

# ServiceNow Field Service Management

## The Field Service Challenge

Your field service team is at the point of intersection between your customers and your brand. They have a direct impact on the customer experience you create. To provide great experiences, they need to be empowered; and unnecessary effort to do their jobs diminished. Challenges that are impacting this include:

- Multiple systems and siloed data creating friction in the service experience
- Manual and disconnected processes that result in a heavy administrative lift
- Scheduling and dispatching inefficiencies impacting travel time, overtime, and first time fix
- Increased job complexity and difficulty with onboarding, ongoing training, collaboration in the field, and access to tribal knowledge
- Changing customer needs, wants, and expectations

## The ServiceNow Solution

ServiceNow® Field Service Management (FSM) makes work easier. Teams can collaborate, processes are optimized, and everyone can get the visibility they need to stay informed.

With ServiceNow as the integrated System of Action, field service organizations are improving both the customer and employee experience by reducing unnecessary effort and making work flow. FSM allows your team to focus on high-value work instead of getting bogged down by inefficiencies.

Companies are connecting processes, increasing scheduling and dispatching efficiency, improving workforce management, empowering their field service teams, and enhancing service delivery all on a single platform with ServiceNow.

### Frictionless Service

Break down silos and workflow process to create seamless experiences.

### Work Planning and Scheduling

Increase scheduling and dispatching efficiency with automation, optimization, and capacity planning.

### Resource Management

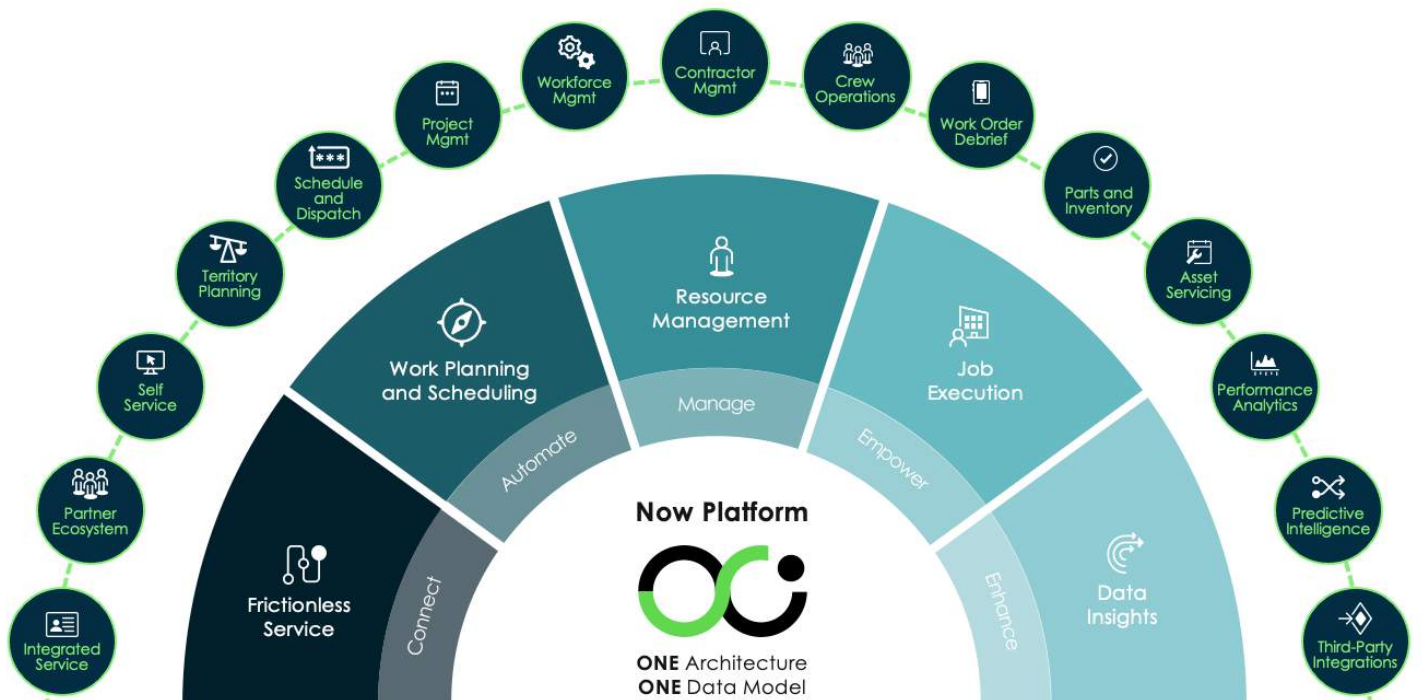
Streamline workforce management for internal and third-party resources and crews to meet business needs.

