

**ECONOMIC EFFECTIVENESS ANALYSIS FOR IMPLEMENTATION
OF THE FSM-CLASS SYSTEM (FIELD SERVICE MANAGEMENT) IN
MOBILE SERVICE CHAIN OPTIMIZATION. METHODOLOGICAL
ASPECTS AND**

THE CASE STUDY

Summary

The paper presents selected problems in assessing economic effectiveness of Field Service Management (FSM) systems implemented to optimize a mobile service chain. FSM attempts to optimize processes and information needed by companies which send staff out of the office. FSM involves a combination of some or all of the following: CRM applications, work order management, dispatch, wireless technology and historical customer service data. In most cases economic effectiveness of such systems is examined with TCO and ROI methods. The author discussed the idea of using these methods for IT domain and presented the concept of ROI/TCO calculator created to support effectiveness assessment for FSM.

Translated by Mirosław Dyczkowski