

The Total Economic Impact™ Of ServiceNow Field Service Management

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



ROI
310%



NPV
\$8.5M



PAYBACK
7 months

“

Getting things fixed faster, the truck rolls being done right the first time and having it solved definitely improves our customer service.

*Director of ITSM,
fast casual restaurant chain*

”

SERVICENOW FIELD SERVICE MANAGEMENT BY THE NUMBERS



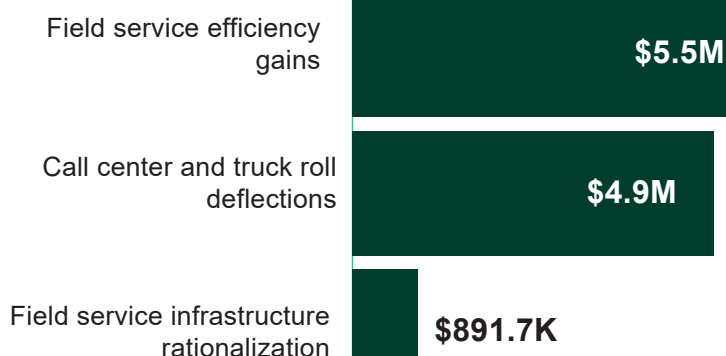
With truck rolls costing \$234 each on average previously, **ServiceNow decreases these by \$37+ per instance.**



Deflection of truck rolls due to first visit resolution and preemptive maintenance result in a **17% deflection** by year 3.

SUMMARY OF BENEFITS

Three-year risk-adjusted



Read the full study

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

© 2020 Forrester Research, Inc. All rights reserved. Forrester is a registered trademark of Forrester Research, Inc.

Commissioned By

servicenow