### Job Execution

Empower resources to do their best work while improving visibility to and from the field.

### Data Insights

Gain insights to enhance operations, identify trends, and remove service bottlenecks.



ServiceNow provides the field service capabilities to meet your business needs with one platform, one architecture, and one data model

## Integrated Service

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

## Partner Ecosystem

Extend FSM capabilities and innovate using partner solutions on the Now Platform, including augmented reality (AR) tools and IoT connectivity.

## Self Service

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

## Territory Planning

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

## Schedule and Dispatch

Automate scheduling and dispatching for short- and long-cycle work based on operational priorities. Maximize usability for dispatchers.

## Project Management

Create, manage, and track project workflows to ensure work is completed in order, on time, and on budget. Assign jobs to internal employees, third-party contractors and crews.

## Workforce Management

Balance work between different types of resources, and maximize utilization. Comply with work requirements and demands using capacities.

## Contractor Management

Manage third-party contractors to scale operations. Distribute work seamlessly with the ability to receive, assign, and track work in one place.

## Crew Operations

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

## 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.

## Performance Analytics

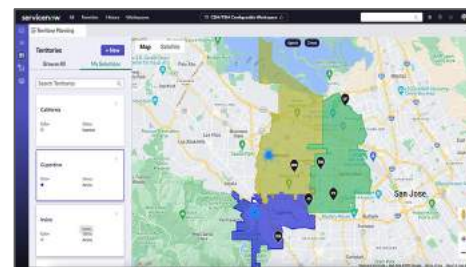
Analyze trends with KPIs, metrics, and dashboards for field service.

## Predictive Intelligence

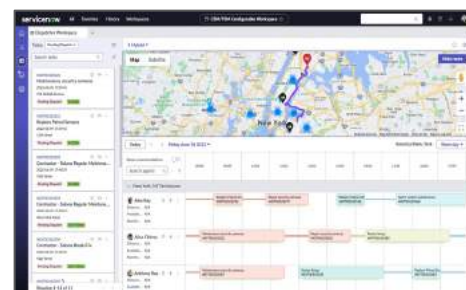
Remove bottlenecks with process automation driven by artificial intelligence (AI). Use machine learning (ML) to make recommendations and improve efficiency.

## Third-Party Integrations

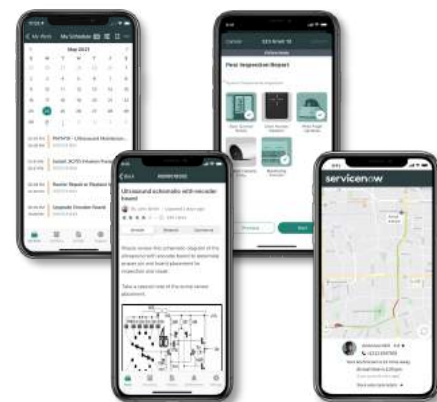
Connect ServiceNow to third-party systems with pre-built connectors and reusable custom spokes.



*Territory Planning*



*Dispatcher Workspace*



*Mobile Agent*

**For entitlement details for ServiceNow Field Service Management and other ServiceNow products, please visit:**  
<https://www.servicenow.com/products/entitlements.html>

