

Software Advice BuyerView: Field Service Software

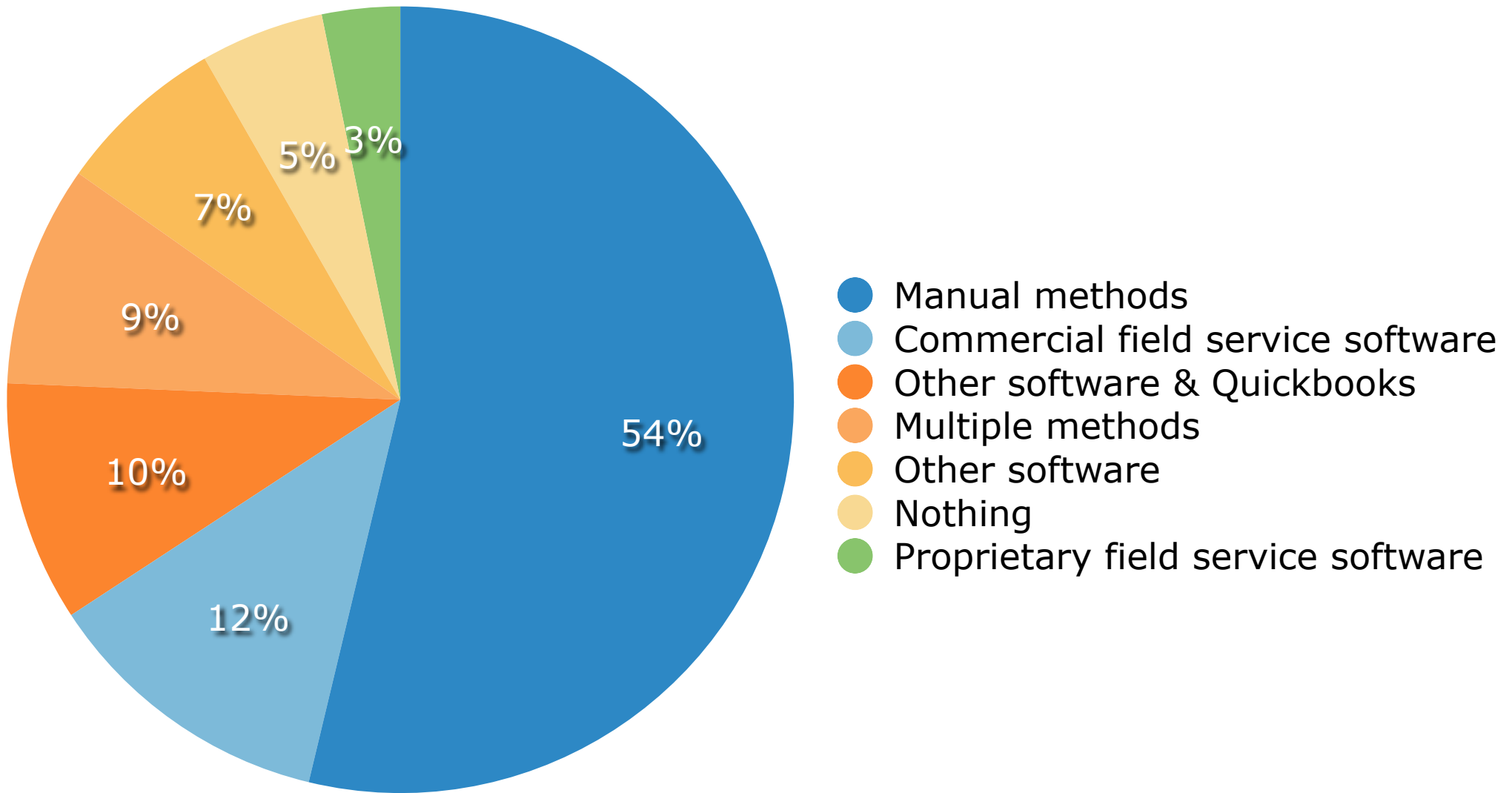
Insight into today's software buyer

Abstract

Every 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:

