FSM Grid

FSM global

Innovation in Field Service Management

A 360 degree intelligent platform that is easy to deploy, learn and use.

75,000+
Users across multiple industries

30%
Cost savings

85%
Improvement in SLA compliance

75%
Improvement in Technician utilization

78%
Increase in issues resolved by technicians on first visits

An Intelligent Approach to Field Workforce Management

With an industry-leading innovation roadmap, FSM Grid delivers an omnichannel field service management solution that empowers your mobile workforce while putting you in full control.

Our customisable AI-enriched platform also delivers multivendor management, the ability to integrate IoT devices, and inventory control.

Our 360 Degree Approach

FSM Grid creates a full 360 approach with modules that cover technician needs, administrator requirements and customer requests.

Our ecosystem includes:

Admin Portal
• Configuring & Controlling
• Intelligent Reports

Customer Portal
• Complaints Registration
• Ticket Tracking

Vendor Portal
• Manage vendor resources
• Track KPIs and efficiency

Mobile Technician App
• GPS tracking
• iOS + Android

What makes us different?

Rapid implementation
Exceptional customisation
Constant innovation roadmap
Offline functionality for mobile app
Cloud or **On-premises** deployment

Empowering Your Teams

FSM Grid creates advantages that work across multiple levels of your organisation — from people in the field to those making scheduling decisions, and even high-level decision-makers who set strategy.

By helping your teams perform better, FSM Grid unlocks superior service leading to higher customer satisfaction.

CEO/CXO
Better business visibility with improved planning and forecasting

Field Service Manager
Real-time asset visibility and better response for greater customer satisfaction

Dispatcher
Automatic scheduling, skill-matching, and effective resource utilisation

Field Technician
Support library and live chat with video for better fix rates. Seamless co-ordination with back-office.

Vendors
Manage your own technicians, automate dispatching, and evaluate performance with comprehensive reporting.

End Customer
Real-time updates, ticket tracking and technician location.

Industry-leading Features

FSM Grid

FSM Grid has an industry-leading innovation cycle, with new features added constantly in response to client needs.

- Intelligent Scheduling
- Work Order Management
- IoT Driven Predictive Maintenance
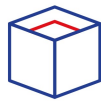- Preventive Maintenance
- Technician Management
- Customer and Site Management
- Multiple Vendor Management
- Inventory Management
- Contract / SLA Management
- Dashboards, Analytics & Reports
- Technician Skill Matching
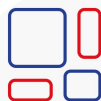- Back Office Integration
- Billing & Invoice
- Location Management
- Dynamic Forms and Checklists
- Quotation
- Project Management
- Admin Module
- Vendor Portal
- Customer Portal
- Mobile Application Android & iOS

Gartner has recognized us!

Gartner.

Recognized as a

'Niche Player' in the year 2020

Gartner Magic Quadrant for Field Service Management

Constant innovation has won us recognition from our peers, clients and the world's leading market research firms.

Got mentioned in

Gartner Critical capabilities report

for Field Service Management 2020

Some Success Stories

Reducing SLA violations by 80% for a Middle Eastern telecom company

Increasing technician utilisation by 75% for a medical equipment company

Improving efficiency and resource utilisation for a retail giant

Let's chat about how we can empower you and your teams in the field.

Middle East	+971-4-876 1925
United States	+1 888 732 7050
United Kingdom	+44 20 3907 6360
India	+91 98405 75000
Far East	+65 3105 1640
Africa	+27 10 534 6600

www.fsmglobal.com | sales@fsmglobal.com