

Field Service Management Process



FSM Software: The Next Step of Ubiquitous Connectivity

At its core, FSM is simply any system that is designed to keep track of the various components of field operations. These components typically include inventory management, vehicle tracking, scheduling, customer portals, and more. In terms of the software-as-a-service sector (SaaS), management of these components is usually controlled through a cloud-based portal which can be accessed from mobile devices while field technicians are on the job. Everything from tracking driver efficiency to empowering customers can often be controlled using a sophisticated FSM solution. If not for the massive leaps forward in cloud technology throughout the current decade, FSM solutions as

they exist today would not have been possible. As cloud solutions became more feasible, data storage became cheaper and mobile devices were engineered to handle more sophisticated software. It was only a matter of time until it was possible for every field service technician to have constant access to sophisticated FSM technology. With management staff in the office now able to instantly update tickets and coordinate changes on the fly, and with technicians able to access these changes and immediately inform customers of progressions, FSM has completely changed the way that managers, service workers, and customers all interact with each other.