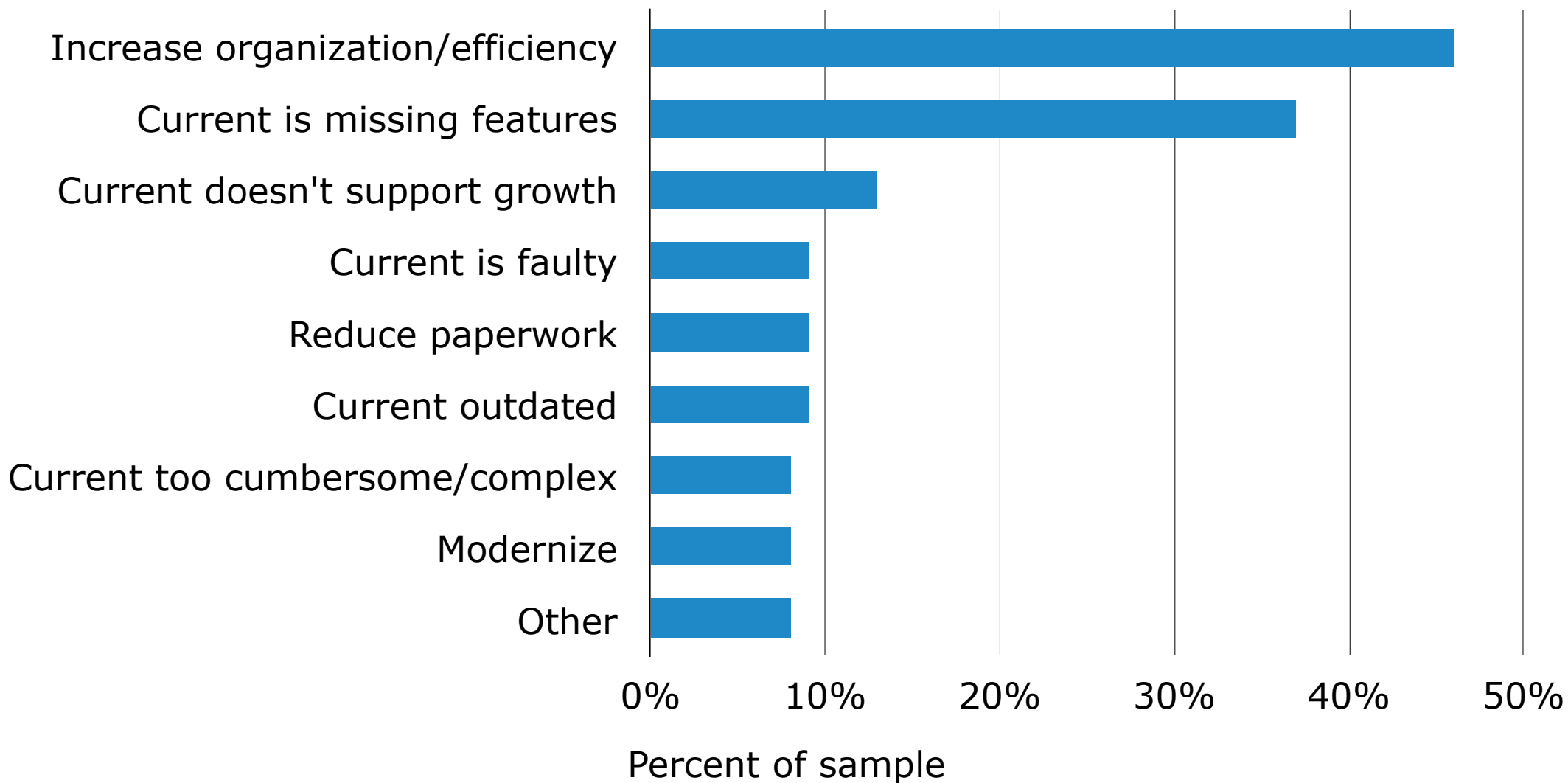
- Fifty-four percent of buyers are currently using manual methods to handle all of their field service needs.
- The most desired functionality included scheduling, routing and dispatching.
- Ninety-seven percent of buyers preferred one integrated suite with multiple applications and functions, as opposed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

