managing inventory to drive profitability. Moreover, FSM enables large enterprises to analyze customer interactions throughout the lifecycle, enhancing overall organizational performance by improving efficiency in various field processes. Among the vendors providing FSM services, FSM Grid offers an intelligent platform that automates scheduling, work orders, routing, and more, integrating AI-driven technology and IoT devices to predict failures and optimize field service operations seamlessly.

“As per region, Europe will witness the second-largest market share during the forecast period.”

The European FSM market is thriving, buoyed by increasing demands for operational efficiency, heightened customer expectations, and the integration of emerging technologies, such as IoT, AI, and machine learning. Businesses across various sectors, such as manufacturing, transportation, construction, and utilities, embrace FSM solutions to optimize scheduling, enhance customer experiences, and address sustainability concerns. Key trends include a mobile-first approach for technicians, integration with CRM and ERP systems, CRM and ERP systems integration, and the growing adoption of AI and ML for predictive analytics. Despite challenges such as data security, system integration complexities, and a shortage of skilled technicians, the European FSM market presents lucrative opportunities for vendors and users. The focus on efficiency, customer satisfaction, and sustainability will continue to propel market growth and foster regional innovation.

The breakup of the profiles of the primary participants is below:

By Company: Tier I: 46%, Tier II: 16%, and Tier III: 38%

By Designation: C-Level Executives: 32%, Director Level: 42%, and Others: 26%

By Region: North America: 40%, Europe: 33%, Asia Pacific: 17%, Rest of World: 10%

Note: Others include sales managers, marketing managers, and product managers

Note: The rest of the World consists of the Middle East & Africa, and Latin America

Note: Tier 1 companies have revenues of more than USD 100 million; tier 2 companies' revenue ranges from USD 10 million to USD 100 million; and tier 3 companies' revenue is less than 10 million

Source: Secondary Literature, Expert Interviews, and MarketsandMarkets Analysis

Some of the significant vendors offering FSM solutions and services across the globe include Oracle (US), Microsoft (US), SAP (US), IFS (Sweden), ServiceMax (US), Salesforce (US), Infor (US), Trimble (US), Comarch (Poland), ServicePower (US), ServiceNow (US), OverIT (Italy), FieldAware (US), Zinier (US), Accruent (US), Praxedo (France), FieldEZ (India), FieldEdge (US), Jobber (Canada), ServiceTitan (US), Kickserv (US), MHelpesk (US), Skedulo (US), Service Fusion (US), Husky Intelligence (UK), Field Pulse (US), Workiz (US), and Nomadia(France).

Research coverage:

The market study covers the FSM market across segments. It aims to estimate the market size and the growth potential of this market across different market segments, such as offering, deployment mode, organization size, vertical, and region. It includes an in-depth competitive analysis of the key players in the market, their company profiles, key observations related to product and business offerings, recent developments, and key market strategies.

Reasons to buy this report:

The report will help the market leaders/new entrants with information on the closest approximations of the revenue numbers for the overall FSM market and the subsegments. This report will help stakeholders understand the competitive landscape

and gain more insights to position their businesses better and plan suitable go-to-market strategies. The report also helps stakeholders understand the market pulse and provides information on key market drivers, restraints, challenges, and opportunities.

The report provides insights on the following pointers:

Analysis of critical drivers (increase in adoption of digitalization and automation in field service industry, rising adoption of mobile-based FSM solutions, need for increased visibility to enhance customer experience, growing adoption of SaaS-based FSM solutions among SMEs, increasing need for managing workforce efficiency), restraints (security concerns of organizations related to data confidentiality), opportunities (advancements in IoT and predictive analytics, need for AI integration to improve service delivery and personalize experience, remote AR assistance for onsite support), and challenges (ensuring workers' safety and minimizing liability, need for resource management) influencing the growth of the FSM market.

**Product Development/Innovation:** Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the FSM market.

**Market Development:** Comprehensive information about lucrative markets – the report analyses the FSM market across varied regions.

**Market Diversification:** Exhaustive information about new products & services, untapped geographies, recent developments, and investments in the FSM market.

**Competitive Assessment:** In-depth assessment of market shares, growth strategies, and service offerings of leading players Oracle (US), Microsoft (US), SAP (US), IFS (Sweden), ServiceMax (US), Salesforce (US), Infor (US), Trimble (US), Comarch (Poland), among others in the FSM market.

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\*Details on Business overview, Products/Services/Solutions offered, Recent Developments, MNM view might not be captured in case of unlisted companies.

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