Software Advice BuyerView: Field Service Software

Insight into today’s software buyer
Abstract

Ever year, we talk to tens of thousands of professionals in field service that are considering field service software for their business. We tapped into a subset of this data to determine what the most common pain points are and why these buyers are looking to purchase new software. Key findings include:

- Fifty-four percent of buyers are currently using manual methods to handle all of their field service needs.
- The most desired functionality included scheduling, routing and dispatching.
- Ninety-seven percent of buyers preferred one integrated suite with multiple applications and functions, as opposed to separate, best-of-breed solutions.
Prospective Buyers’ Current Methods

Most field service companies are using manual methods, including paper, whiteboards and simple tools like Excel to manage their business.
With their new software, field service companies are mostly looking to increase organization and have access to more features than their current solution.

Top Reasons for Software Purchases

- Increase organization/efficiency
- Current is missing features
- Current doesn't support growth
- Current is faulty
- Reduce paperwork
- Current outdated
- Current too cumbersome/complex
- Modernize
- Other

Percent of sample

0%  10%  20%  30%  40%  50%
The most desired functionality includes scheduling (81 percent), routing and dispatching (66 percent) and integration with other systems (66 percent).
Ninety-seven percent of buyers prefer an integrated suite, as opposed to separate, best-of-breed solutions.
Besides health care (represented by only one buyer in our sample), pest control has the highest percentage of buyers with no deployment preference (81 percent).
A combined 55 percent of our buyers have 10 employees or less.
Fifty-three percent of our sample has less than $1 million in annual revenue.
Sixty-nine percent of companies estimate that their required software would only need to handle less than 10 users.
23 segments of the field service industry are represented in our sample, with the most buyers coming from heating, ventilation and air conditioning (HVAC).
A combined 74 percent of buyers want new software in place within three months.
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