Voice of the Customer for Field Service Management

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By: Peer Community Contributor

Initiatives:Communications Industry Technology Insights; Customer Service and Support Technology; Energy and Utilities Industry Technology Insights; Healthcare Provider, Payer and Life Science Industries Ecosystem; Logistics and Fulfillment Digital Transformation; Manufacturing and Transportation Industry Technology Insights

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Field service management software manages, inspects, maintains and repairs commercial or industrial systems for organizations whose workforces commute to remote locations. This note guides chief information officers to learn from ratings and reviews by their peers shared on Gartner Peer Insights.

To view the Interactive Voice of the Customer for this market, click the Launch button at the top of this page.

What Is Field Service Management?

Gartner defines field service management (FSM) as modular software that manages work and commercial interactions for organizations whose workforces travel to remote locations. These workforces install, inspect, maintain and repair consumer, commercial or industrial equipment, assets and systems. FSM software may also help manage, maintain and monitor these under a predefined service or maintenance contract. FSM software is delivered primarily as cloud-based services and mobile apps; however, some FSM vendors also provide the option to deploy some or all components on-premises.

What Is Gartner Peer Insights “Voice of the Customer”?

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"Voice of the Customer" is a document that synthesizes Gartner Peer Insights reviews into insights for buyers of technology and services. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process. Peers are verified reviewers of a technology product or service, who not only rate the offering, but also provide valuable feedback to consider before making a purchase decision.

Along with the historical peer-based perspective represented in this document, Gartner has a related expert-led Market Guide for the field service management market. For related research in this market, please visit the Market Guide for Field Service Management.

Figure 1 shows all "Voice of the Customer" eligible vendors in the market categorized into four quadrants based on scores assigned for User Interest and Adoption (x-axis), and Overall Experience (y-axis). The midpoint of each axis, labeled "market average," represents the average score as calculated exclusively from vendors included in the document.

Vendors' User Interest and Adoption (x-axis) scores incorporate three factors: review volume, user willingness to recommend, and review market coverage across industry, company size and region. Vendors' Overall Experience (y-axis) is a composite score that incorporates average user ratings for "Overall Experience," "Capabilities" and "Support/Delivery." See the Methodology section for more detail.

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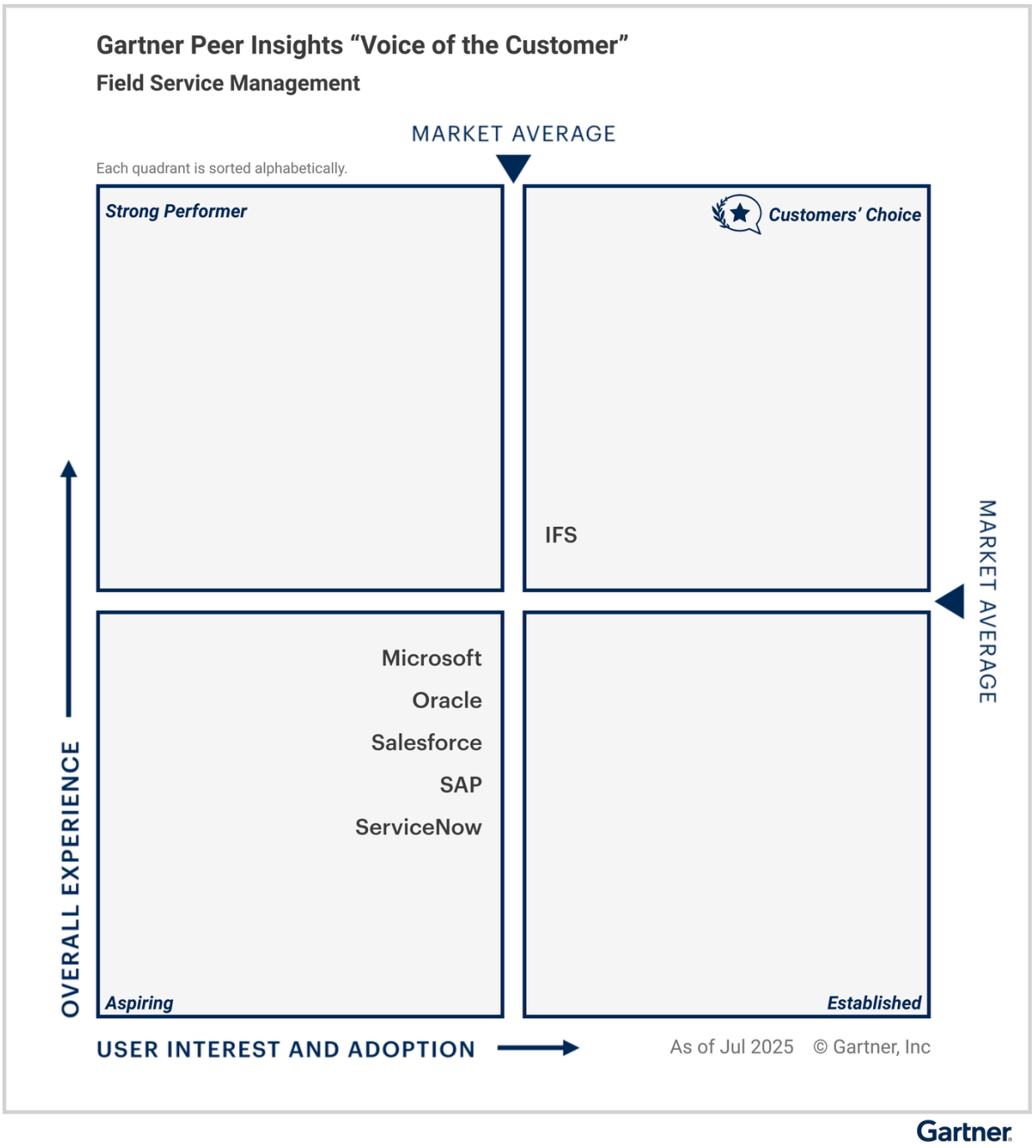
Figure 1. Voice of the Customer for Field Service Management



