



Maxplore a Force(.com) To Be Reckoned With

Monday, March 16, 2009

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In today's economy, users are investigating the software-as-a-service (SaaS) deployment model in many functional areas to control capital expenditure and achieve quick time to value. AMR Research took a more in-depth look at SaaS provider **Maxplore** to see if it could deliver the goods in field services.

Maxplore's product ServiceMax is a native Force.com application, which means it's available only to **salesforce.com** customers. ServiceMax provides functionality for scheduling and dispatching, depot repair, contract management, warranty management, mobility, preventative maintenance, and spare parts inventory management. In addition, ServiceMax uses the Accounts, Contacts, Cases, and other features built into salesforce.com, as well as salesforce.com's global infrastructure.

AMR Research was impressed by the fact we could set up a test account and begin creating and assigning work orders in less than five minutes. Using the salesforce.com paradigm made navigation easy and familiar. On the flip side, we did encounter a few minor issues in the test account with broken help links and strange formatting, which isn't something completely unexpected from a relatively new web-based application.

Current salesforce.com customers interested in field service functionality should take a look at ServiceMax. Non-salesforce.com companies interested in sales force automation (SFA) and field service delivered through a SaaS model should also consider both companies.