Prospective Buyers' Current Methods



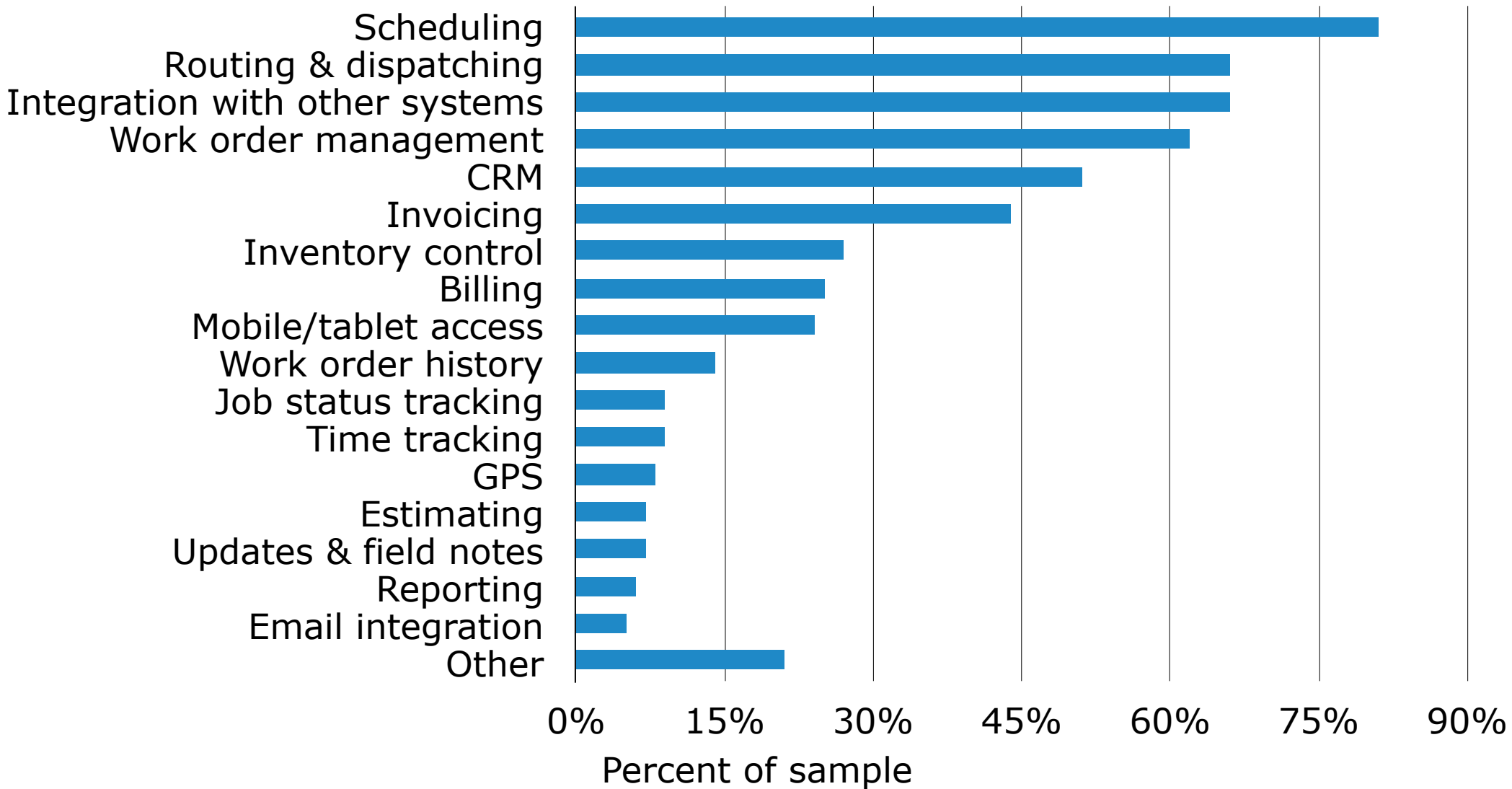
Most field service companies are using manual methods, including paper, whiteboards and simple tools like Excel to manage their business.

Top Reasons for Software Purchases



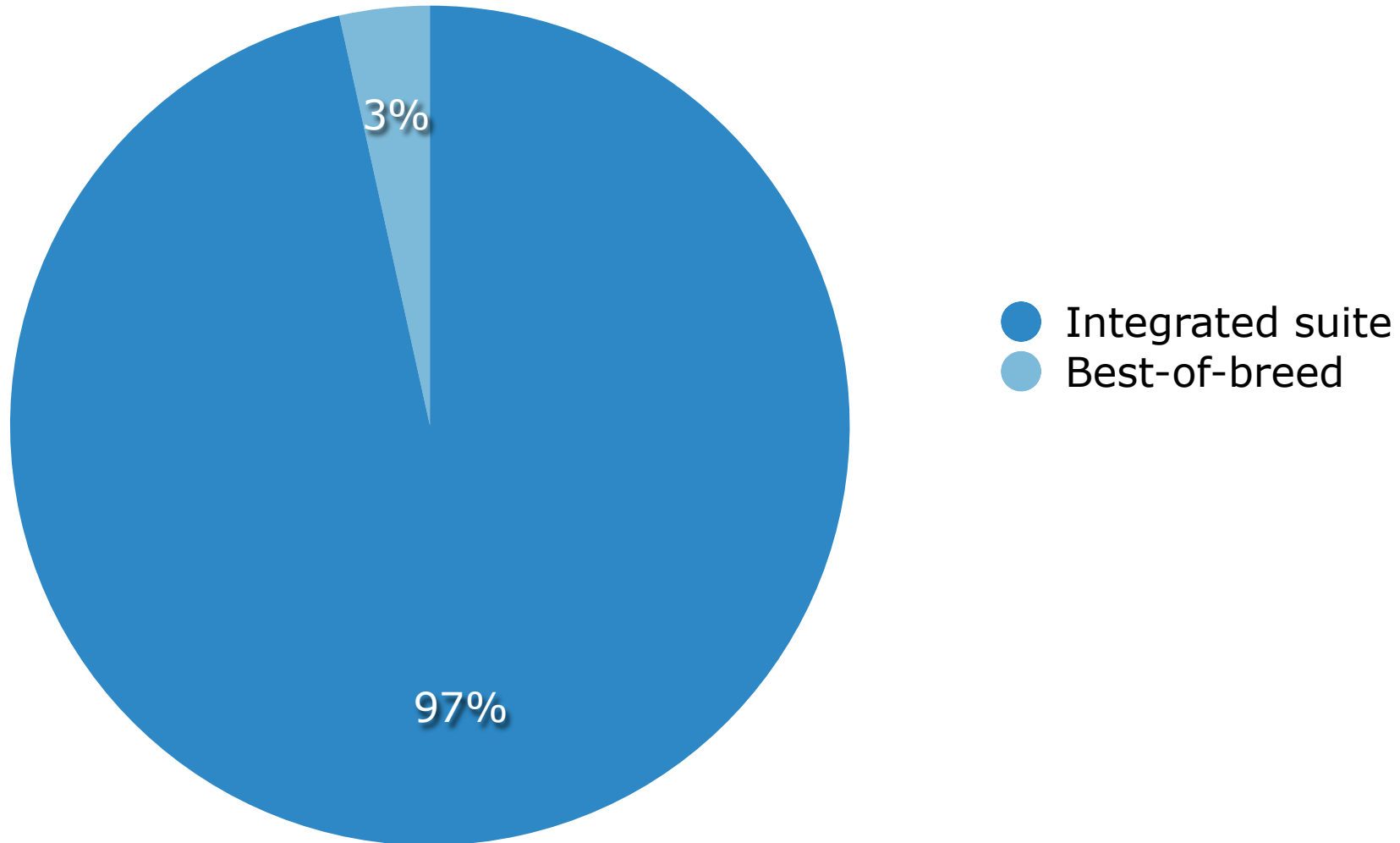
With their new software, field service companies are mostly looking to increase organization and have access to more features than their current solution.