Source: Gartner (December 2025)

Vendors placed in the upper-right **"Customers' Choice"** quadrant of the "Voice of the Customer" have scores that meet or exceed the market average for both axes (User Interest and Adoption, and Overall Experience).

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Vendors placed in the lower-right **"Established"** quadrant have scores that meet or exceed the market average for User Interest and Adoption, but are below the market average for Overall Experience.

Vendors placed in the upper-left **"Strong Performer"** quadrant have scores that meet or exceed the market average for Overall Experience, but are below the market average for User Interest and Adoption.

Vendors placed in the lower-left **"Aspiring"** quadrant have scores below the market average for both User Interest and Adoption, and Overall Experience.

Field Service Management Peer Reviews and Ratings

In addition to the synthesis provided by the "Voice of the Customer," you can read individual reviews and ratings on the Gartner Peer Insights page for this market.

The rest of this document highlights some key insights for the field service management market based on 18 months of reviews and also points you to particular ways to use the site in your buying process.

Gartner Peer Insights' reviews give insight into end users' willingness to recommend each vendor. Willingness to recommend is a component of the "Voice of the Customer" x-axis. For details, see Gartner Peer Insights Voice of the Customer Methodology. Figure 2 compares vendors by the percent of reviewers who were willing to recommend them (see the Methodology section for details). To create a more detailed comparison between several vendors on your shortlist, please go to the Gartner Peer Insights page for this market and press the "Compare Alternatives" button under the vendor/product you are interested in.

