



How Field Service Management Software Makes You Profitable

We spend a lot of time on this website and blog educating you on the benefits of field service management (FSM) software. We'll break it down in the simplest terms now: field service management software will integrate your business practices and make you more effective, but ... at the same time, you will have to spend money to acquire the software. That's a cost. You want to make sure that your field service management software will make you profitable. How is that going to happen? We'll outline several key factors in an easy-to-digest bullet point format. If you need talking points to bring up to your boss about why to purchase field service management software, consider using some of those listed below -- or take a look at [another one of our offers](#) about pitching to your decision-makers.

Field Service Management Software:

- 1 Cuts operating costs:** This is a huge advantage of field service management software. You drastically cut the cost of operating job management functions and other logistical tasks.
- 2 Enhances productivity.** In the most general sense, enhanced productivity usually leads to increased profitability. With field service management software, you create better lines of communication between front office, management, and technicians. This creates less clutter and confusion around tasks, which leads to more effective priority management at all levels.
- 3 Eliminates 'dead time':** Dead time is when a technician has to return to the main office between two jobs to grab something (a part, customer information, etc.) If you have a field service management software tool with mobile integration and connection to customer data/inventory, these dead time trips are no longer necessary. Time is money, after all.
- 4 Allows for revenue growth on-site:** With less time spent coordinating logistical tasks, technicians have more time for client work. More time for client work means more customer billing, and sooner as opposed to later.





- 5 **Shortens cash flow cycle:** Effective field service management tools reduce the timeframe to invoice and ultimately collect revenue.
- 6 **Enables greater customer satisfaction:** FSM software typically leads to a higher first-time fix rate, which is often correlated with retained clients and more referrals. Customers also have remote access to job details, which increases their feelings of transparency about the process, fostering trust back to your organization.
- 7 **Allows for internal transparency:** Everyone that works in your office, from management to technicians, has access to the same information and can use it for decision-making, or utilize it when the person who normally works with it is sick or on vacation.
- 8 **Enables a more managed workflow:** These tools allow for better planning and easier adjustment when urgent client needs do arise.
- 9 **Shows accurate, real-time data:** This is crucial for management in terms of decision-making, planning, and business plan-crafting. Before field service management tools, planning took a series of meetings, reports, and presentations. Now it can be done much quicker.
- 10 **Includes metric tracking:** Set up the most important metrics to your business, and they're constantly monitored on dashboards you can pull up from your phone. Want to know first-time fix rate? It's there. Want to know completed jobs vs. invoiced jobs? Want to know revenue per product? Voilà, there it is!

Those are **10** benefits of field service management software tools that will help your small business field service organization become more profitable. If you'd like to know more about this path to profitability, please [contact us](#).

Ready to learn more?

[Schedule a Demo](#) 

