

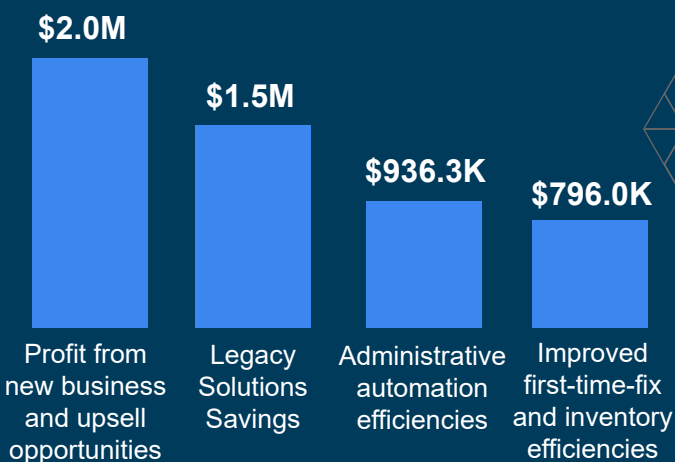
# The Total Economic Impact™ Of Salesforce Field Service Management

FORRESTER®

Through four customer interviews and data aggregation, Forrester concluded that Salesforce Field Service Management has the following three-year financial impact.

## SUMMARY OF BENEFITS

Three-year risk-adjusted



**\$5.2M**  
TOTAL  
BENEFITS

**180%**  
ROI

**10**  
month  
PAYBACK

## SALESFORCE FSM BY THE NUMBERS



Increased field service work orders by **10% to 20%**



Increased upsell revenue by **10% to 15%**



Dispatchers and mobile workers saved **35 to 45 minutes** per job.



First-time-fix rates improved by **90%** and inventory balance was reduced by **15%**

## VOICE OF THE CUSTOMER

"We have a better view of the schedule and availability of all our field technicians. We see where they're going, so we can be more efficient and optimize their utilization and integrate our equipment and services business."

*Senior director of digital strategy,  
manufacturing*

"The feedback for Salesforce has been tremendous. Customers are just floored when they can find the work order information they were looking for. I am getting emails from customers saying that we are being more efficient."

*Director of citizen engagement,  
local government*



Read the  
full study

This document is an abridged version of a case study commissioned by Salesforce titled: The Total Economic Impact Of Salesforce Field Service Management, July 2020.

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