

WATER COMPANIES: DELIVER FIELD SERVICE ON YOUR TERMS

IFS understands that for companies focused on water delivery and treatment, managing service applications is no easy task. With an incredibly diverse set of service types, skills needed, and a mix of salaried and contracted service workers, getting optimization right is paramount to mitigating costs and ensuring that every area of your business runs at optimum capacity.

To successfully navigate these complexities, relying on multiple systems, manual processes, and inconsistent communications between stakeholders and systems is no longer acceptable. Best-in-class service isn't just about mitigating issues, it's about using service as a differentiator, minimizing downtimes, and predicting rather than reacting to alerts alongside scheduled and ongoing service. Fortunately, no one has better capabilities to support complex service delivery than IFS. Here are just a few of the things that help set us apart:



NEXT-GEN PLANNING OPTIMIZATION

Our workforce optimization is designed to accommodate your business, no compromises. Balancing multiple dependencies and competing priorities, the system manages emergency call outs, maintenance activities, and overhaul projects right alongside new connections and routine service. We understand that circumstances change and emergency requests take priority, and our platform reacts in real-time, continuously monitoring and adapting. Our flexible PSO options mean that whether you need a quick implementation, the power to run what-if scenarios, or the ability to merge contracted and salaried labor in one system, we have you covered.



BEST-IN-CLASS CUSTOMER EXPERIENCE MANAGEMENT

IFS empowers you with tools for self-service, 1:1 mobile-to-desktop capabilities, and integrated systems that are designed to span multiple lifecycles and teams. All of this comes with an unprecedented view into the connected performance of your business, giving you a single source of truth that runs from the assets, through the parts and labor, to the desired output and outcomes. We empower your front office with a single moment of customer truth, providing the clearest view possible to help manage your success.



END-TO-END LOGISTICS MANAGEMENT

IFS offers you the power to track your supply chain from the asset to the service parts all in one place. Catalog the full scope of parts locations across channels to ensure that jobs can be completed quickly and effectively. Moreover, sophisticated reverse logistics systems mean that if a depot trip is necessary, you can easily map the process to ensure resolution that and minimize cost and downtime. Coupled with IoT implementation, IFS gives you the complete view of your enterprise, end-to-end.

HERE ARE MORE TIPS ON MASTERING SERVICE:



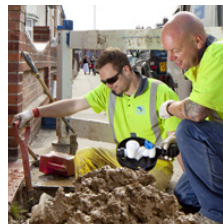
Cubic Transportation's Outcomes-based Service Success



Q&A: Digital Transformation Objectives and Priorities for Utilities



Field Service Used to Be Easy: How Spencer Technologies Uses Data To Adapt



Portsmouth Water Goes Live with IFS Applications

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