Top-Requested Field Service Software Functionality



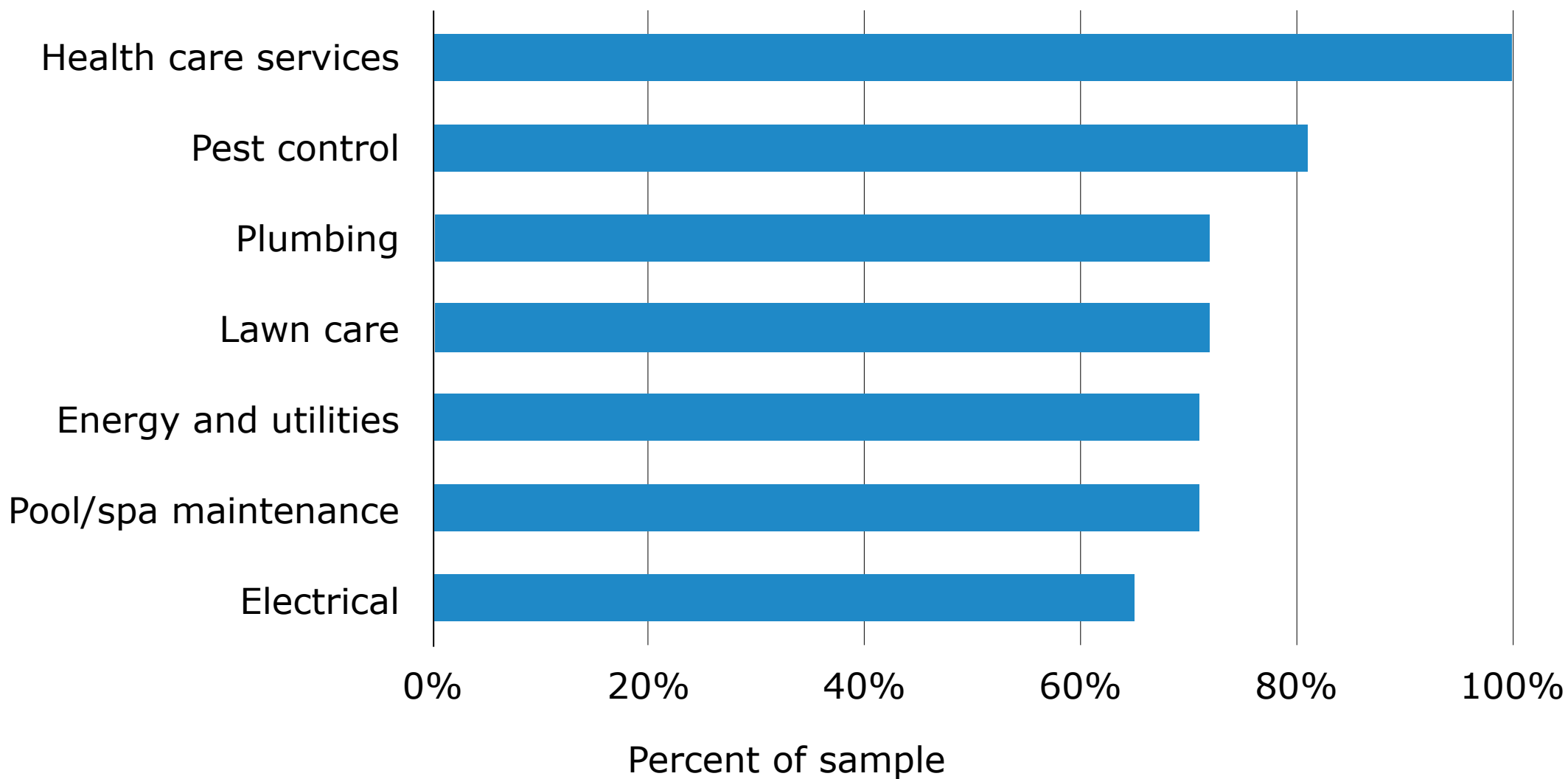
The most desired functionality includes scheduling (81 percent), routing and dispatching (66 percent) and integration with other systems (66 percent).

