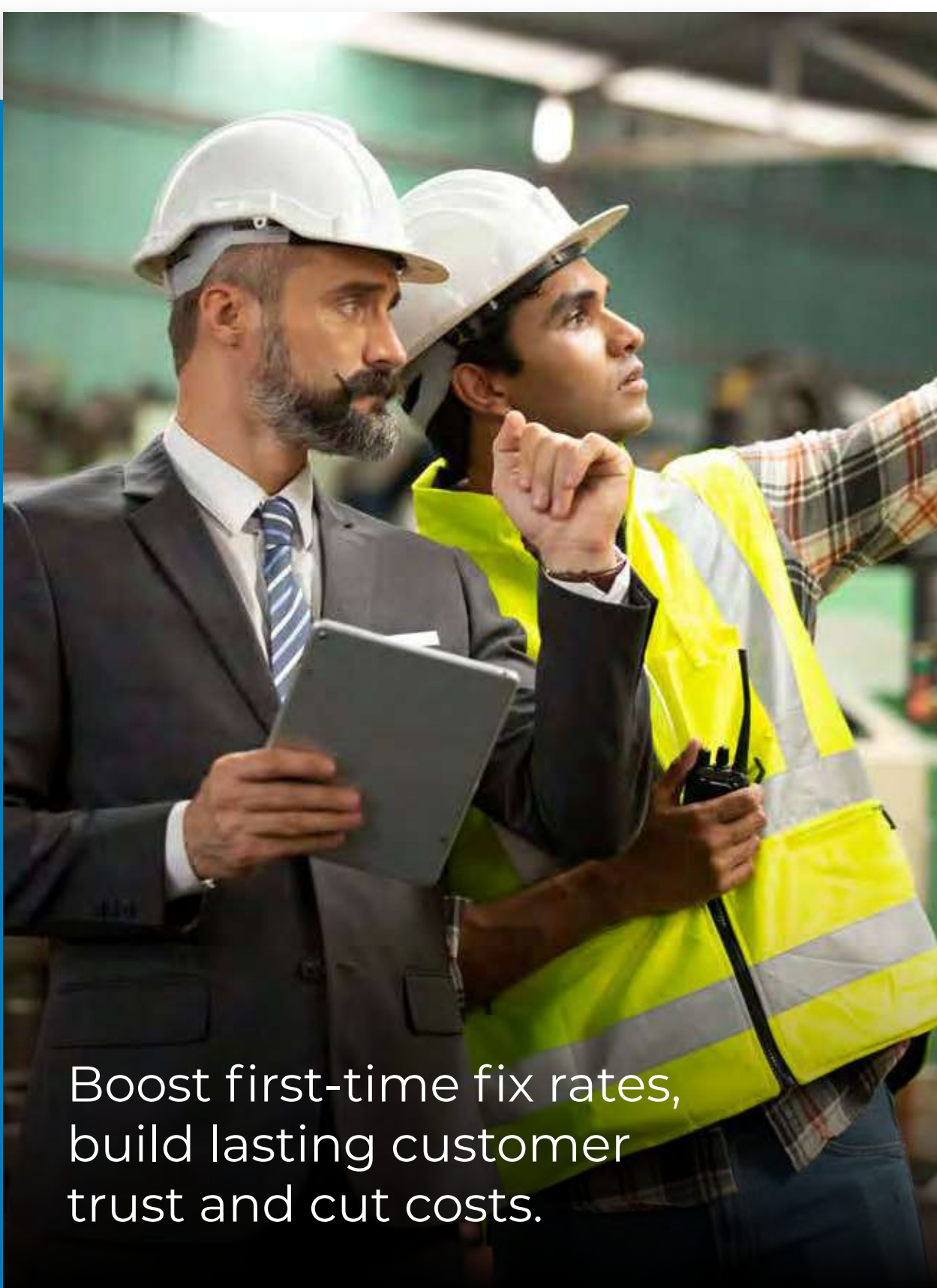


Built for Field Service Operations:

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-performers²

15% Average reduction in
time to review and
plan service requests³







12.5% Average increase in
dispatcher productivity⁴

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



Digitize your Service Delivery to Maximize 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 2023-2024⁵

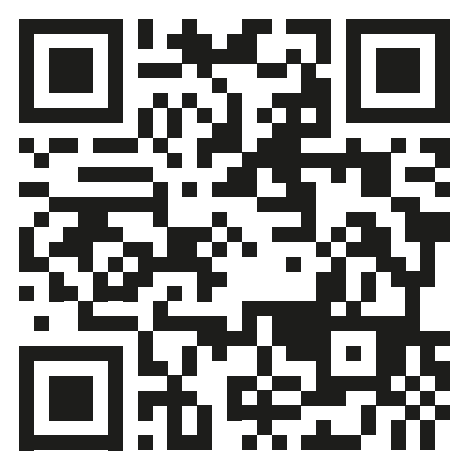
SAP is a Leader in service life-cycle management based on scalability, flexibility, integration, and more

IDC MarketScape report 2023-2024⁵



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.



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