

Field Service Management Software Delivering ROI Quickly

Transform your field service experiences with personalized solutions for blended workforces and achieve improved customer experiences and rapid ROI.

ServicePower delivers results, *quickly*.

12x

annualized
ROI

30%

improvement in customer
satisfaction ratings

35%

reduction of
in-bound call volumes

See how ServicePower stacks up to its competition

A COMPARISON OF THE TOP FIELD SERVICE MANAGEMENT SOLUTIONS

	 ServicePower	 Microsoft	 Salesforce
 Time to Achieve ROI	✓ Reference customers gave ServicePower the highest scores of any vendor in this Magic Quadrant for the time it takes to achieve an ROI.	✗	✗ Salesforce received the lowest scores from reference customers for satisfaction with implementation costs and time to achieve an ROI.
 Implementation Ease	✓	✓	✗ Gartner consistently hears from clients that Salesforce did not provide the guidance needed to plan for or avoid heavy implementation, development, integration or time investments before beginning their projects.
 Product Depth	✓	✗ Customers may find that Microsoft lacks capabilities in areas such as parts planning, subcontractor enablement and native customer portals.	✗ Several product areas are unproven, too simplistic or missing built-in best practices.
 Industry Expertise	✓	✗ The core Microsoft product is designed to be horizontal, so customers must rely on Microsoft's partners for industry expertise, strategy and best-practice templates.	✓
 Subcontractor Enablement	✓ ServicePower's suite has deep subcontractor related functions... The suite streamlines subcontractors' onboarding and enables them through its mobile app, which also streamlines approvals and allows them to manage scheduled time within a slot.	✗	✗
 Customer Portal	✓ ServicePower's popular customer portal and warranty claims management shorten interaction times for customers.	✗ Customers may find that Microsoft lacks capabilities in areas such as parts planning, subcontractor enablement and native customer portals.	✓
 Support	✓ Reference customers' scores for ServicePower's peer user community, service and support were among the highest for vendors in this Magic Quadrant.	✗ Customers must rely on Microsoft's partners for industry expertise, strategy and best-practice templates.	✗ Clients should check what is available "out of the box," as opposed to what has been customized using the Salesforce platform during demonstrations, and be prescriptive when defining requirements.

*All quotes are from Gartner's Magic Quadrant for Field Service Management

[Schedule A Demo](#)

Contact ServicePower to learn how we can help your organization reduce costs, optimize revenue, improve the customer experience, and gain a competitive advantage.
www.servicepower.com