Integration Preferences



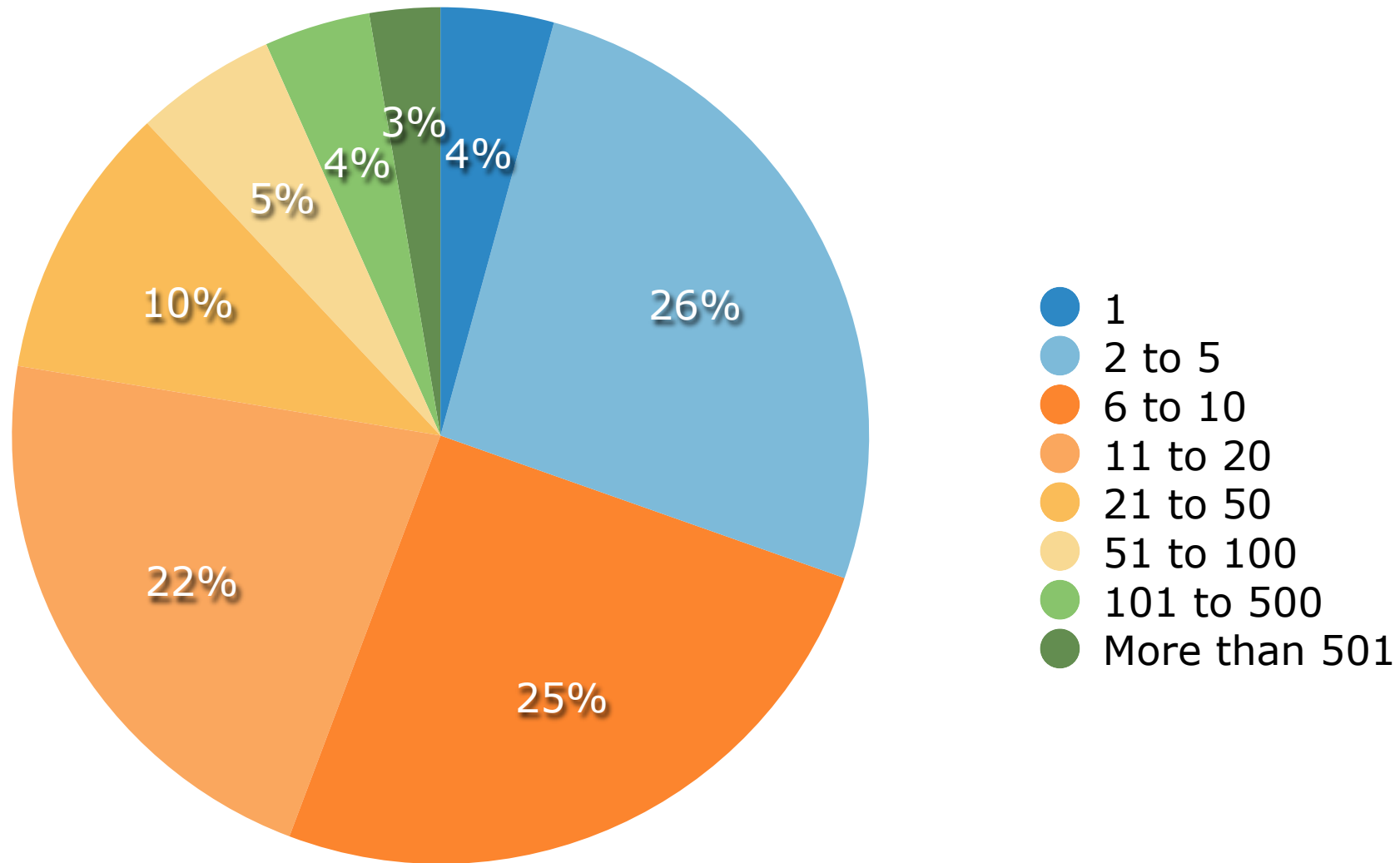
Ninety-seven percent of buyers prefer an integrated suite, as opposed to separate, best-of-breed solutions.

