



Field Service Management

Transforming Field Service organizations has been the cornerstone of our business for 20 years.

Many service organizations are under pressure to reduce the cost of service, speed up delivery and improve the customer experience to stay ahead of the competition. Built on the world's #1 intelligent customer service platform, Salesforce Field Service extends the connected customer experience into the field, allowing organizations to optimize the entire service chain.

Salesforce Field Service connects your entire workforce on one platform, providing a completely connected experience across the customer experience lifecycle. Your customers can enjoy more accurate appointment windows, improved communication, better service quality and overall, a much more positive experience, while your organization benefits from real-time insights into key data.

Field Service solutions we offer

Whether your organization is looking to implement a new field service management system, optimize an existing solution, or overcome specific business or technology challenges, Diabsolut's consulting services are designed to help clients achieve measurable benefits at any point in their transformation process.

With more than 20 years of experience implementing both Salesforce and ClickSoftware FSM solutions, Diabsolut's team of experts is uniquely positioned to understand and address the challenges that many field service organizations face.

Salesforce Field Service

Gain a connected and comprehensive field service and workforce management solution on a single platform. Our Salesforce Field Service implementation and integration services provide mobility, real-time visibility, and tools to optimize both customer service and operations across your business.

Click to SFS migrations

Let us help you migrate to a new, right-fit solution. We have an extensive background in field service; ClickSoftware, Salesforce, and integration expertise; and experience helping ClickSoftware customers successfully migrate onto the Salesforce platform.

Field Service Edge

Our in-house ClickSoftware and field service experts have experience helping ClickSoftware Field Service Edge users meet their solution and operational challenges with a variety of services, including integration, advisory, and support.

About Diabsolut

As Salesforce Summit Consulting Experts, we offer innovative end-to-end customer service and asset centric solutions to address the business needs of organizations across many industries throughout North America. Our expertise is in Field Service, Asset Management, Revenue and Higher Education. We work closely with our customers to ensure they achieve success and deliver exceptional service, by giving them the best tools for the job.



Our Customers

We have navigated through numerous multifaceted projects, from the straightforward to highly complex. Along the way, we're honoured to share that we've built as many strong relationships with our customers as we've built adaptable solutions.



Our Customers Success Stories



[Read Success Story](#)

"The Diabsolut team are first class field service and Salesforce experts. They were knowledgeable, efficient, and nimble at every phase of the project. Interpreting our ways of working, aligning the solution to provide feature parity with our current system, and taking us to the next level in our evolution with the advanced capabilities of the SFS product. We look forward to continued partnership and success between our two teams."

Rory Rovinelli, Digital Project Manager and Product Owner at Cogeco Connexion



[Read Success Story](#)

"The Diabsolut team brought strong subject matter expertise and a strong commitment to our success to the project. Because of their strength, we were able to meet expectations and deliver this time sensitive initiative on time with the necessary functionality."

Ryan Wiehagen, Associate Director Information Technology, Geisinger Health Plan



[Read Success Story](#)

"Diabsolut is a long-standing and trusted partner of Gaz Metro Plus. This is yet another example project showcasing Diabsolut's customer-first approach in setting proper expectations at the beginning of this project and taking the time to truly understand our needs and goals."

Dominic Corbeil, Senior Director, Information Technology and Operations, Gaz Metro Plus