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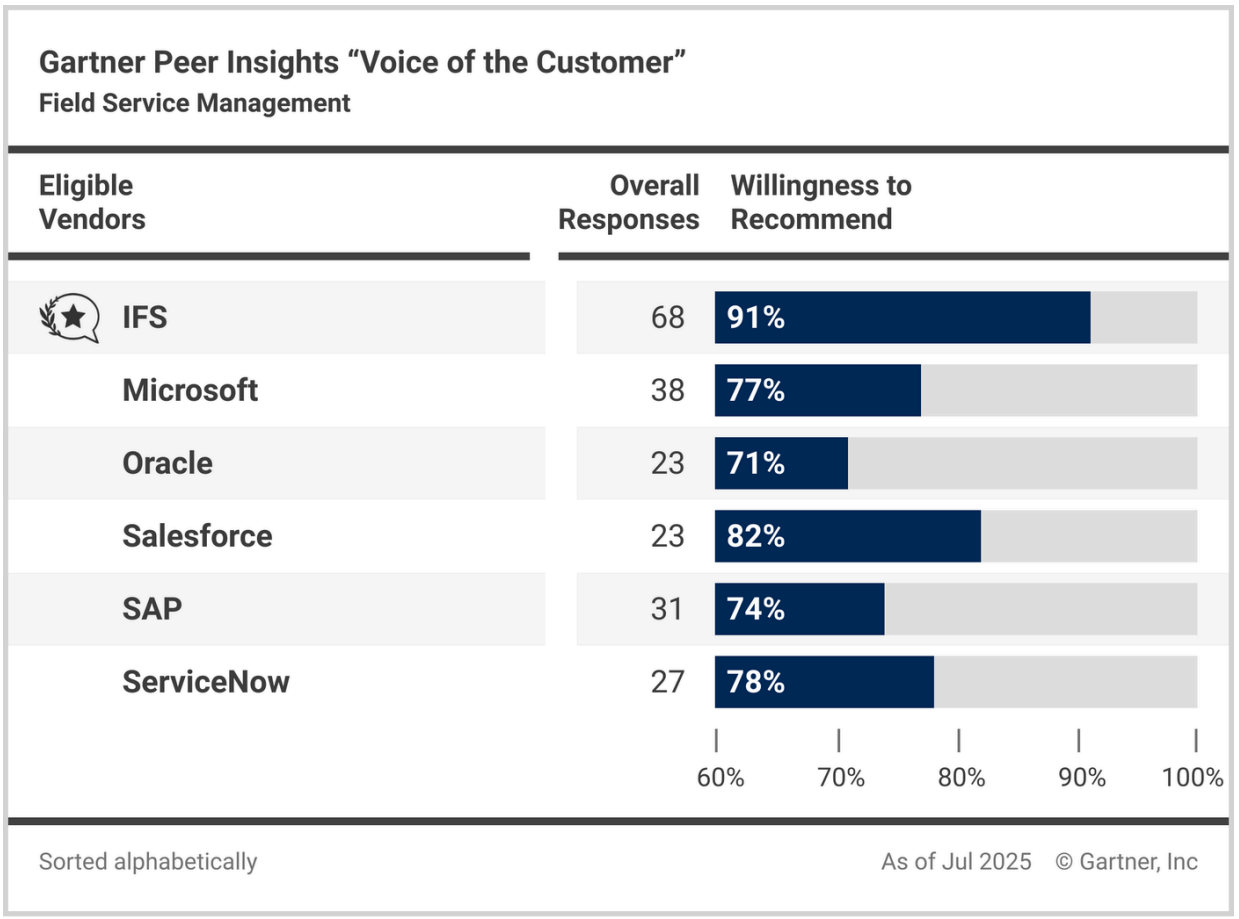
Figure 2. Voice of the Customer for Field Service Management, Willingness to Recommend



Source: Gartner (December 2025)

Vendor Summaries

Figures 3 through 8 summarize key information for each vendor included in the "Voice of the Customer":

- Reviewer demographics for reviews received in the 18-month review period, ending 31 July 2025
- Overall Rating and rating distribution
- Other ratings covering specific aspects of the experience with the vendor

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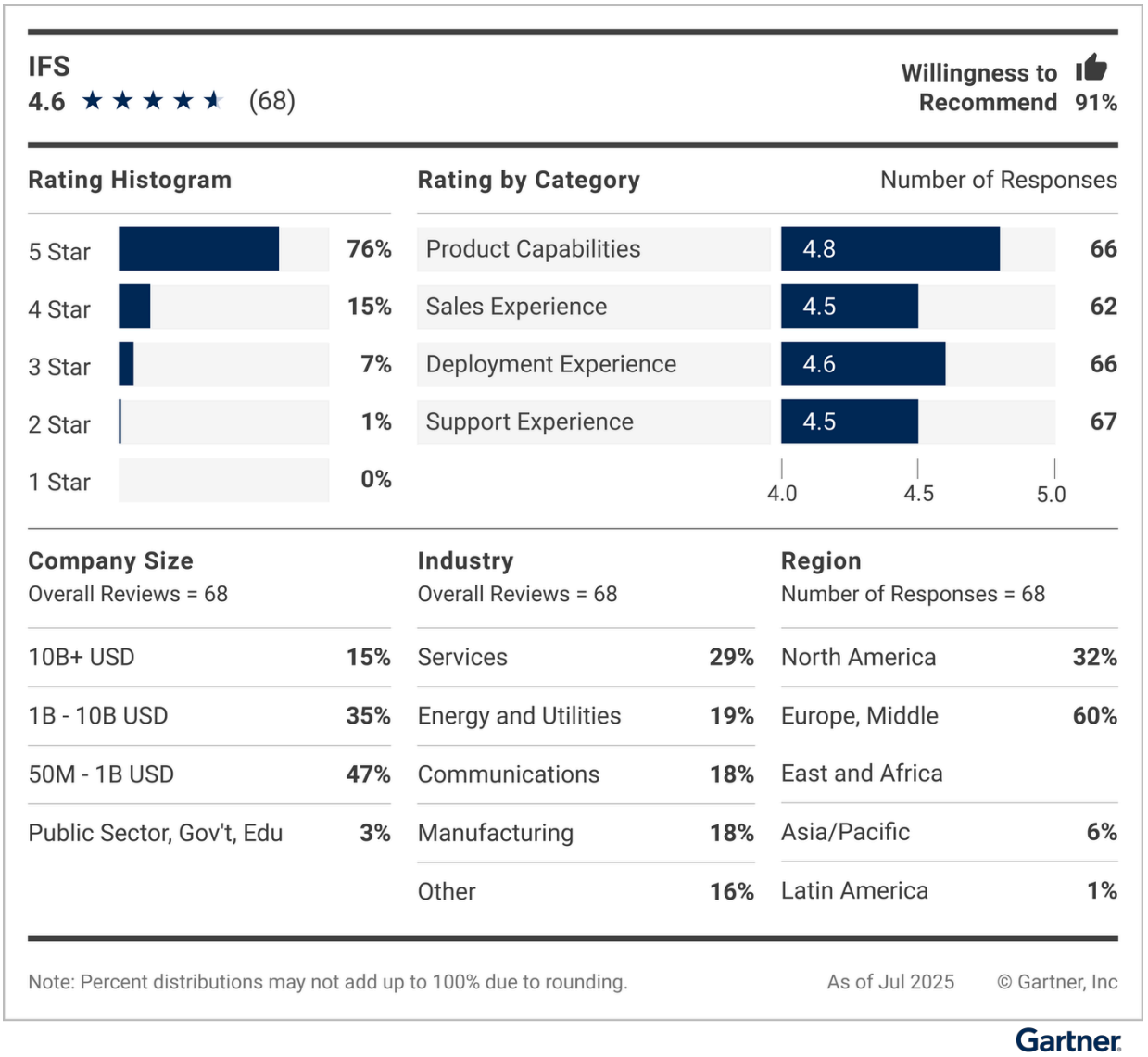
The same eligibility requirements and weighting used in the "Voice of the Customer" quadrants also apply for ratings in the vendor summary figures, including overall star rating, willingness to recommend and rating by category (see Gartner Peer Insights Voice of the Customer Methodology for details). Below each image is a direct link to the user reviews on the Peer Insights site.

