ServiceNow Field Service Management

The Field Service Challenge

Field service leaders want to deliver exceptional service that grows the business, serve as a trusted advisor to customers, and be an ally to their employees. To do this, they need to be able to create great employee and customer experiences, keep costs down, and find new ways to increase revenue.

The problem is they are dealing with disconnected systems, manual processes, and a labor shortage that make both day-to-day operations and scaling the business a challenge. They are frustrated by persistent operational issues impacting their ability to deliver reliable service, hit KPIs, and take care of their team and customers.

It shouldn't be this challenging for field service leaders and their team to manage operations efficiently, drive business growth, and meet service demands. We understand how difficult it is to have to switch across fragmented systems, stitch together disparate pieces of information, and do more with less.

The ServiceNow Solution

ServiceNow® Field Service Management (FSM) simplifies how work gets done with automated workflows that enable organizations to achieve better outcomes for their field service teams and their customers.

Our AI platform for business transformation enhances the productivity of field service teams by empowering them to focus on high value tasks instead of being bogged down by manual work and inefficiencies.

We help ensure field service organizations get the right person, with the right skillset, and the right level of empowerment to resolve customer needs efficiently, transparently, and proactively.

Benefits

Increase technician productivity

Save technicians time by leveraging AI to simplify debriefing, knowledge generation, and work summarization.

Optimize scheduling and resource allocation

Make it easier to manage work and dynamically adjust schedules across technicians, crews, and third-party contractors with AI.

Automate and reimagine processes

Eliminate manual processes with AI-driven automation so field service teams can focus on complex, high value work.

Enhance communication and collaboration

Breakdown functional silos and transform service delivery with AI-powered workflows on a single system of action.
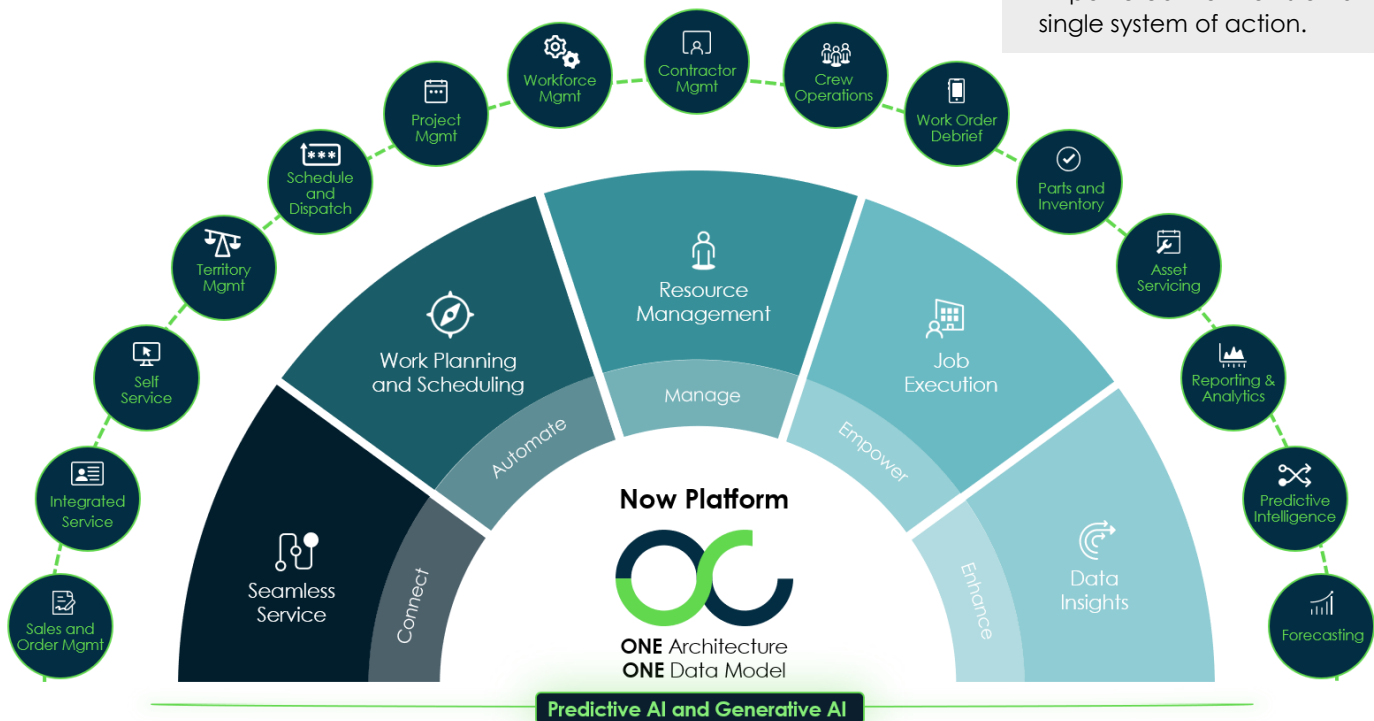
Sales and Order Management

Connect front, middle, and back-office teams across sales and order lifecycles; manage post-sale changes to grow revenue.

