

# Visualize, create, and manage service territories and territory hierarchies

## The field service challenge

Service providers like you need a quick and efficient way to visualize, analyze, and manage the demand and supply of resources. You need to understand:

- Do you have sufficient resources to meet your customers' needs?
- Do you need to further optimize resource utilization for timely service delivery in the most efficient manner?
- Which geographies generate the most or least business, and what impact does that have on resource allocation?

## The ServiceNow solution

ServiceNow® Field Service Management (FSM) makes territory planning easier. You can plan territories based on business objectives to be sure you have the optimal number of resources to cover the workload. This also minimizes travel time and helps ensure compliance if resources can only work in a certain area.

With FSM, planners have the flexibility to create multidimensional territories by drawing on the map or importing geographical data files. Through enhanced rules and visualization capabilities, any overlaps are minimized to avoid confusion and scheduling inefficiencies.

Dispatchers and territory planners can create overlays to see mobile workers, crews, and assets on their territory maps. These visual cues help in appropriately balancing territories.

### Minimize overlaps

Create flexible and granular service territories while minimizing overlaps in coverage.

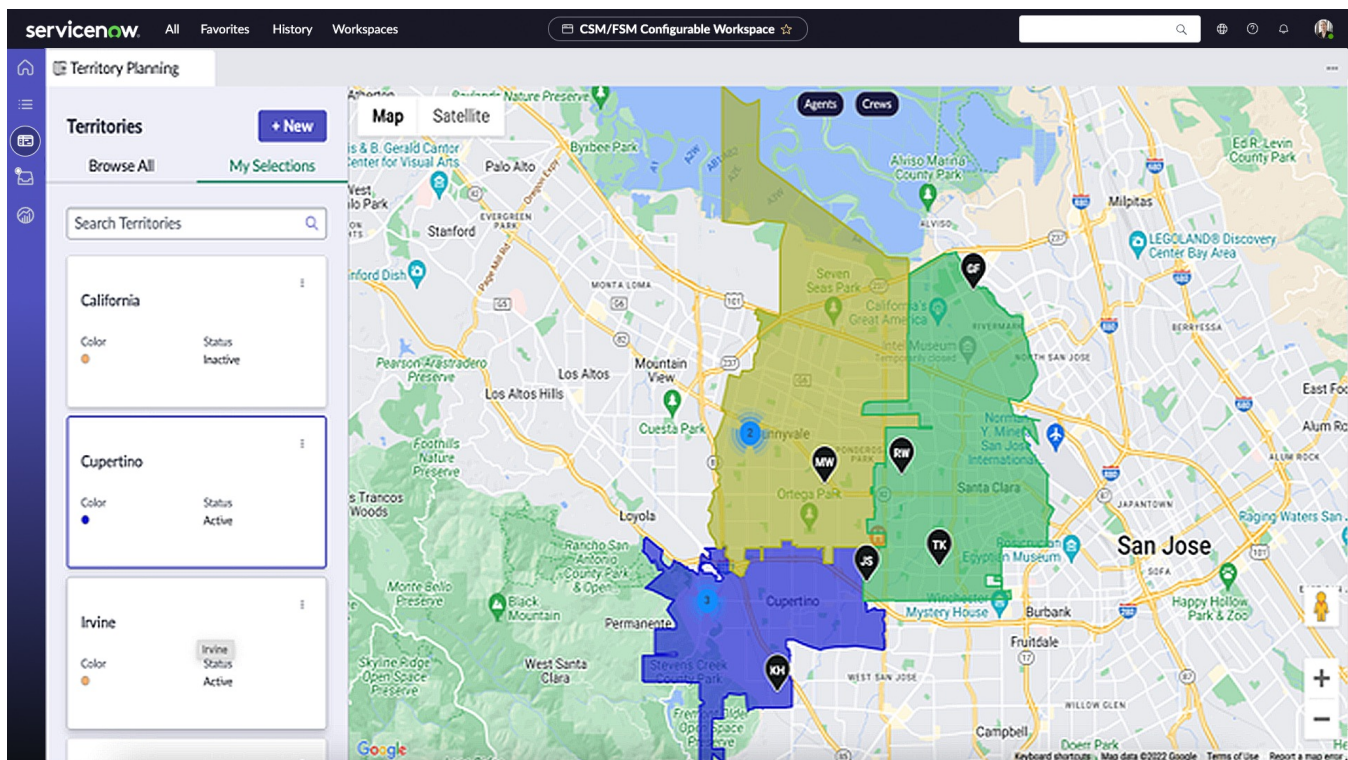
### Increase speed and efficiency

Improve scheduling capabilities with enhanced territory rules and structures, including polygons.

### Get visual cues

Provide greater visualization of people, tasks, and assets across territories.

For more information about FSM and its capabilities, go to: <https://www.servicenow.com/products/field-service-management.html>



Streamline territory planning with ServiceNow Field Service Management