Figure 3. Voice of the Customer for Field Service Management, IFS Vendor Summary



Source: Gartner (December 2025)

Read all Peer Insights user reviews for IFS.

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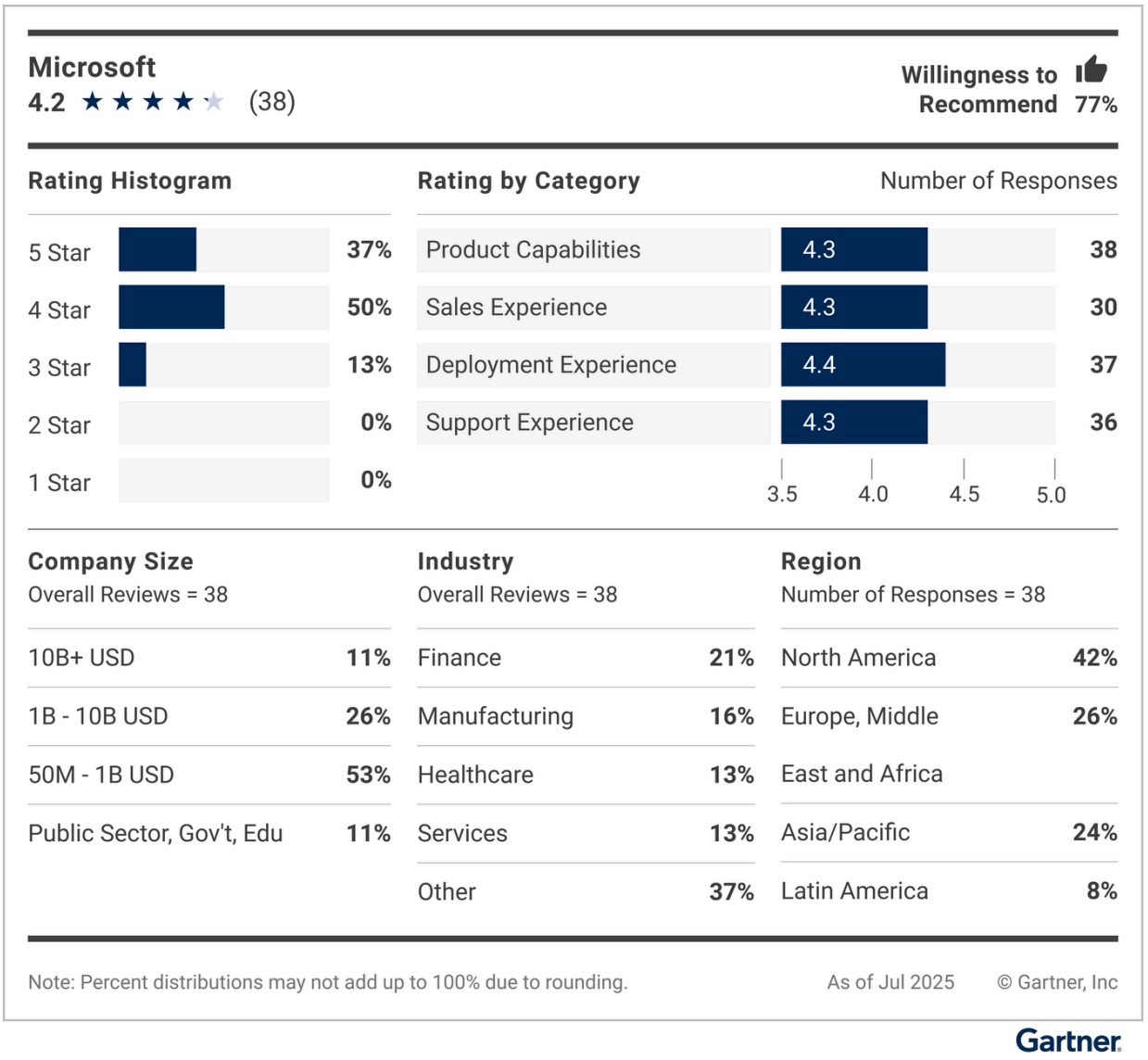
Figure 4. Voice of the Customer for Field Service Management, Microsoft Vendor Summary



