



FIELD SERVICE SOFTWARE COMPARISON

A practical comparison for oilfield and field-service operations. Service Jockey capabilities are confirmed by the company; competitor entries are based on current public vendor documentation.

Capability	SERVICE JOCKEY	RigER	FieldCap	ServiceTitan	Service Fusion	Jobber
Built from oilfield service experience	YES 25+ years	YES	YES	No	No	No
Offline field operation	YES	YES	YES	YES*	YES*	Limited*
Digital field ticketing / field forms	YES	YES	YES	YES	Partial	Partial
Voice-activated ticketing	YES	Not verified	Not verified	Not verified	Not equivalent**	Not verified
Chat-based ticketing	YES	YES	Not verified	Not verified	Voice/text**	Not verified
Employee + job timekeeping	YES	YES	YES	YES	Not verified	YES*
Equipment rental management	YES	YES	YES	Not verified	Not verified	Not verified
Equipment GPS tracking	YES	Partial	Not verified	Add-on / fleet***	Add-on***	Not verified
Staff GPS / location	YES while clocked in	Partial	Not verified	YES	Add-on***	Partial*
Custom forms / field paperwork	YES	YES	YES	YES	Plan / add-on	Partial
Multilingual operation	YES	Not verified	Not verified	Not verified	Not verified	Spanish app*
Cross-device access	YES	YES	YES	Mobile + web	Mobile + web	Mobile + web
Scheduling + dispatch	YES	YES	YES	YES	YES	YES
Quote-to-invoice workflow	YES	YES	YES	YES	YES	YES
Licensing / user model	Mix & match No user cap No forced top tier	Quote / varies	Quote / varies	Per technician	Unlimited users by plan	Plan user limits / additional users

How to read this chart: YES = publicly verified or confirmed. Partial / Limited = capability exists with narrower scope, connectivity, plan, module, or add-on limitations. Not verified = equivalent functionality was not clearly identified in the vendor's public materials; it does **not** mean the feature is unavailable. * Availability/functionality may vary by plan, connectivity, or app. ** Service Fusion advertises integrated voice/text; this is not presented as voice-activated field-ticket creation. *** May require a separate fleet/GPS product or add-on.



WHY SERVICE JOCKEY IS DIFFERENT

BUILT BY OILFIELD SERVICE PROFESSIONALS - NOT ADAPTED TO THEM.

VOICE + CHAT TICKETING Capture field information naturally instead of forcing crews through unnecessary data-entry screens.	OFFLINE MODE Keep field work moving in low-signal and no-signal environments, then sync when connectivity returns.
PEOPLE + JOB TIMEKEEPING Track employee time and job time in the same operational system.	STAFF + EQUIPMENT GPS See equipment location and staff location while employees are clocked in for work.
EQUIPMENT RENTALS Manage rental activity alongside jobs, people, tickets, and billing workflows.	CUSTOM FORMS Configure service requests, quotes, tickets, and invoices around the way your company works.
MULTILINGUAL Support a diverse field workforce without forcing everyone into one language.	ANY DEVICE / ANY OS Use Service Jockey across devices and operating systems without redesigning your operation around the software.

LICENSING THAT FITS THE TEAM - NOT THE OTHER WAY AROUND.

Mix-and-match licensing. Companies can select the license types they actually need and use - without forcing every employee onto the highest tier. There is no user-limit or licensing cap.

Built from the field up. Service Jockey was created by oilfield service professionals with more than 25 years of experience to address gaps they encountered in field service management systems. The result is a field-operations platform designed around real work - from service request through quote, dispatch, field ticket, time and equipment tracking, invoice, and payment.

Comparison basis - reviewed September 17, 2026. Competitor information is based on public vendor materials from riger.us, fieldcap.com, servicetitan.com, servicefusion.com, and getjobber.com. Features, plans, and pricing can change. Service Jockey feature and licensing information was supplied and confirmed by Service Jockey. This comparison is intended as a high-level marketing reference; buyers should verify requirements with each vendor.