Field Service Management Reviews and Ratings

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What is Field Service Management software?

Gartner define field service management (FSM) as mobile software that manages work and commercial interactions for organizations whose workforces travel to remote locations. These workforces install, inspect, maintain and repair consumer, commercial or industrial equipment, assets and systems. FSM software may also help manage, maintain and monitor these under a ... **Read More**

Learn More About This Category **How Categories and Markets Are Defined**

Highest Rated By Your Peers

For Willingness to Recommend

- Geocall
- Praxedo Field Service Management
- IFS Mobile Workforce Management

For 50M-1B USD Companies

- IFS Mobile Workforce Management
- IFS Cloud
- IFS Field Service Management Software

For North America

- E-Business Suite Field Service
- Astea Alliance
- IFS Field Service Management Software

Integration & Deployment

- Praxedo Field Service Management
- IFS Mobile Workforce Management
- vx Suite - Verisae

Product Listings

Filter by

Reviewed in Last 12 Months

Reviewer's Company Size Revenue

- <50M USD
- 50M-1B USD
- 1B-10B USD
- 10B+ USD
- Don't/Prf/Ctd

Reviewer's Industry

- Services (non-Government)
- Manufacturing
- IT Services
- Energy and Utilities
- Telecommunication

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Reviewer's Region

- North America
- Europe, Middle East and Africa
- Asia/Pacific
- Latin America

Vendors

- Salesforce
- IFS
- Microsoft
- Praxedo
- Oracle

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Products 1 - 20 of 127

Sort by: Number of Ratings, High to Low

Microsoft Dynamics 365 Field Service

By Microsoft

4.3 ★★★★★ (148 Ratings)

OVERVIEW ALTERNATIVES

Microsoft Dynamics 365 Field Service is a software that assists organizations in managing and optimizing their field operations. The software enables scheduling and dispatching of resources, work order management, inventory tracking, and asset maintenance. It... **Read More**

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Salesforce Field Service

By Salesforce

4.3 ★★★★★ (122 Ratings)

OVERVIEW ALTERNATIVES

Salesforce Field Service is a software designed to support businesses in managing and optimizing their field operations. The software provides tools for scheduling and dispatching work orders, tracking inventory, and monitoring employee locations and job... **Read More**

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Praxedo Field Service Management

By Praxedo

4.4 ★★★★★ (115 Ratings)

OVERVIEW ALTERNATIVES

Praxedo Field Service Management is a software designed to support the operational needs of companies managing teams in the field. The software provides functionalities for scheduling, dispatching, and real-time tracking of field technicians, along with... **Read More**

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IFS Field Service Management Software

Customers Choice 2025

By IFS

4.6 ★★★★★ (105 Ratings)

OVERVIEW ALTERNATIVES

IFS Field Service Management is a comprehensive, cloud-based solution supporting the entire service lifecycle, from contract and warranty management to field service automation, planning and IFS.ai powered, continuous scheduling optimization, contractor management, mobile work execution,... **Read More**

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Oracle Field Service

By Oracle

4.2 ★★★★★ (80 Ratings)

OVERVIEW ALTERNATIVES

Oracle Field Service is a software designed to manage and optimize field operations for organizations with mobile workforces. It utilizes data-driven algorithms to schedule and route field technicians, aiming to enhance appointment adherence and resource... **Read More**

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SAP Field Service Management

By SAP

4.4 ★★★★★ (54 Ratings)

OVERVIEW ALTERNATIVES

SAP Field Service Management is a software designed to support the management and optimization of field service operations for businesses. The software enables scheduling and dispatching of field technicians, tracks work in real time, and... **Read More**

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ServiceMax Core

By PTC

4.1 ★★★★★ (50 Ratings)

OVERVIEW ALTERNATIVES

ServiceMax Core is a software designed to support field service management by optimizing scheduling, work order management, and asset tracking. The software facilitates real-time visibility into service operations, such as technician assignments and work progress... **Read More**

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ServiceNow Field Service Management

By ServiceNow

4.2 ★★★★★ (47 Ratings)

OVERVIEW ALTERNATIVES

ServiceNow Field Service Management is a software designed to enable organizations to manage and optimize their field service operations. The software facilitates assignment, tracking, and completion of service tasks through a centralized platform that integrates... **Read More**

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IFS Cloud

Customers Choice 2025

By IFS

4.5 ★★★★★ (37 Ratings)

OVERVIEW ALTERNATIVES

IFS Cloud is an enterprise software designed to support organizations in managing operations across areas such as enterprise resource planning, enterprise asset management, and service management. The software offers modules for finance, human resources, manufacturing,... **Read More**

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Geocall

By Geocall

4.5 ★★★★★ (30 Ratings)

OVERVIEW ALTERNATIVES

Geocall is a software designed to manage and optimize field service operations by supporting scheduling, dispatching, resource allocation, and real-time communication. The software enables organizations to plan service activities, track field personnel, monitor job progress,... **Read More**

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IFS Mobile Workforce Management

Customers Choice 2025

By IFS

4.7 ★★★★★ (30 Ratings)

OVERVIEW ALTERNATIVES

IFS Mobile Workforce Management streamlines planning, scheduling, dispatch, and field execution for technicians, crews, and inspectors. The solution covers the full work lifecycle from work intake and capacity planning to schedule optimization and completion, connecting... **Read More**

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ServicePower Field Service Management Suite

By ServicePower

4.1 ★★★★★ (30 Ratings)

OVERVIEW ALTERNATIVES

ServicePower Field Service Management Suite is a software designed to optimize and manage field service operations for businesses that deploy field technicians. The software offers features such as scheduling, dispatching, route optimization, work order management,... **Read More**

