FORGESTIK

SAP Partner

Built for Field Service Operations

Empower your Mobile Workforce with FORGE Field Service Management

Find out more →

Boost first-time fix rates, build lasting customer trust and cut costs

FORGE Field Service Management is a fixed price, fixed scope packaged solution built on SAP Business Suite to connect processes, people and data

77.8% Benchmark for first-time fix rate (FTFR)[1]

98% FTFR achieved by top-performers[2]

15% Average reduction in time to review and plan service requests[3]

12.5% Average increase in dispatcher productivity[4]

Four Reasons to Choose FORGE Field Service Management

1. World-class cloud ERP at fixed price & scope
2. End-to-end support from deployment to optimization
3. Canadian ERP specialists for SMBs focused on operational efficiency
4. Rapid implementation in as little as 26 weeks

FORGE Field Service Management Package

FORGE FIELD

INCLUDED SCOPE	INVESTMENT & IMPLEMENTATION	
✓ Sourcing & procurement	Timeline	From 26 weeks
✓ Supply chain	Upgrade	Twice a year
✓ Sales & services for cloud	Implementation cost	Starting at CAD 450,000
✓ Service management		
✓ Core finance		
✓ SAP BTP		

Fixed scope. Fixed price. Rapid time to value.

Digitize your Service Delivery to Maximise Efficiency and Asset Uptime

- ✓ Improve FTFRs with optimized scheduling, dispatching and routing
- ✓ Connect processes from field ops to financials
- ✓ Improve uptime with real-time visibility into OEM and spare parts
- ✓ Reduce administrative time with automated finance processes
- ✓ Automate service requests to reduce delays and downtime
- ✓ Streamline operations and reduce overall service costs

SAP is in the Leaders category for field service management
IDC MarketScape Report 2023-2024[5]

SAP is a Leader in service life-cycle management based on scalability, flexibility, integration and more
IDC MarketScape Report 2023-2024[5]

Provide More Efficient, Better Value Operations with FORGE Field Service Management

Learn more about the **FORGE Field Service Management** packaged solution, part of SAP Business Suite and delivered via GROW with SAP.

Discover the solution

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Visit our website

Sources
1. Forgestik Customer Benchmarking
2. Ibid
3. SAP Customer Benchmarking
4. IDC MarketScape Worldwide Field Service Management 2023-2024 Vendor Assessment
5. IDC MarketScape Worldwide Service Life-Cycle Platforms 2023-2024 Vendor Assessment

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SAP® Qualified
Partner-Packaged Solution