Buyers With No Deployment Preference by Segment



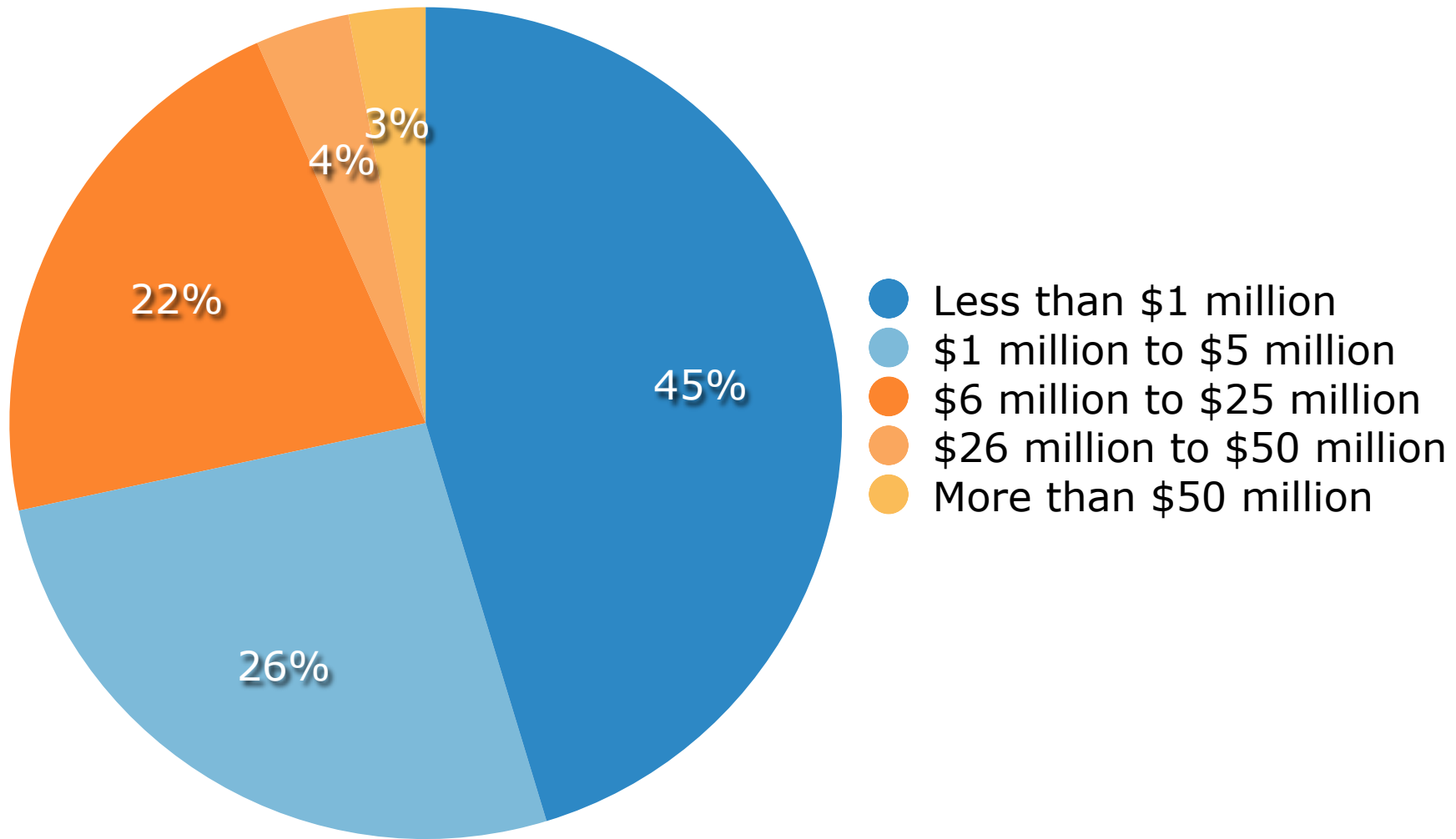
Besides health care (represented by only one buyer in our sample), pest control has the highest percentage of buyers with no deployment preference (81 percent).

Demographics: Prospective Buyer Size by Number of Employees



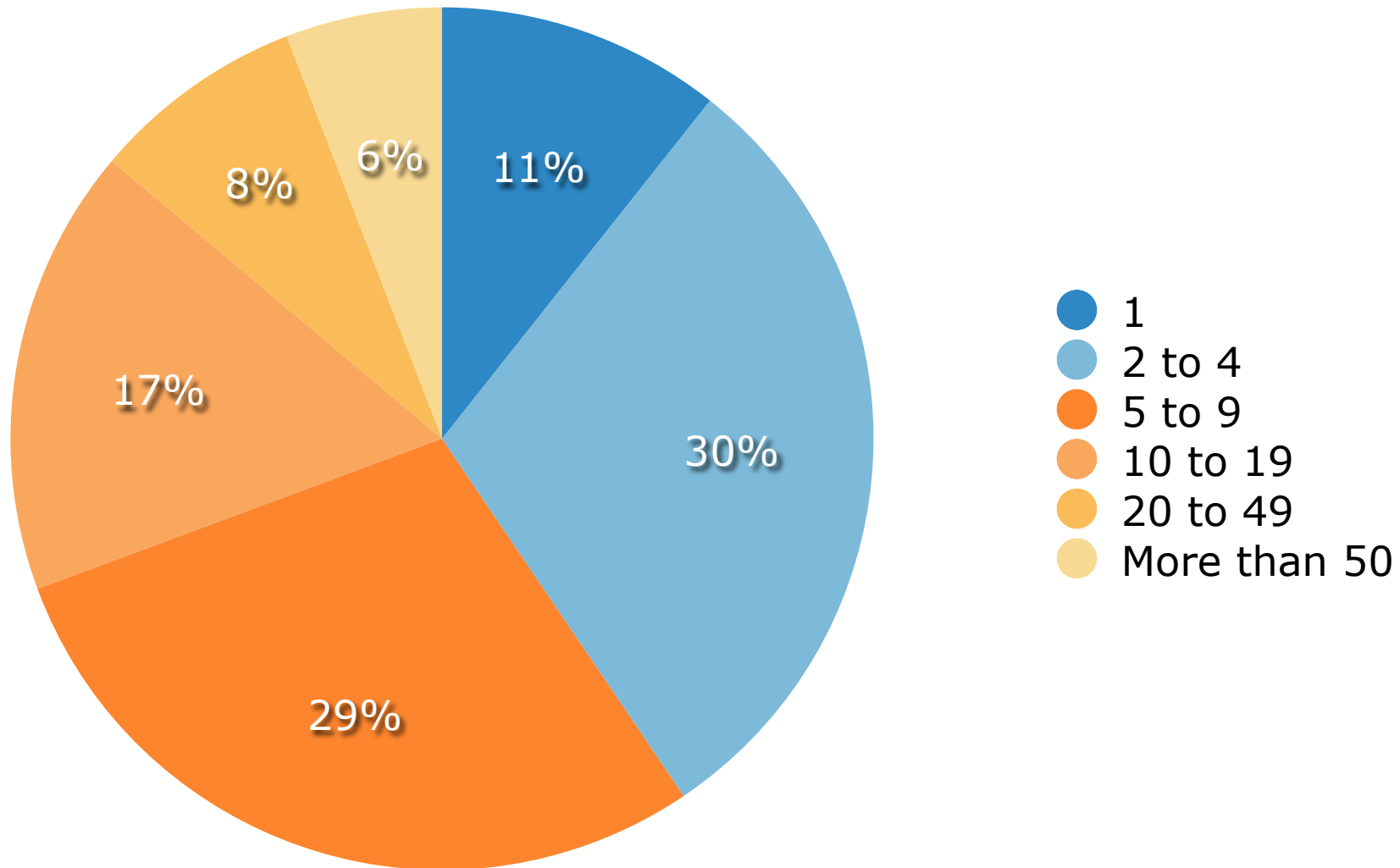
A combined 55 percent of our buyers have 10 employees or less.

