

# The field service experience

## The next big differentiator for your business

**Your customers** rely on field service experts to make things happen and fix issues the first time.

**Your business** relies on them to deliver the kind of service that builds strong relationships and supports revenue growth.

# FSM

### ServiceNow's Field Service Management (FSM) helps you:

- Reduce cost and increase revenue
- Retain, recruit, and onboard the best talent
- Prioritize safety
- Be proactive and predictive
- Strengthen contactless service
- Improve scheduling
- Empower and enable people to do their best work
- Enhance communication

**We empower organizations to deliver outstanding, frictionless experiences to customers and employees.**

### Reduce cost and increase revenue

Take field service from cost to value creation. ServiceNow's FSM enables you to adapt, innovate and grow—at speed and scale.



**“Customers are happy...and are asking for high-value service level agreements.”**

Alessandro la Greca, Technical Service Manager, Antares Vision

### Retain, recruit, and onboard the best talent

ServiceNow's FSM makes work easier, so employees feel valued and stay longer. It also helps you capture and share the experience of a retiring workforce.



**“We appreciate the close partnership with the ServiceNow FSM team...and their commitment to continuous improvement.”**

Adam Ouellette, ITSM Process Specialist, Princeton University

### Prioritize safety

With enhanced tracking and step-by-step safety guidance, ServiceNow's FSM enables you to meet expectations and regulations and gives you peace of mind.



**“ServiceNow's FSM is helping us to increase the productivity of our technicians and enhance customer satisfaction.”**

Kjetil Kaarstein, Department Manager Custom Development & Integration, Avarn Security Norway

### Be proactive and predictive

With AI-powered predictive analytics, machine learning and process automation, ServiceNow's FSM helps you anticipate and meet your customers' needs.



**“ServiceNow helps us to provide a world-class service.”**

Mikael Kluger, IT Support and Services Operations Director, Tunstall Nordic

### Strengthen contactless service

Powerful self-service tools and innovative technologies such as augmented reality support both physical and virtual field service needs.



**“Xerox and CareAR are working with ServiceNow to adapt the way we serve customers, using AI to help strengthen the customer experience.”**

Steve Bandrowczak, President and Chief Operations Officer, Xerox

### Improve scheduling and utilization

ServiceNow's FSM matches skills, availability and location for dynamic, automatic scheduling that reduces travel and costs and increases productivity and customer satisfaction.



**“We have realized significant operational efficiencies with our FSM and mobile app implementations.”**

Adam Ouellette, ITSM Process Specialist, Princeton University

### Empower people to do their best work

Optimize processes and give everyone the visibility they need. With ServiceNow's FSM, people can excel in their roles and focus on high-value work.



**“ServiceNow makes the administration so much easier...I have more time for the customer and the fun part of my job.”**

Dion Olie, Field Service Engineer, Scheidt and Bachmann

### Enhance communication

The FSM mobile app provides team-wide visibility, making it easier for teams to collaborate. ServiceNow provides the insight you need to keep customers in the loop with advance warning and accurate updates.



**“We're working faster and more intelligently with ServiceNow. Keeping our customers informed more effectively and more frequently.”**

Ross Buntain, Operations Director, Jigsaw24

**“Field service can, and should, be a revenue-generating, strategic differentiator for your organization. And we're here to make that happen.”**

Bulent Cinarkaya, GM of Field Service Management, ServiceNow

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