Opportunity Management

Generate new opportunities in the field with intuitive data capture and real-time sync.

Integrated Service

Reduce truck rolls, shorten time to resolution, and provide proactive service by integrating field service with customer service on a single platform.

Self Service

Empower customers with AI-powered self-service portals, booking tools, chatbots, and omni-channel flexibility. Provide proactive notification with last-mile communication.

Territory Management

Visualize, create, and manage territories with tools to align objectives with resources to cover workload.

Schedule and Dispatch Optimization

Automate scheduling and dispatching for short- and long-cycle work with AI based on operational priorities, maximizing usability for dispatchers.

Project Management

Create, manage, and track project workflows to ensure work is completed in order, on time, and within budget.

Workforce Management

Distribute work seamlessly for internal technicians, third-party contractors, and crews in one unified workspace.

Contractor Management

Manage work among third-party contractors with the ability to receive, assign, and track work via Contractor Marketplace.

Crew Operations

Define and create fixed and ad hoc crews based on geography, skills, type of work, and availability.

Now Assist

Reduce manual work and the time it takes for field technicians to perform tasks with generative AI capabilities.

Work Order Debrief

Ensure the field has the job details, customer information, collaboration tools, and contextual knowledge to maximize first time fix. Use checklists, bar code scan, and capture images.

Parts and Inventory

Streamline management for personal stockrooms and truck stock. Facilitate swaps and transfers while maintaining stock level integrity.

Asset Servicing

Manage servicing for installations, inspections, maintenance, and repair. Build maintenance plans based on time, cycles, and usage.

Reporting and Analytics

Analyze data to track KPIs and business metrics, identify trends and bottlenecks, and easily monitor in field service dashboards.
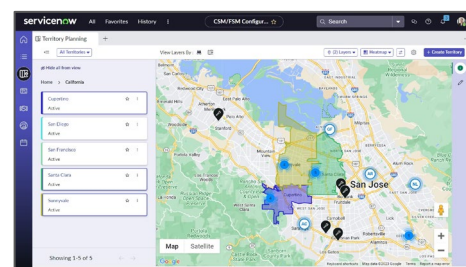
Predictive Intelligence

Remove bottlenecks with process automation driven by AI. Use machine learning (ML) to make recommendations and improve efficiency.
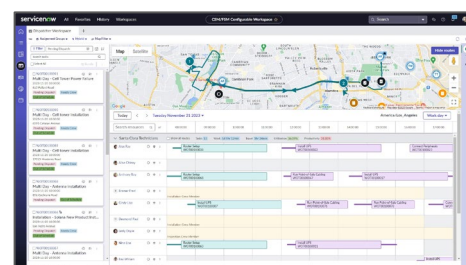
Forecasting

Visualize forecasted maintenance schedules; predict future resourcing and staffing needs with AI based on historical learnings.
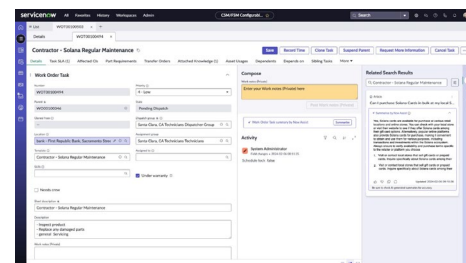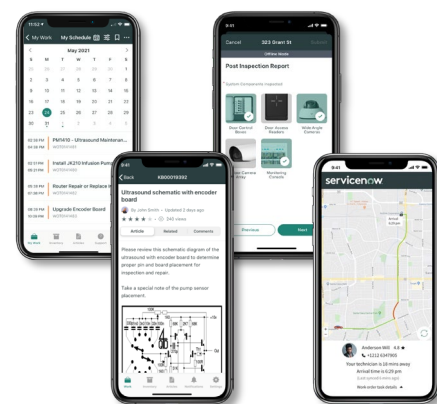

Now Assist for Work Order Summarization

Territory Planning

Dispatcher Workspace

Mobile Agent

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