Source: Gartner (December 2025)

Read all Peer Insights user reviews for Microsoft.

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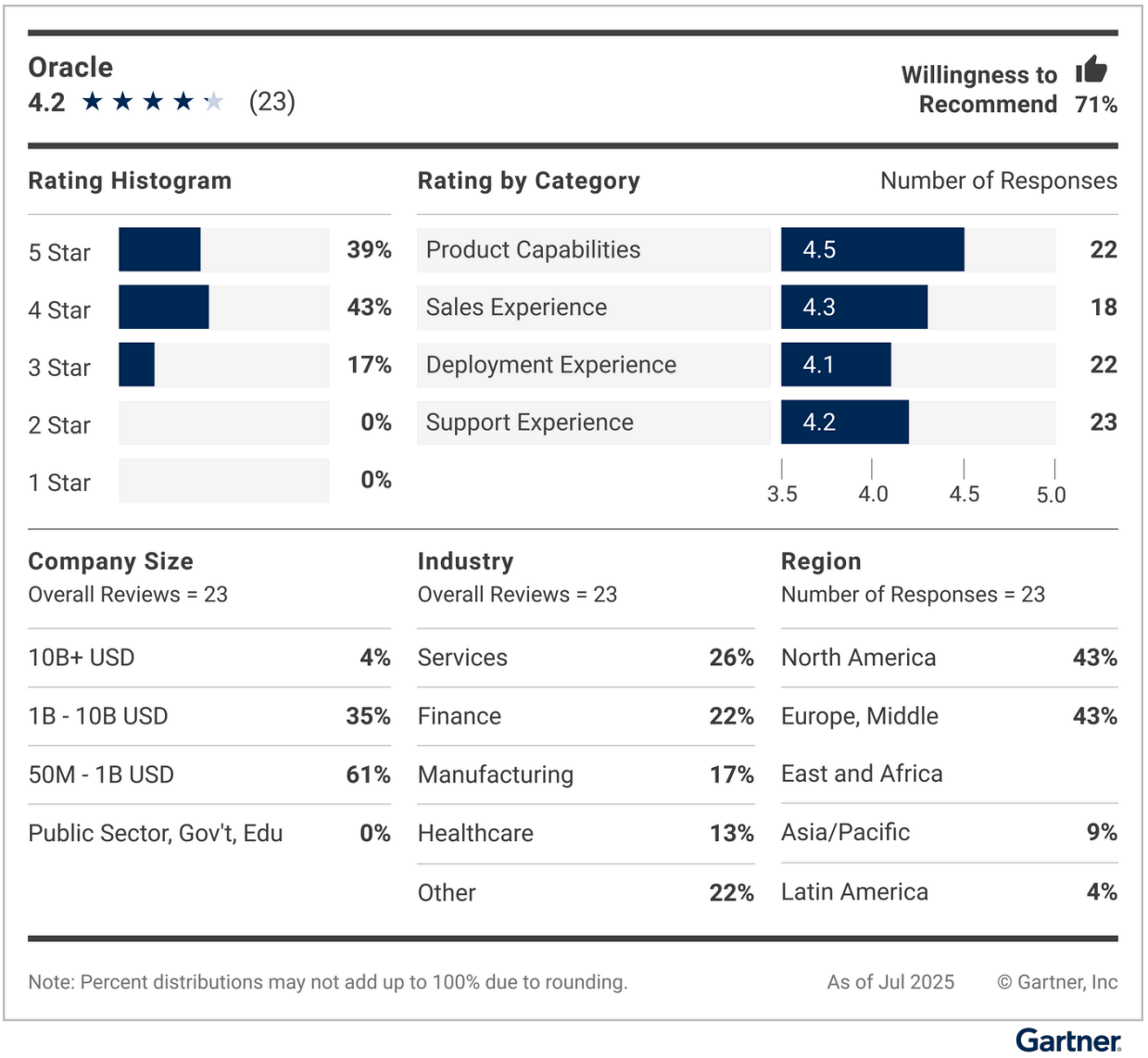
Figure 5. Voice of the Customer for Field Service Management, Oracle Vendor Summary



Source: Gartner (December 2025)

Read all Peer Insights user reviews for Oracle.