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Astea Alliance

By Astea International

4.1 ★★★★★ (23 Ratings)

OVERVIEW ALTERNATIVES

Astea Alliance is a software designed to support field service management operations by enabling organizations to streamline business processes such as dispatching, scheduling, work order management, contract management, and inventory control. The software provides tools... **Read More**

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ClickSchedule (Legacy)

By Salesforce

4.4 ★★★★★ (23 Ratings)

OVERVIEW ALTERNATIVES

ClickSchedule (Legacy) software is designed for optimizing service scheduling and dispatching in businesses that rely on field service management. The software automates the assignment of tasks to field resources based on parameters such as skills,... **Read More**

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ClickSoftware Enterprise Mobile Workforce Management (Legacy)

By Salesforce

4.2 ★★★★★ (21 Ratings)

OVERVIEW ALTERNATIVES

ClickSoftware Enterprise Mobile Workforce Management is a software designed to optimize and automate the scheduling and dispatch of mobile field resources. The software supports workforce planning, real-time tracking, and operational management for field service teams... **Read More**

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E-Business Suite Field Service

By Oracle

4.3 ★★★★★ (18 Ratings)

OVERVIEW ALTERNATIVES

E-Business Suite Field Service is a software that facilitates the management of field service operations by providing tools for scheduling, dispatching, and tracking service requests. The software enables organizations to optimize the allocation of resources,... **Read More**

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ClickMobile (Legacy)

By Salesforce

4.5 ★★★★★ (17 Ratings)

OVERVIEW ALTERNATIVES

ClickMobile (Legacy) software is a mobile workforce management solution designed to support the scheduling, dispatch, and execution of field service operations. The software provides capabilities to connect field employees with back office systems, providing real-time updates... **Read More**

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Click Field Service Edge (Legacy)

By Salesforce

4.9 ★★★★★ (13 Ratings)

OVERVIEW ALTERNATIVES

Click Field Service Edge (Legacy) is a software designed to support businesses in managing and optimizing field service operations. The software provides capabilities for scheduling, dispatching, and tracking field technicians, enabling organizations to allocate resources... **Read More**

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SAP Cloud ERP

By SAP

3.9 ★★★★★ (13 Ratings)

OVERVIEW ALTERNATIVES

SAP Cloud ERP (formerly SAP S/4HANA Cloud) is a modular enterprise resource planning (ERP) software, powered by AI and analytics, that integrates core business functions including finance, supply chain, manufacturing, procurement, and sales. It enables... **Read More**

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vx Suite - Verisae

By Accruent

4.2 ★★★★★ (13 Ratings)

OVERVIEW ALTERNATIVES

vx Suite is a software that provides a comprehensive platform for managing facilities, assets, and maintenance operations. It enables organizations to track asset performance, schedule preventive maintenance, manage work orders, and monitor compliance with regulatory... **Read More**

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Features

Gartner Research

Trending Products

Popular Product Comparisons

Features of Field Service Management

Updated April 2025

Mandatory Features:

- Analytics and Integration (with other systems of record): Prominent FSMs provide a comprehensive library of standard reports, dashboards and connectors. FSM suites integrate with software in various markets. These include the CRM, ERP, enterprise asset management (EAM), APM, IoT, workforce management, vendor management, product life cycle management and supply chain software markets. Specific supply chain examples are the transportation management, last-mile delivery and fleet management software markets. APIs and connectors for ERP, EAM, CRM and GIS application integration; Field service performance management reports and dashboards; Predictive analytics; Intelligent business process management (workflows); Alerts and notifications.
- Field work planning: FSMs offer skills-based workload balancing, forecasting of shift requirements, schedule optimization and routing for short- and long-cycle work requests. They also offer SLAs and cost prioritization, parts demand planning and purchasing, contracted or contingent third-party service provider management, customer approval coordination and spatial location-informed planning.
- Mobile technician enablement: FSMs provide two-way communications among dispatchers, customers and technicians while also enabling digital guidance for employee or subcontractor technicians via apps on mobile and wearable devices. These enable clear dissemination of: GPS location and telematics; Work scope and warranty coverage; Equipment work history; Parts availability and sourcing; Organizations provide remote expert guidance and collaboration with experts for technicians and customers in the field through multiexperience service support channels, such as remote video and AR-based communications systems, IoT visualizations and chatbots.
- Demand management: FSMs collect work prerequisite information such as priority (business impact), severity (the issue's impact on equipment outcomes), funding source, skill requirements and required replacement parts. They handle the receipt of work requests (demand) from internal and external sources across multiple modalities: External: customers (through multiple self- and assisted-service channels), IoT connections (sometimes via APM systems) and service-brokering networks; Internal-ticketing; maintenance, repair and operations (MRO); product life cycle management; long-cycle project management; and enterprise asset management systems.
- Work order debrief: FSMs enable online or offline mobile collection of time and parts used, tasks completed, updates to equipment records, site evidence, customer recommendations, signoffs and satisfaction surveys. New work requirements can be captured via form-driven workflows such as: Inspections; Safety forms; Customer quotes; Approvals for additional work.

Gartner Research

Market Guide for Field Service Management

Gartner Peer Insights 'Voice of the Customer': Field Service Management

Top Trending Products

IFS Cloud

SAP Field Service Management

Popular Product Comparisons

Microsoft Dynamics 365 Field Service vs Salesforce Field Service

Salesforce Field Service vs ServiceNow Field Service Management

IFS Field Service Management Software vs Salesforce Field Service

Oracle Field Service vs Salesforce Field Service

IFS Field Service Management Software vs Microsoft Dynamics 365 Field Service

Salesforce Field Service vs SAP Field Service Management