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Field Service Management (FSM) - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2025 - 2030)

Market Report | 2025-06-01 | 150 pages | Mordor Intelligence

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Report description:

Field Service Management (FSM) Market Analysis

The field service management market size is valued at USD 5.64 billion in 2025 and is forecast to expand to USD 9.68 billion by 2030, reflecting an 11.39% CAGR. Growth stems from rapid adoption of AI-assisted scheduling, IoT-enabled predictive maintenance, and 5G-powered connectivity that jointly compress service cycle times and improve first-time fix rates. Organisations are shifting workloads to the cloud to secure flexibility, lower capital expense, and easier integrations, while advanced analytics reshape technician dispatch and inventory planning. Vendors are widening partner ecosystems to accelerate implementation services and industry-specific extensions, opening fresh revenue pools for both software and services providers. The field service management market also benefits from recurring revenue models such as Equipment-as-a-Service, which convert one-time product sales into long-life service contracts and lock in customer relationships.

Global Field Service Management (FSM) Market Trends and Insights

Real-time Technician Visibility Needs across Utilities And Telecom

Utilities and telecom operators are under pressure to cut outage durations and meet rising customer expectations. Field platforms that stream live location, job status, and asset data shorten decision cycles, delivering 30-40% time savings in live deployments . IoT-enabled condition monitoring reduces truck rolls by prioritising genuine failure risks, while integrated mobile apps surface checklists, schematics, and parts availability onsite. Broader roll-out is set to intensify as grid modernisation programmes and fibre upgrades multiply asset points needing service.

Large-scale 5G Roll-outs Raising Field Complexity

5G macro- and small-cell densification multiplies network elements, making route planning and spares management far more intricate. Telecom field teams now access high-definition video support and AR overlays via the same 5G links they install, letting junior technicians handle advanced tasks with remote expert guidance . As coverage accelerates, operators demand field service management market solutions that can orchestrate thousands of sites per region and balance outsourced crews with in-house staff.

Cyber-security & Data-sovereignty Barriers in Public Sector

Utilities, transport agencies, and healthcare providers must keep operational data inside national borders and comply with stringent breach-notification laws. Frameworks such as the European Data Governance Act mandate localisation and proof of control, often delaying cloud FSM deployments. Vendors with region-specific hosting, granular access controls, and certified encryption overcome these hurdles fastest.

Other drivers and restraints analyzed in the detailed report include:

Decarbonisation Push Driving Smart-Meter & EV-Charger Installs / Ageing Workforce Accelerating AI-assisted Scheduling / Legacy ERP/OT Integration Complexity in Brownfield Plants /

For complete list of drivers and restraints, kindly check the Table Of Contents.

Segment Analysis

On-premise installations held 57% of the field service management market in 2024, reflecting sunk infrastructure and tight data-control policies among large enterprises. The field service management market size linked to on-premise deployments will still expand, albeit slowly, as maintenance of existing estates persists through the decade.

Cloud platforms, however, are growing at a 14.2% CAGR and capture most net-new projects. Lower start-up costs, rapid provisioning, and automatic feature updates appeal to organisations scaling mobile workforces. API-rich environments simplify integration with CRM, ERP, and IoT stacks, gradually eclipsing bespoke on-premise customisations.

Large enterprises commanded 66% revenue in 2024 thanks to global service footprints and complex multi-brand asset portfolios. These accounts often layer field service management market analytics atop base scheduling to drive continuous improvement across regions.

SMEs are the fastest-growing cohort at 13.5% CAGR. Affordable SaaS editions and guided onboarding demystify adoption. Once core work-order flows mature, midsize firms add IoT telemetry and customer portals, widening the field service management market size while proving ROI through reduced travel and quicker invoice cycles.

Field Service Management Market is Segmented by Deployment Type (On-Premise, Cloud), Organization Size (Large Enterprises, Small and Medium Enterprises), FSM Solution and Service Type (Solutions, Services), End-User Vertical (Facilities Management (Hard-FM and Soft-FM), IT and Telecom, and More), Geography. The Market Forecasts are Provided in Terms of Value (USD).

Geography Analysis

North America generated 34% of global revenue in 2024, sustained by early adopter enterprises and well-developed partner ecosystems. Service providers face mounting labour shortages-one quarter of construction staff exceed 55 years of age, which intensifies demand for AI scheduling and contractor marketplaces. Cloud adoption also rises as enterprises standardise on North America-hosted SaaS environments to centralise governance.

Asia-Pacific is expanding at a 15.2% CAGR. Industrialising economies digitise field work to offset rising wages, while advanced nations deploy private 5G and drones to reach remote assets. In Hong Kong, a 5 G-AR pilot delivered 30-40% task-time reductions, proving ROI for broader regional roll-outs. Government smart-city grants further accelerate spending on asset-centric field service management market applications.

Europe holds a substantial share, driven by manufacturing and utilities. Strict GDPR rules elevate data-residency and encryption demands, nudging some buyers toward local or hybrid deployments. Sustainability mandates also shape vendor selection, with route optimisation prized for lowering fleet emissions. Initiatives such as GAIA-X boost sovereign-cloud offers, enabling compliant scaling of the field service management market across EU borders.

List of Companies Covered in this Report:

Oracle Corp. (Oracle Field Service) / Salesforce Inc. (Field Service) / Microsoft Corp. (Dynamics 365 Field Service) / SAP SE (Coresystems) / IFS AB / ServiceMax Inc. (PTC) / ServicePower PLC / Trimble Inc. / FieldAware US Inc. / Accruent LLC (Fortive) / Zinier Inc. / simPRO Group Pty Ltd. / OverIT S.p.A. / Praxedo SA / KloudGin Inc. / Jobber / FieldEZ Technologies / ProntoForms Corp. / Zuper Inc. / KloudGin Inc. /

Additional Benefits:

The market estimate (ME) sheet in Excel format /
3 months of analyst support /

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