Demographics: Prospective Buyer Size by Annual Revenue



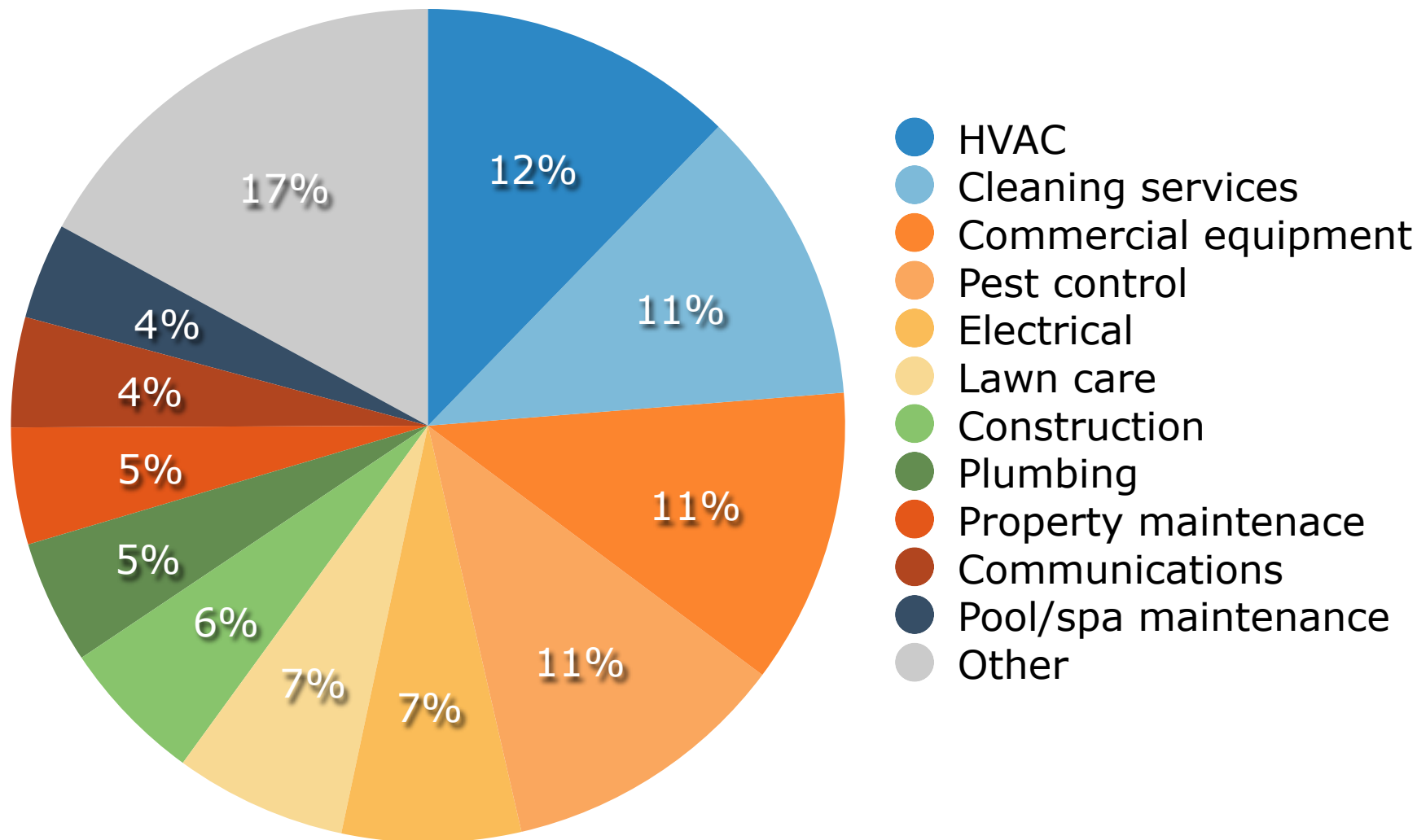
Fifty-three percent of our sample has less than \$1 million in annual revenue.

