

Field Service Management

Accruent Field is a modern field service management platform that connects your customers, coordinators and technicians in a single intelligent workflow.

Purpose-built for organizations managing field operations at scale, it eliminates inefficiency and delivers measurable outcomes from day one.



Maximize First-time Fix Rates

Intelligent scheduling puts the right technician on every job based on skills, location and availability. Route optimization, real-time dispatch updates and end-to-end work order execution reduce repeat visits and improve on-time performance across your workforce.



Empower Technicians in the Field

The Accruent Field mobile app gives technicians everything they need to complete the job, with full offline access that works without connectivity. Digital checklists, photo capture, signatures and engineering documents from Accruent RedEye are available at the point of work, so every job is executed accurately the first time.



Supercharge Field Service with AI

Accruent's AI assistant, CRUE, supports dispatchers, technicians and back-office teams with instant answers to scheduling and workforce questions. Automate routine decisions with real-time workflow triggers and surface knowledge recommendations at the point of work for faster resolution.

Key Capabilities

Auto-Scheduling

Schedule and dispatch work intelligently based on skill, proximity and shift.

Smart Recommendations

Trigger proactive task reassignments with real-time alerts for emergencies and SLA risks.

Mobile Task Execution

Enable end-to-end mobile workflows on iOS and Android, online and offline.

Customer Communications

Send configurable milestone notifications via SMS and email.

AI Assistant

Surface AI-powered insights and actions in natural language for dispatchers, technicians and customers.

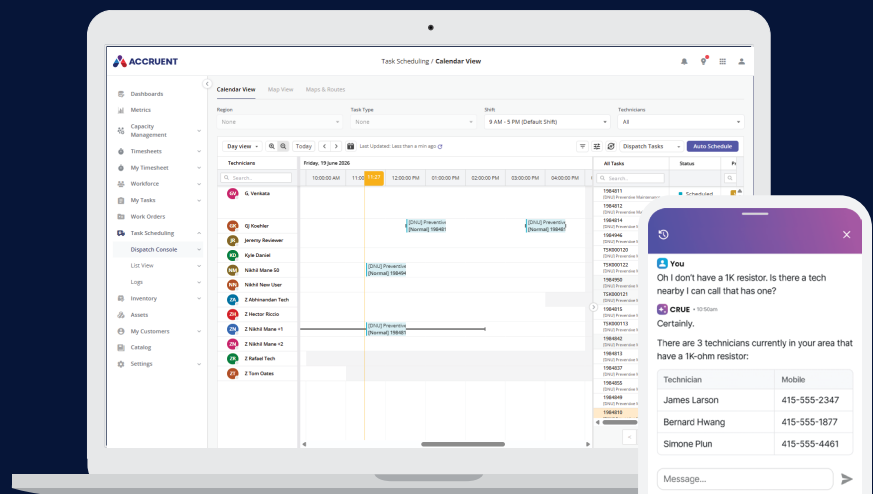
Forms, Photos and Checklists

Capture and include geo- and time-stamped evidence automatically in close-out packages.



Configure Without Compromise

Accruent Field's no-code builder lets your team build and modify field tasks, without lengthy development cycles, simply drag and drop to design checklists and forms that meet your needs.



Accruent Field Plans

Our plans are designed to meet the needs of organizations as they grow. Compare the features across our three plan levels: Foundations, Professional, and Enterprise to find the right fit for your organization.

	FOUNDATIONS	PROFESSIONAL	ENTERPRISE
Office Experience			
Workforce Management	✓	✓	✓ Bespoke
Customer Management	✓	✓	✓ Bespoke
Parts, Materials and Inventory Management	✓	✓	✓ Bespoke
Work Order Management	✓	✓	✓ Bespoke
Scheduling and Dispatching	✓	✓	✓ Bespoke
Reporting and Analytics	✓	✓	✓ Bespoke
Advanced Capacity Management	✗	✓	✓ Bespoke
Advanced Auto-scheduling	✗	✓	✓ Bespoke
Field Experience			
Mobile App for the Field	✓	✓	✓ Bespoke
Mobile Field Execution	✓	✓	✓ Bespoke
Mobile Forms and Checklists	✓ Up to 5	✓ Up to 10	✓ Bespoke
Chat	✓	✓	✓ Bespoke
Customer Experience			
Customer and Job Communication	✓	✓	✓ Bespoke
Customer Portal and Appointment Booking	✗	✓	✓ Bespoke