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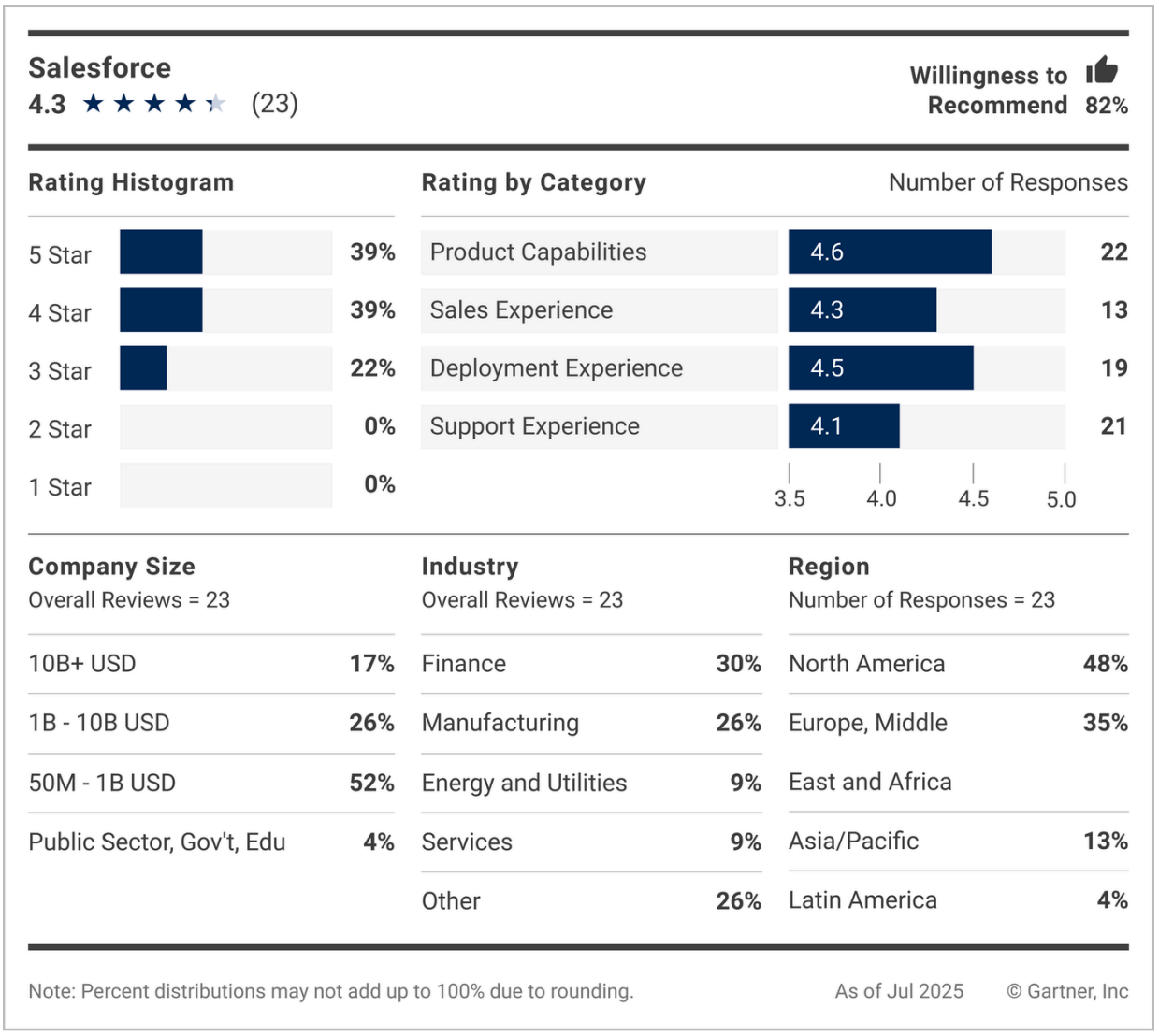
Figure 6. Voice of the Customer for Field Service Management, Salesforce Vendor Summary



Source: Gartner (December 2025)

Read all Peer Insights user reviews for Salesforce.