Demographics: Prospective Buyer Size by Number of Users



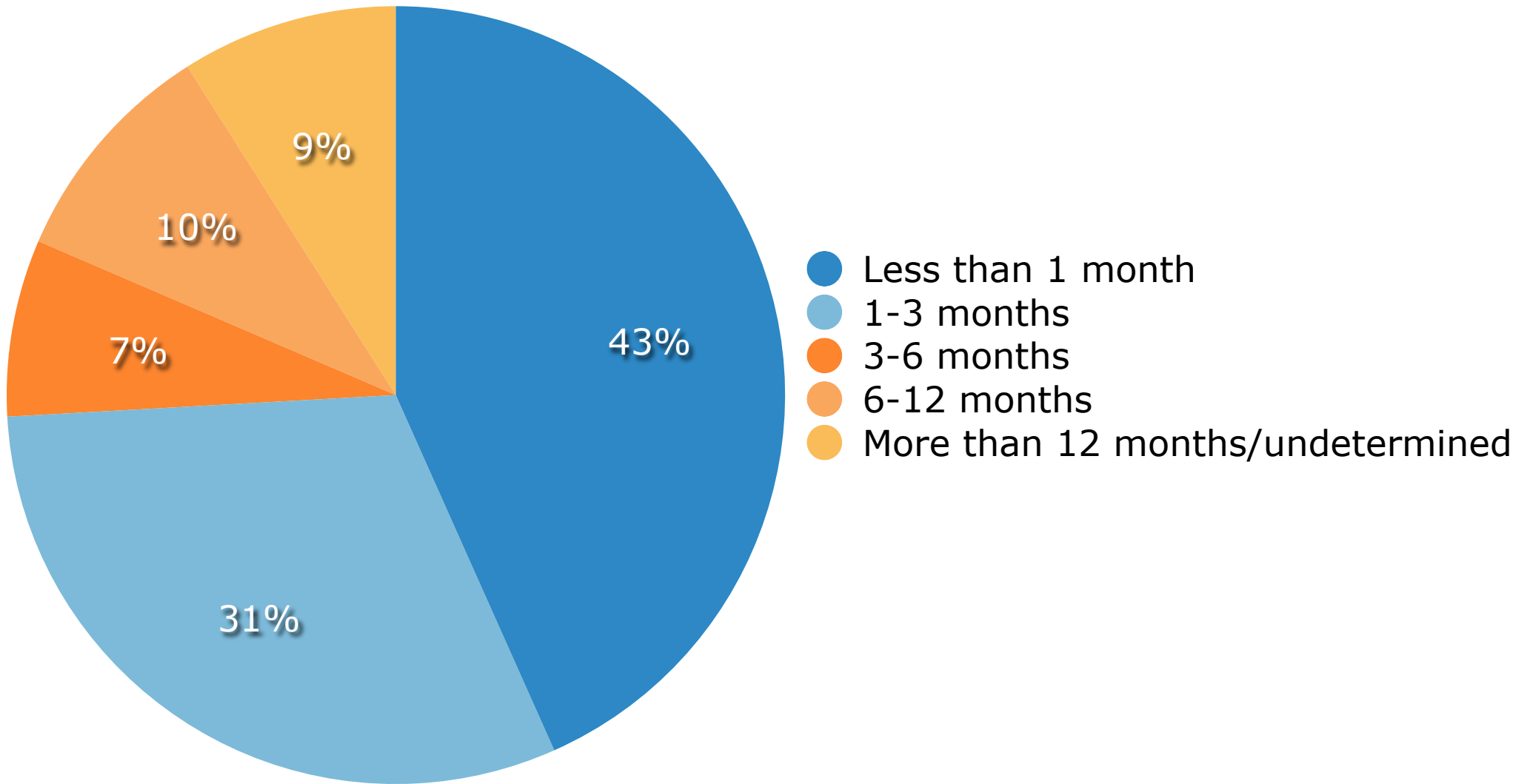
Sixty-nine percent of companies estimate that their required software would only need to handle less than 10 users.

Demographics: Prospective Buyers by Segment



23 segments of the field service industry are represented in our sample, with the most buyers coming from heating, ventilation and air conditioning (HVAC).

Prospective Buyers' Time Frames for Implementation



A combined 74 percent of buyers want new software in place within three months.

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