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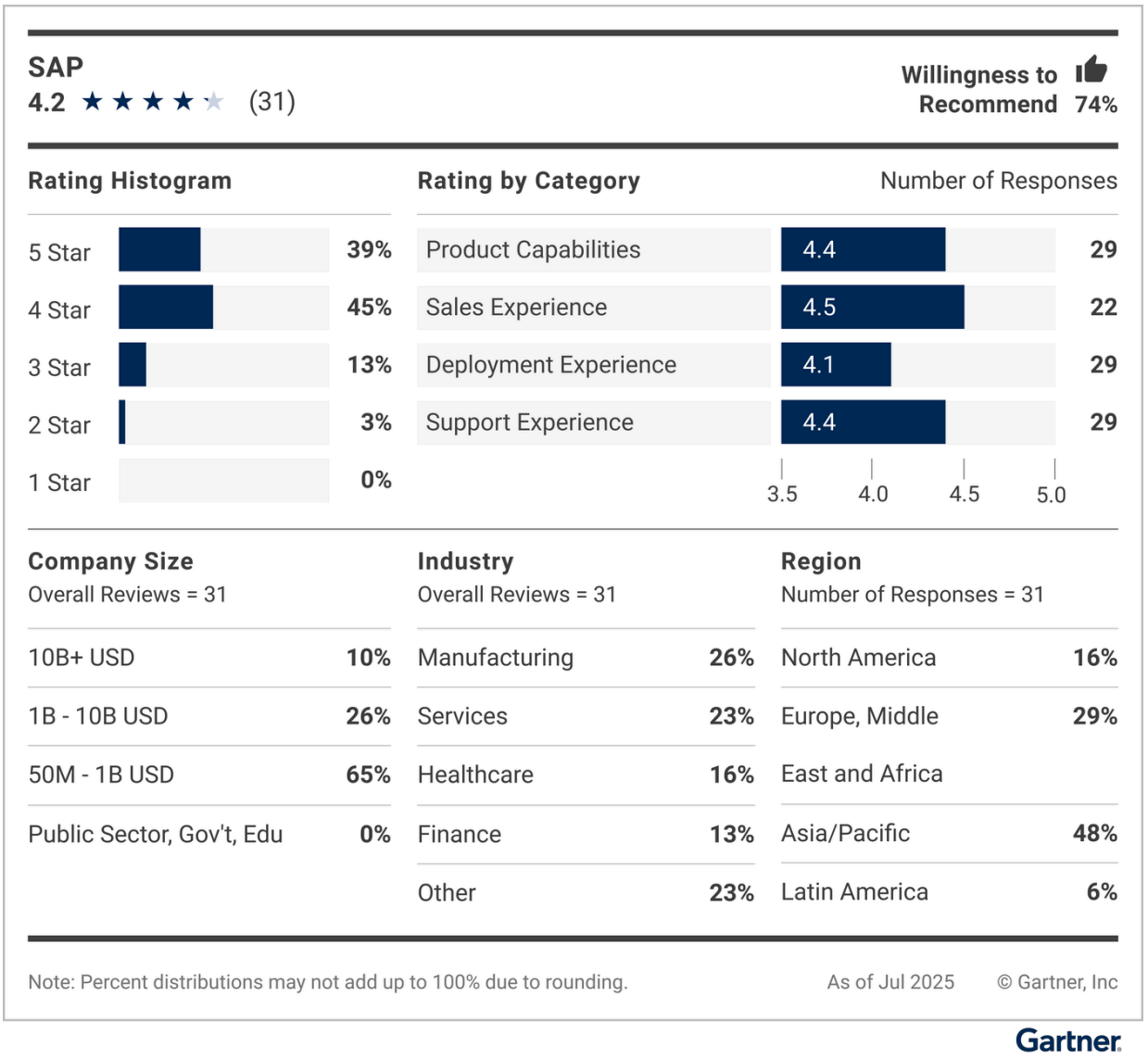
Figure 7. Voice of the Customer for Field Service Management, SAP Vendor Summary



Source: Gartner (December 2025)

Read all Peer Insights user reviews for SAP.

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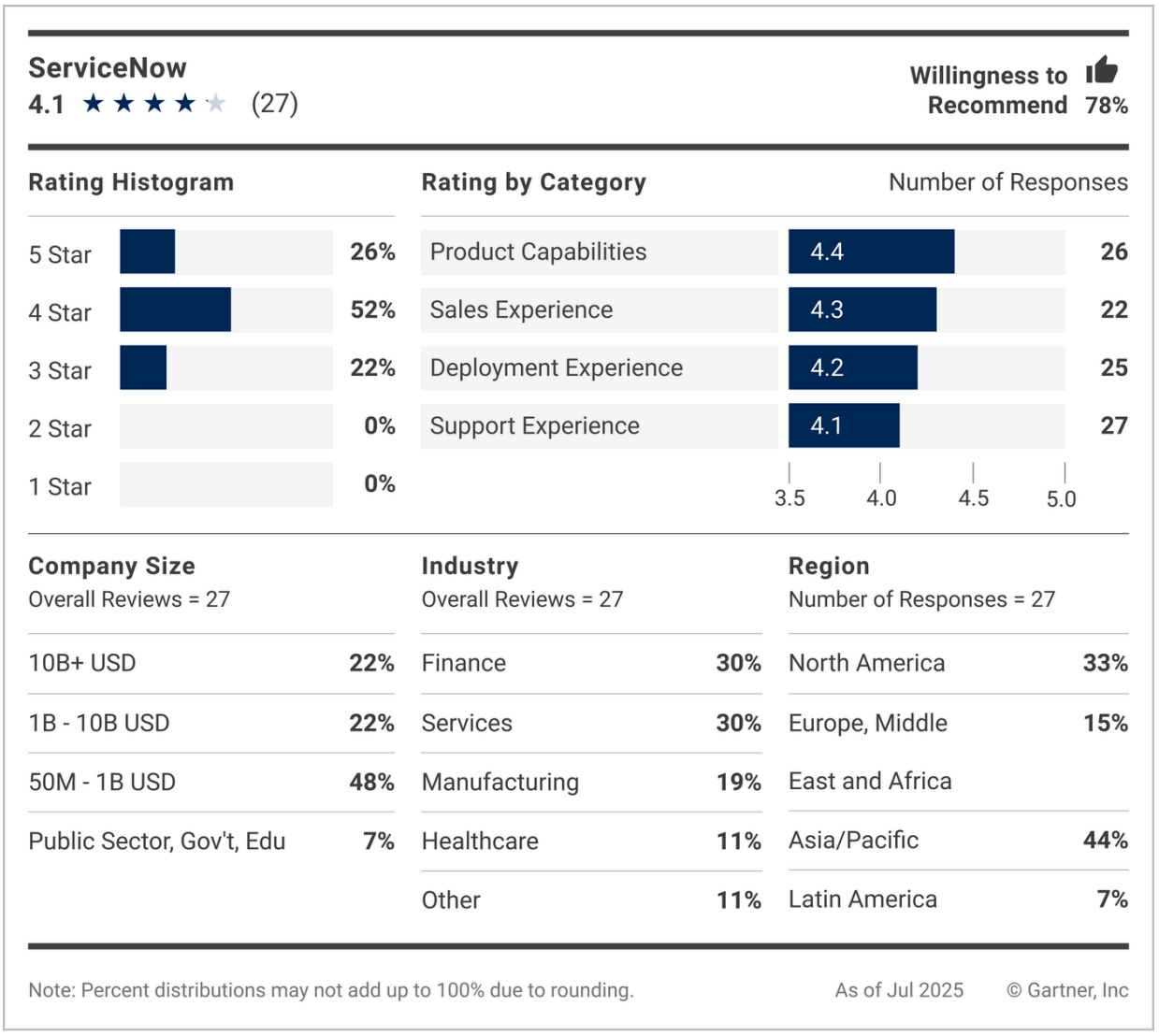
Figure 8. Voice of the Customer for Field Service Management, ServiceNow Vendor Summary



Source: Gartner (December 2025)

Read all Peer Insights user reviews for ServiceNow.

Methodology

A full description of the methodology can be found on the Gartner Peer Insights Voice of the Customer Methodology page.

Voice of the Customer includes vendors with products aligned to the market that have 20 or more eligible published reviews (and 15 or more ratings for “Capabilities” and “Support/Delivery”) during the 18-month consideration period ending 31 July 2025. Reviews from vendor partners or companies with less than $50 million in revenue are excluded.

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In the field service management market, Gartner Peer Insights published 415 reviews and ratings during the consideration period. For details, see Gartner Peer Insights Voice of the Customer Methodology.

The data used in this report is drawn from reviews on Peer Insights, a free peer review and ratings platform that regularly publishes new reviews. The "Voice of the Customer" methodology uses a snapshot of reviews data from a defined timeframe and does not automatically update as new reviews are published. The external Peer Insights site will always have the most updated peer view of the vendors and products in this report.

The numerical ratings scores in each vendor summary graphic (shown as "Rating by Category") are best interpreted as sample statistics with a reasonable margin for error and not as exact values.

Document Revision History

Voice of the Customer for Field Service Management - 23 July 2024

Recommended by the Author

Some documents may not be available as part of your current Gartner subscription.

Market Guide for Field Service Management

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